



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, October 20, 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/j/84461212693>

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. August 18, 2022
3. Information - Balanced Score Card Report
4. Information – Consumer Report Card Update
5. Information - Youth Balanced Scorecard Update
6. Information - WIOA Performance Strategies
7. Recommendation as to Approval of the Equifax Data Pilot Project

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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: 10/20/2022

AGENDA ITEM: 2A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: August 18, 2022, 8:30AM

LOCATION: Doubletree by Hilton Hotel Miami Airport & Convention Center
MACC Conference Center – 2nd Floor
Conference Room MACC 101
711 N.W. 72nd Avenue
Miami, FL 33126

Zoom: <https://us02web.zoom.us/join/91785622222>

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:46AM on August 18, 2022.

ROLL CALL: 8 members; 5 required; 5 present: Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Chi, Joe, Vice-Chair Clayton, Lovey Regueiro, Maria Rod, Denis	Diggs, Bill Garza, Maria Huston, Albert “Al” SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED	Gilbert, David Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		
Dalto, Joseph, New Horizons		

Minutes Prepared by: Ebony Morgan
SFWIB Performance Council Meeting
August 18, 2022, 8:30am
Status: DRAFT
Approval date: TBD
Page 1 of 6



Agenda items are displayed in the order they were discussed.

2. Approval of Performance Council Meeting Minutes – June 30, 2022, April 28, 2022, February 17, 2022

Ms. Canales introduced the item; Mr. Gilbert further presented. Performance Council members were provided an opportunity to review the minutes prior in advance of the vote. No questions or concerns were presented; no changes required.

Motion by Dr. Rod: Move to approve agenda items 2A, 2B, and 2C – Meeting minutes from June 30, 2022, April 28, 2022, and February 17, 2022.

Mr. Chi seconded the motion; **item is passed without dissent.**

3. Information - Balanced Score Card Report

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

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 June 30, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

Mr. Gilbert shared that since the implementation of Corrective Action Plans (CAP), performance has reflected steady improvement at many of the American Job Centers (AJC). Some were close to hitting the 65% standard. Moving forward, service providers are expected to continue executing according to their respective PIPs. CSSF staff will continue to monitor and track the strategies employed to ascertain progress and effectiveness.

CSSF staff has updated the Balance Score Card to align local performance measures with state/federal performance benchmarks for Adult and Youth, Dislocated Worker, and Wagner-Peyser. The revised BSC will be presented at the October 2022 SFWIB for review and approval.

Mr. Gilbert reviewed performance changes for all AJC's, highlighting those with significant improvement.

Mr. Chi inquired about the adjustments made to bring about improvements in the centers.



Mr. Gilbert shared that CSSF staff worked with the service providers to investigate center operations (e.g., remote staff functionality, outreach and recruitment methods, etc.); the goal was to make necessary adjustments that would flourish in a post-COVID, more remote environment. In addition, SFWIB/CSSF staff has increased outreach to assist the AJCs in meeting performance measures, including hosting recruitment events, sending referrals for local organizations, and working with several departments within Miami-Dade County to fill job openings.

Chairwoman Canales noted businesses are beginning to transition to more of a hybrid working environment - workers are returning to office at least a few days a week. Do you foresee any additional challenges with the AJCs progression?

Mr. Gilbert advised that several processes/procedures have been implemented to support a more remote workforce. It took a while for service providers to learn how to adjust to completing assessments via a digital platform vs. in person. We have since embraced the change and developed processes that enable AJC staff to service the client and track progress, whether the individual is in-person or remote. As such, we are confident that we will continued improvement moving forward.

No further questions or concerns were presented.

4. Information - Consumer Report Card Update

Mr. Gilbert introduced the item and further presented CRC performance indicators for the period of July 1, 2021 through June 30, 2022.

Mr. Gilbert advised that the success of the partnership between our training vendors and the AJCs is evident in reviewing the outcomes. Participants are receiving training/certifications, and are then able to obtain employment in training-related fields.

Mr. Clayton asked if the training vendors/AJCs participate in healthcare related training/job placements. Chairwoman Canales confirmed we are moving in that direction, although it has been a slow start. Mr. Gilbert and Mr. Perrin have been working on recruitment/retention issues with one of the largest healthcare systems in South Florida. In addition, there have several meetings/discussions regarding moving forward with apprenticeships in healthcare (e.g., long-term care, skilled nursing, acute, ambulatory, and hospital care). Programs will be available for incumbent healthcare workers seeking upward mobility and individuals that are new to the field.



