



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, DECEMBER 15, 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-qzIuGdMVFWX4J4IK8uyIhEgwHqzc>

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. August 18, 2022
 - B. October 20, 2022
3. Information – Balanced Scorecard Report
4. Information – Consumer Report Card Update
5. Information – Youth Balanced Scorecard 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."



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/meeting/register/tZYtcOmhrzgrHNzFrXJP1TkFn-vsqjz-CDJF](https://us02web.zoom.us/join/https://us02web.zoom.us/meeting/register/tZYtcOmhrzgrHNzFrXJP1TkFn-vsqjz-CDJF)

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		

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.

There were no further questions or concerns regarding the item.

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.

There were no further questions or concerns regarding the item.

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.

There were no further questions or concerns regarding the item.

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



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 12/15/2022

AGENDA ITEM: 2A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: October 20, 2022, 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/join/91512520620>

- 1. CALL TO ORDER:** Dr. Rod called to order the regular meeting of the SFWIB Performance Council at 8:44AM on October 20, 2022.

ROLL CALL: 8 members; 5 required; 1 present: No Quorum

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



Agenda items are displayed in the order they were discussed.

2. Approval - Performance Council Meeting Minutes – August 18, 2022

Deferred – Lack of Quorum

3. Informational - Balanced Score Card Report

Mr. Perrin introduced and further presented the item.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through September 30, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

Mr. Perrin shared that SFWIB/CSSF staff will be forwarding noncompliance notifications to underperforming service providers that will outline performance to date and require them to submit a caseload analysis and Strategic Action Plan. The Strategic Action Plan will include changes necessary to ensure they will be able to meet the required 65% performance standard.

No further questions or concerns were presented.

4. Informational - Consumer Report Card Update

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

There were no further questions or concerns regarding the item.

5. Informational – 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 September 30, 2022.

The In-School Youth (ISY) program has exceeded its enrollment standard. There is no data available for Measurable Skill Gains at this point. The ISY/OSY performance reports are available for review in the October 20, 2022 SFWIB Performance Council agenda packet.