Mr. Gilbert shared that there is a healthcare recruitment event taking place in September. Furthermore, in support of the effort to address healthcare resource shortages, he has personally vetted and referred approximately 28 individuals – eight (8) Registered Nurses (RN), Mammogram Technicians, LPNs, and Patient Care Technicians - to the HR Manager of one of our largest hospital systems. All candidates received interviews and at least one has received a job offer.

Mr. Gilbert further advised the Performance Council that CSSF staff are working with Miami Dade College to develop a LPN apprenticeship program and Florida Vocational Institute to establish an apprenticeship program that will enable Certified Nursing Assistants (CNAs) to transition to Licensed Practical Nurses (LPNs).

There were no further questions or concerns regarding the item.

5. Information – Youth Balanced Scorecard

Mr. Gilbert introduced the item and further presented program performance for PY 2021-2022, which is the period of July 1, 2021 through June 30, 2022.

The In-School Youth (ISY) program has exceeded its enrollment standard. The Out-of-School Youth (OSY) program enrollment performance was impacted by barriers to education and employment and by environmental factors, such as employment availability with easy entry level access to higher wages.

Mr. Gilbert advised that youth service providers are on a Corrective Action Plan as well – they are showing a steady increase in performance over time.

Performance measures for 2nd and 4th quarter are measured after individuals have exited the system due to employment or post-secondary education. Program year 2022-2023 will continue to track performance data for two quarters after exit, as directed by the State. With the aforementioned changes, we should see improved performance over time for the ISY.

Mr. Gilbert reviewed the performance measures for out-of-school youth (OSY); he reminded the Council that credentials are not currently available, it's captured only after a participant exits the program. They have a year after program completion to obtain credentials. We are just starting to see those that exited during the height of the pandemic are starting to be reflected in the data. Moving forward, we should continue to see better performance as we continue through the program year.



SFWIB staff revised the Youth BSC to align with the Workforce Innovation and Opportunity Act local negotiated Youth program primary performance indicators for PY 2022-2023 and 2023-2024; and to enhance the oversight and management of the performance indicators.

Mr. Chi asked for clarification on what it means for a participant to exit. Mr. Gilbert explained that once participants complete a training program, gains his/her General Education Development certificate (GED), or find employment, they may exit the system. Adult and Youth State and Federal measures begin one hundred-eighty (180) days after a participant is no longer receiving services – whether they have completed post-secondary education, become employed, or refuse to further participate. At that time, the State seeks to determine if that individual has achieved a credential, is actively enrolled in an educational program, or is receiving wages – indicating employment.

He further advised that Measurable Skills Gains, which looks at a participant's progression, is the only federal performance indicator that happens while an individual is active.

6. WIOA Performance Indicators and Measures

Mr. Gilbert introduced the item and further presented the negotiated PY 2022-2023 and 2023-2024 WIOA Performance Indicators for Workforce Development Area (WDA) 23.

The Florida Department of Economic Opportunity (DEO) recently completed state-level performance negotiations with the U.S. Department of Labor (USDOL) Employment and Training Administration for Workforce Innovation and Opportunity Act (WIOA) Titles I and III funded programs for Program Years (PY) 2022-2023 and 2023-2024. The negotiated WIOA primary performance indicators will measure the efficaciousness of the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs provided by local workforce development boards (LWDB).

The South Florida Workforce Investment Board (SFWIB) recently received the PY 2022-2023 and 2023-2024 WIOA Performance Indicators for Workforce Development Area (WDA) 23 from the DEO. Mr. Gilbert further explained that, historically, when the State negotiated with the performance indicators with the USDOL, the same requirements would be assigned to all workforce boards – regardless of environmental differences that may influence outcomes. This year, the USDOL required DEO to use the Statistical Adjustment Model (SAM) to ensure all environmental factors associated with servicing participants in any respective area, is considered when determining negotiated local levels of performance.



Mr. Gilbert reviewed the PY 2022-2023 estimated levels of performance for WDA23 and discussed the PY2017-2020 regression model data, recently received from DEO, which provides an overview of many of the characteristics relevant to performance in any region across the state. The full presentation will be presented during the full board sessions. SFWIB performance measures have been reduced, using the SAM model, based on the number of barriers to employment within our population.

Mr. Chi asked for clarification of our primary goal for participants. Mr. Gilbert advised that the SFWIB's main objective is to ensure constituents have the training and skills to become gainfully employed. WIOA has been established to service individuals with barriers to employment (e.g., returning citizens, language barriers, homeless, welfare recipients, disabilities, veterans, long term unemployed, etc.); we seek to remain true to that cause.

Mr. Chi asked about the placement process. Mr. Gilbert advised that we conduct direct job placements (DJP). Mr. Beasley is keen on establishing, developing, and servicing the employer relationship. This develops the trust necessary to enable SFWIB staff to identify and refer individuals, which may require additional training, for open roles in their organization whenever needed.

Mr. Chi advised that the Chamber has several organizations actively looking to hire. Mr. Gilbert assured Mr. Chi that he makes the referral, SFWIB staff will meet with the employers to establish a direct relationship and do what we can to help them identify talent.

Being as there were no further questions or concerns, the meeting adjourned at 9:28am.



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2022

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 (BSC) measures the performance of the Workforce Development Area (WDA) 23 CareerSource center/American Job Centers (AJC) service providers. The report for Program Year (PY) 2022-23, is from July 1, 2022 through September 30, 2022. The BSC Performance Summary indicates none of the nine AJC locations achieved the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for PY 2022-23 shows WDA 23 has a total of 1,181 job placements, which was 36.9 percent of the minimum standard and 31.4 percent of the maximum standard.

None of the nine CareerSource center/AJC locations achieved the minimum or maximum YTD Job Placements standard PY 2022-23.

The CareerSource center/AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2022-23 performance standards. South Florida Workforce Investment Board (SWFIB) staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY 2022-2023(July 1, 2022 through September 30, 2022) *

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

Service Providers	American Job Center (AJC) Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Carol City AJC	4	18	22.2%
	Hialeah Downtown AJC	8	17	47.1%
	North Miami Beach AJC	11	19	57.9%
	Northside Center AJC	10	19	52.6%
The College of the Florida Keys	Florida Keys AJC's	6	15	40.0%
Youth Co-Op, Inc.	Homestead AJC	8	19	42.1%
	Little Havana AJC	10	19	52.6%
	Perrine AJC	8	17	47.1%
	West Dade AJC	10	19	52.6%
	LWDA	10	19	52.6%

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Provider	Location	Maximum Standard		Minimum Standard		Total			Obtained			Direct Job Placement Universal								Total Universal		Direct Job Placement by Type WIOA Individualized												OE %	DJP %		
		#	%	#	%							1Qrt				>1Qrt				1Qrt	>1Qrt	Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP				SNAP	
		1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt						
		1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt						
Arbor E&T, LLC	Carol City Center	360	19.7%	306	23.2%	51	20	71	34	19	53	0	0	4	13	0	1	0	0	17	1	0	0	0	0	0	0	0	0	0	0	0	0	74.65%	25.35%		
	Hialeah Downtown Center	414	82.1%	351	96.9%	288	52	340	173	44	217	0	0	0	115	0	0	0	8	115	8	0	0	0	0	0	0	0	0	0	0	0	63.82%	36.18%			
	North Miami Beach Center	450	21.1%	384	24.7%	70	25	95	39	22	61	0	0	0	31	0	0	0	3	31	3	0	0	0	0	0	0	0	0	0	0	64.21%	35.79%				
	Northside Center	459	21.8%	390	25.6%	60	40	100	39	39	78	0	0	1	18	0	0	0	1	19	1	2	0	0	0	0	0	0	0	0	0	0	78.00%	22.00%			
The College of the Florida Keys	Florida Keys Center	237	2.1%	201	2.5%	5	0	5	3	0	3	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	60.00%	40.00%				
Youth Co-Op	Homestead Center	417	28.3%	354	33.3%	90	28	118	32	26	58	33	6	0	18	0	1	0	0	57	1	1	1	0	0	0	0	0	0	0	0	49.15%	50.85%				
	Little Havana Center	390	38.5%	333	45.0%	132	18	150	56	11	67	0	3	2	69	0	0	2	5	74	7	2	0	0	0	0	0	0	0	0	0	44.67%	55.33%				
	Perrine Center	477	32.7%	405	38.5%	107	49	156	84	48	132	0	12	0	8	0	0	1	0	20	1	2	0	0	0	0	1	0	0	0	84.62%	15.38%					
	West Dade Center	558	26.2%	474	30.8%	124	22	146	79	21	100	0	1	3	33	0	0	0	1	37	1	7	0	0	0	0	0	1	0	0	0	68.49%	31.51%				
Total		3,762	31.4%	3,198	36.9%	927	254	1,181	539	230	769	33	22	10	307	0	2	3	18	372	23	14	1	0	0	0	0	0	0	1	0	1	0	0	0	65.11%	34.89%
																				% of DJP	90.29%	5.58%	3.40%	0.24%	0.00%	0.00%	0.00%	0.00%	0.24%	0.00%	0.24%	0.00%	0.00%	0.00%	0.00%		

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	100.0%
2	Training Related Placements	75%	100.0%
3	Credential Attainment	75%	ND
4	Measurable Skills Gain	75%	ND
5	Training Enrollments Rate	279	72
6	CAP All Family Participation Rate	50%	0.51%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%
9	WIOA Adult & Dislocated Worker EER	98%	ND
10	Short-Term Veterans EER	50%	34.04%
11	Employers Served (Employer Penetration Rate)	2,787	3,532
12	Employer Serviced with Level 1 Services	1,812	2,144
13	Jobs Openings Filled Rate	65%	1.3%
14	Referral Job Skills Match Average	80%	88.2%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	3,762	1,181
16	Employed 1st Qtr After Exit	95%	63%
17	Employed 2nd Qtr After Exit	95%	34%
18	Employed 3rd Qtr After Exit	95%	ND
19	Employed 4th Qtr After Exit	95%	ND
20	Average Days to Employment	145	65
	20a DJP Average Days to Employment	60	26
	20b Obtained Average Days to Employment	167	81
21	Employment/Job Placement Average Wage	\$14.58	\$15.03
22	Cost Per Placement	\$2,240.96	\$406.62
23	Net Economic Benefit	\$28,085.00	\$30,860.14
24	Return on the Investment	\$12.53	\$76.01

ND = No Data

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Last Run Date: 10/11/2022 8:16:45 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Arbor E&T, LLC
Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	ND
2	Training Related Placements	75%	100.0%	ND
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	27	72	3
6	CAP All Family Participation Rate	50%	0.51%	4.62%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	16.28%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	25.37%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	33.33%
11	Employers Served (Employer Penetration Rate)	267	3,532	228
12	Employer Serviced with Level 1 Services	174	2,144	94
13	Jobs Openings Filled Rate	65%	1.3%	0.03%
14	Referral Job Skills Match Average	80%	ND	82.0%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	360	1,181	71
16	Employed 1st Qtr After Exit	95%	63%	50%
17	Employed 2nd Qtr After Exit	95%	34%	43%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	88
	20a DJP Average Days to Employment	60	26	11
	20b Obtained Average Days to Employment	167	81	108
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$12.99
22	Cost Per Placement	\$2,235.82	\$406.62	\$64.08
23	Net Economic Benefit	\$28,091.00	\$30,860.14	\$26,947.00
24	Return on the Investment	\$12.56	\$76.01	\$420.49

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	ND
2	Training Related Placements	75%	100.0%	ND
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	33	72	4
6	CAP All Family Participation Rate	50%	0.51%	1.16%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	9.09%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	60.0%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	100.0%
11	Employers Served (Employer Penetration Rate)	306	3,532	330
12	Employer Serviced with Level 1 Services	198	2,144	183
13	Jobs Openings Filled Rate	65%	1.3%	2.84%
14	Referral Job Skills Match Average	80%	88.2%	99.72%
	Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	414	1,181	340
16	Employed 1st Qtr After Exit	95%	63%	0%
17	Employed 2nd Qtr After Exit	95%	34%	60%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
	20 Average Days to Employment	145	65	56
	20a DJP Average Days to Employment	60	26	15
	20b Obtained Average Days to Employment	167	81	59
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$16.97
22	Cost Per Placement	\$2,273.59	\$406.62	\$225.28
23	Net Economic Benefit	\$28,053.00	\$30,860.14	\$35,073.15
24	Return on the Investment	\$12.34	\$76.01	\$155.69

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Arbor E&T, LLC
North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	100.0%	100.0%
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	33	72	11
6	CAP All Family Participation Rate	50%	0.51%	4.41%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	11.11%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	59.38%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	0.0%
11	Employers Served (Employer Penetration Rate)	333	3,532	407
12	Employer Serviced with Level 1 Services	216	2,144	317
13	Jobs Openings Filled Rate	65%	1.3%	6.53%
14	Referral Job Skills Match Average	80%	88.2%	87.62%
	Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	450	1,181	95
16	Employed 1st Qtr After Exit	95%	63%	100%
17	Employed 2nd Qtr After Exit	95%	34%	20%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
	20 Average Days to Employment	145	65	51
	20a DJP Average Days to Employment	60	26	13
	20b Obtained Average Days to Employment	167	81	79
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$14.87
22	Cost Per Placement	\$2,279.89	\$406.62	\$447.82
23	Net Economic Benefit	\$28,088.00	\$30,860.14	\$30,472.83
24	Return on the Investment	\$12.55	\$76.01	\$68.05

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Arbor E&T, LLC
Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	100.0%	100.0%
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	33	72	3
6	CAP All Family Participation Rate	50%	0.51%	0.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	5.75%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	47.41%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	40.0%
11	Employers Served (Employer Penetration Rate)	339	3,532	379
12	Employer Serviced with Level 1 Services	222	2,144	230
13	Jobs Openings Filled Rate	65%	1.3%	3.94%
14	Referral Job Skills Match Average	80%	88.2%	97.47%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	459	1,181	100
16	Employed 1st Qtr After Exit	95%	63%	80%
17	Employed 2nd Qtr After Exit	95%	34%	61%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
	20 Average Days to Employment	145	65	110
	20a DJP Average Days to Employment	60	26	9
	20b Obtained Average Days to Employment	167	81	144
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$15.81
22	Cost Per Placement	\$2,226.90	\$406.62	\$630.60
23	Net Economic Benefit	\$28,099.00	\$30,860.14	\$32,252.33
24	Return on the Investment	\$12.62	\$76.01	\$51.15

ND = No Data

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Last Run Date: 10/11/2022 8:16:45 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

College of Florida Keys
Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	ND
2	Training Related Placements	75%	100.0%	ND
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	12	72	0
6	CAP All Family Participation Rate	50%	0.51%	0.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	50.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	36.36%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	ND
11	Employers Served (Employer Penetration Rate)	177	3,532	84
12	Employer Serviced with Level 1 Services	114	2,144	0
13	Jobs Openings Filled Rate	65%	1.3%	0.55%
14	Referral Job Skills Match Average	80%	ND	100.0%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	237	1,181	5
16	Employed 1st Qtr After Exit	95%	63%	ND
17	Employed 2nd Qtr After Exit	95%	34%	0%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	23
20a	DJP Average Days to Employment	60	26	22
20b	Obtained Average Days to Employment	167	81	22
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$16.25
22	Cost Per Placement	\$2,235.82	\$406.62	\$320.00
23	Net Economic Benefit	\$28,091.00	\$30,860.14	\$33,480.00
24	Return on the Investment	\$12.56	\$76.01	\$104.63

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Youth Co-Op Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	100.0%	100.0%
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	30	72	14
6	CAP All Family Participation Rate	50%	0.51%	2.94%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	12.9%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	62.89%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	42.86%
11	Employers Served (Employer Penetration Rate)	309	3,532	531
12	Employer Serviced with Level 1 Services	201	2,144	491
13	Jobs Openings Filled Rate	65%	1.3%	43.48%
14	Referral Job Skills Match Average	80%	88.2%	87.93%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	417	1,181	118
16	Employed 1st Qtr After Exit	95%	63%	80%
17	Employed 2nd Qtr After Exit	95%	34%	38%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	62
20a	DJP Average Days to Employment	60	26	14
20b	Obtained Average Days to Employment	167	81	103
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$11.88
22	Cost Per Placement	\$2,223.62	\$406.62	\$450.26
23	Net Economic Benefit	\$28,103.00	\$30,860.14	\$24,250.58
24	Return on the Investment	\$12.64	\$76.01	\$53.86

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Youth Co-Op Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	100.0%	100.0%
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	30	72	12
6	CAP All Family Participation Rate	50%	0.51%	2.5%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	15.38%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	61.26%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	33.33%
11	Employers Served (Employer Penetration Rate)	288	3,532	571
12	Employer Serviced with Level 1 Services	186	2,144	187
13	Jobs Openings Filled Rate	65%	1.3%	2.76%
14	Referral Job Skills Match Average	80%	88.2%	88.98%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	390	1,181	150
16	Employed 1st Qtr After Exit	95%	63%	100%
17	Employed 2nd Qtr After Exit	95%	34%	14%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	47
20a	DJP Average Days to Employment	60	26	28
20b	Obtained Average Days to Employment	167	81	64
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$14.25
22	Cost Per Placement	\$2,270.53	\$406.62	\$487.28
23	Net Economic Benefit	\$28,056.00	\$30,860.14	\$29,148.77
24	Return on the Investment	\$12.36	\$76.01	\$59.82

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Youth Co-Op
Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	ND
2	Training Related Placements	75%	100.0%	ND
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	36	72	8
6	CAP All Family Participation Rate	50%	0.51%	6.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	31.11%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	41.45%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	33.33%
11	Employers Served (Employer Penetration Rate)	354	3,532	487
12	Employer Serviced with Level 1 Services	231	2,144	325
13	Jobs Openings Filled Rate	65%	1.3%	3.46%
14	Referral Job Skills Match Average	80%	88.2%	90.83%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	477	1,181	156
16	Employed 1st Qtr After Exit	95%	63%	50%
17	Employed 2nd Qtr After Exit	95%	34%	22%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	75
20a	DJP Average Days to Employment	60	26	30
20b	Obtained Average Days to Employment	167	81	80
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$14.63
22	Cost Per Placement	\$2,237.30	\$406.62	\$388.01
23	Net Economic Benefit	\$28,089.00	\$30,860.14	\$30,041.56
24	Return on the Investment	\$12.55	\$76.01	\$77.42

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 9/30/2022

Youth Co-Op West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	100.0%	100.0%
2	Training Related Placements	75%	100.0%	100.0%
3	Credential Attainment	75%	ND	ND
4	Measurable Skills Gain	75%	ND	ND
5	Training Enrollments Rate	45	72	17
6	CAP All Family Participation Rate	50%	0.51%	2.47%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	9.52%	6.25%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	50.95%	43.43%
9	WIOA Adult & Dislocated Worker EER	98%	ND	ND
10	Short-Term Veterans EER	50%	34.04%	20.0%
11	Employers Served (Employer Penetration Rate)	414	3,532	454
12	Employer Serviced with Level 1 Services	270	2,144	317
13	Jobs Openings Filled Rate	65%	1.3%	14.78%
14	Referral Job Skills Match Average	80%	88.2%	98.73%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	558	1,181	146
16	Employed 1st Qtr After Exit	95%	63%	53%
17	Employed 2nd Qtr After Exit	95%	34%	45%
18	Employed 3rd Qtr After Exit	95%	ND	ND
19	Employed 4th Qtr After Exit	95%	ND	ND
20	Average Days to Employment	145	65	45
20a	DJP Average Days to Employment	60	26	22
20b	Obtained Average Days to Employment	167	81	56
21	Employment/Job Placement Average Wage	\$14.58	\$15.03	\$15.54
22	Cost Per Placement	\$2,279.89	\$406.62	\$719.96
23	Net Economic Benefit	\$28,047.00	\$30,860.14	\$31,608.44
24	Return on the Investment	\$12.30	\$76.01	\$43.90

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SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2022

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 for program year 2022-2023, dated July 1, 2022 through September 30, 2022, indicates the follows:

- The SFWIB generated \$540,393.70 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.66.
- One hundred percent of training services participants completed classroom training.
- Of those completing training, 93 percent have obtained employment with an average wage of \$22.54.
- Ninety-two percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$38,599.55.

The attached CRC table is a summary for program year 2022-2023.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2022 - 06/30/2023

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		
Academy, The (#3051) - Miami Campus	9	9	9	100.00 %	9	100.00 %	\$ 9,310.50	\$ 83,794.50	\$ 9,310.50	\$ 24.41	\$ 50,775.11	\$ 41,464.61	\$ 4.45
Apex Training Center - 3971	3	3	2	66.67 %	2	100.00 %	\$ 3,801.60	\$ 11,404.80	\$ 5,702.40	\$ 19.00	\$ 39,520.00	\$ 33,817.60	\$ 5.93
MDCP SCHOOLS (ALL)	1	1	1	100.00 %	-	0.00 %	\$ 834.20	\$ 834.20	\$ 834.20	\$ 16.89	\$ 35,131.20	\$ 34,297.00	\$ 41.11
New Horizons C.L.C. of South Florida-Miami #2438	2	2	2	100.00 %	2	100.00 %	\$ 10,000.00	\$ 20,000.00	\$ 10,000.00	\$ 20.50	\$ 42,640.00	\$ 32,640.00	\$ 3.26
	15	15	14	93.33 %	13	92.86 %	\$ 7,735.57	\$ 116,033.50	\$ 8,288.11	\$ 22.54	\$ 46,887.66	\$ 38,599.55	\$ 4.66



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2022

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: **Joint contribution for youth career pathway models**

BACKGROUND:

The Youth Balanced Scorecard (BSC) measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. The Youth BSC provides detailed information regarding the program performance for Program Year (PY) 2022-2023. The report measures Enrollments, PWE Enrollments, Measurable Skills Gains, Credential Attainment, Youth Education and Employment Rate-2nd Quarter After Exit, and Youth Education and Employment Rate-4th Quarter After Exit. The time period for the Youth Balance Scorecard Report is from July 1, 2022 thru September 30, 2022.

The In-School Youth (ISY) program exceeded its enrollment standard. The Out-of-School Youth (OSY) program enrollment performance has been impacted by barriers to education and employment and by environmental factors, such as employment availability with easy entry-level access to higher wages.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard - 159 participants / Actual Performance - 234 participants
- Measurable Skills Gains: Regional Standard - 90% / Actual Performance - N/D
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard - 90% / Actual Performance - 37%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard - 90% / Actual Performance - 21%
- Credential Attainment: Regional Standard - 90% / Actual Performance - 100%
- New PWE Enrollment: 16
- Obtained Employment: 9

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard - 773 participants / Actual Performance - 480 participants
- Measurable Skills Gains: Regional Standard - 90% / Actual Performance - N/D
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard - 90% / Actual Performance - 15%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard - 90% / Actual Performance - 16%
- Credential Attainment: Regional Standard - 90% / Actual Performance - 50%
- New PWE Enrollments: 112
- Obtained Employment: 45

SFWIB staff revised the Youth BSC to align with the Workforce Innovation and Opportunity Act (WIOA) Youth negotiated primary performance indicators for PY 2022-2023 and 2023-2024 to enhance the oversight and management of the performance indicators. Revisions to the Youth BSC included the addition of the following performance indicators:

- Paid Work Experience Enrollment
- Employment (Obtained, Direct & Post-Secondary)
- Employed 1st Quarter After Exit
- Employed 3rd Quarter After Exit

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 9/30/2022

Regional for ISY Providers		
Measure	Standard	Region
Enrollments	159	234
PWE Enrollments	159	16
Measurable Skills Gain	90%	N/D
Credential Attainment	90%	100%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)		9
Education and Employment Rate - 1st Qtr After Exit	90%	N/D
Education and Employment Rate - 2nd Qtr After Exit	90%	37%
Education and Employment Rate - 3rd Qtr After Exit	90%	N/D
Education and Employment Rate - 4th Qtr After Exit	90%	21%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 9/30/2022

Regional for OSY Providers		
Measure	Standard	Region
Enrollments	764	480
New Enrollments (General Population)	280	92
New Enrollments (Youth Offender)	34	N/D
New Enrollments (Homeless Runaway Foster Care)	34	4
New Enrollments (Pregnant or Parenting)	34	N/D
New Enrollments (Disability)	34	1
PWE Enrollments	407	112
Measurable Skills Gain	90%	N/D
Credential Attainment	90%	50%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)	618	45
Education and Employment Rate - 1st Qtr After Exit	90%	N/D
Education and Employment Rate - 2nd Qtr After Exit	90%	15%
Education and Employment Rate - 3rd Qtr After Exit	90%	N/D
Education and Employment Rate - 4th Qtr After Exit	90%	16%



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2022

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WIOA PERFORMANCE STRATEGIES

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On July 6th, 2022 the South Florida Workforce Investment Board (SFWIB) received the proposed WIOA indicators of performance for Local Workforce Development Area (LWDA) 23 for Program Year (PY) 2022-2023 and PY2003-2024. The Florida Department of Economic Opportunity (DEO) utilized a Statistical Adjustment Model (SAM) applied to the actual economic conditions and characteristics of participants served to determine LWDA's performance levels. Based on the participant characteristics and the economic characteristics data provided by DEO, the SFWIB is in agreement with the proposed performance levels.

SFWIB Staff have developed eight (8) strategies to improve performance. The following strategies will be applied to the SFWIB's operating procedure to ensure compliance and that performance is achieved:

1. SFWIB staff will finalize and deploy the WIOA Primary Indicators of Performance Tool (IPT), formerly known as the Common Measures Tool, to all Contracted Service Providers.
 - The IPT provides an analysis of participant's economic gains and forecasts potential exits by measuring current information against pre-program wages. The IPT will help Career Center staff identify whether a participant is to exit from the program or if additional services are required.
 - Upon a participant's exit from the program, the IPT will generate performance data in real-time by obtaining reported employment information from the New Hire, Wage Credit, and/or Work Number.
 - Additionally, this automation will place emphasis on the Career Advisors efforts to provide quality services to participants that are not employed and ultimately achieve the WIOA indicators of performance.

2. SFWIB staff has modified both the Youth and CareerSource South Florida American Job Centers (AJCs) Balanced Scorecard (BSC) measures.
 - SFWIB staff revised the Youth and AJCs BSC measures to align with the WIOA local negotiated Adult, Dislocated Worker, Youth and Wagner-Peyser programs primary performance indicators for PY 2022-2023 and 2023-2024. The BSCs were revised to now include all WIOA performance indicators and the additional measures listed below:
 - a) Credential Attainment
 - b) Measurable Skills Gain
 - c) Employed 1st Quarter After Exit
 - d) Employed 3rd Quarter After Exit
3. SFWIB staff will train all Contracted Service Provider staff and Training Vendor staff on the utilization of the Reconciliation Tool.
 - This tool tracks a participant's progress throughout their training program (i.e., training status, how long the participant has been in class, progress level or timeline, placement information, etc.). If there is an issue or discrepancy, the AJC staff and the training vendor must communicate to reconcile and resolve the issue.
 - The AJC staff and training vendor will utilize the Reconciliation Tool to coordinate the job placement of a training participant after completing training.
4. The SFWIB will continue to develop, expand, and support registered apprenticeship programs (RAPs) and registered pre-apprenticeship programs (pre-RAPs) by convening new businesses, related training instruction (RTI) providers, and potential sponsors.
 - RAPs and pre-RAPs are proven work-based training strategies that help the LWDA's increase the number of skilled workers, meet employer needs, and increase wage rates. RAPs and pre-RAPs also provide an effective, business-driven model for employers to recruit, train, and retain highly skilled workers improving WIOA performance outcomes.
 - The SFWIB will provide assistance with screening potential RAPs and pre-RAPs to ensure they are inclusive by design. This way individuals with barriers such as veterans, individuals with disabilities, homeless individuals, returning citizens, individuals receiving public assistance, and other underrepresented populations can access these career opportunities.
5. The SFWIB will continue to develop and expand partnerships with community based organizations (CBO).
 - CBOs will help bridge the gap between services provided by SFWIB and the additional support required for individuals with barriers to employment. These partnerships will ensure individuals with barriers receive employment assistance, education, and support services needed to ensure positive outcomes.
 - The SFWIB will execute a Memorandum of Understanding (MOU) with CBOs to solidify partnerships and work towards common goals. The additional support services provided by CBOs helps job seekers of diverse backgrounds and barriers to retain employment and therefore, meet goals established by WIOA.

6. SFWIB staff will conduct monthly performance meetings with AJC Providers & Youth Providers to review performance and policy items from the SFWIB.
 - SFWIB staff will provide ongoing support and technical assistance to all Contracted Services Providers on monthly basis to monitor, track progress, and address any deficiencies.
 - SFWIB staff will present a performance analysis that includes industry trends that may impact performance, technological projections for the following month, and a comparative data review to track progress.
 - The success of the monthly performance meetings will be measured by the shift in performance outcomes.

7. SFWIB staff will meet separately with each of the AJC providers and Youth providers monthly to provide an analysis of their individual performance which includes quality assurance compliance, and programmatic outcomes. The review items include but are not limited to:
 - Enrollments
 - Exits
 - Measurable Skill Gains
 - Employers Engaged
 - Education and Employment Rate - 2nd & 4th Quarter After Exit

8. The SFWIB will strengthen initiatives that promote continuous learning in the areas of workforce services and staff development using a comprehensive approach to meet desired performance outcomes.
 - Through training, the SFWIB will present Contracted Service Provider staff with an opportunity to expand their knowledge in workforce services.
 - The SFWIB has proposed to host a two-day summit for all AJC staff and partners to not only learn about strategies to achieve state and federal performance measures, but also understand the agencies vision to serve residents of Miami Dade and Monroe Counties.
 - Unlocked Potential and Increased Impact for Workforce Development Professional
 - Quality Business Services with Employer Engagement and Customized Solutions
 - Transitioning Youth from School into Work-Based Learning Experiences
 - Effectiveness in Serving Employers
 - SNAP to Skills and Career Pathways
 - Unlocking the Balance Scorecard Youth and Adults
 - Effective Strategies to Engage TANF Participants
 - What is WOTC?

These practices shall be closely monitored on a continuous basis by SFWIB. Progress tracking will allow staff to make necessary adjustments to meet the required performance measures.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2022

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: EQUIFAX DATA PILOT PROJECT

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval to allocate an amount not to exceed \$10,000 in Workforce Innovation and Opportunity Act funds for the Equifax Data Pilot Project, as set forth below.

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

STRATEGIC PROJECT: **Enhance CSSF performance system**

BACKGROUND:

South Florida Workforce Investment Board (SFWIB) staff is seeking to improve programmatic outcomes of its workforce programs by working Equifax Inc. (Equifax) on a pilot project with the goal of providing case workers or service providers with additional client background data. The data obtained from Equifax will help develop a more efficient process when determining program eligibility, developing employment plans, and create a more robust follow up process.

SFWIB staff will submit a weekly batch of new client and current participant files of those who have completed their employment history on the Geographic Solutions site to Equifax, who in-turn, will return the following data elements:

- Changes in current income or employment (gain or loss of income/employment) .
- Change in incarceration status (incarcerated or released).
- Change in address (new address and/or phone).
- Death indicator.

The data will be utilized to improve the following service provider functions:

- Obtain eligibility documentation.
- Obtain employment history to develop resumes and career plans.
- Follow up on job referrals issued by staff.
- Follow up on participants during program participation and 12 months after exit.

The only cost associated with the Equifax pilot project is the development of the platform that will be utilized to transmit the data between SFWIB and Equifax.

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award Equifax an allocation not to exceed \$10,000 in Workforce Innovation and Opportunity Act (WIOA) Funds.

FUNDING: Workforce Innovation and Opportunity Act

PERFORMANCE: N/A

NO ATTACHMENT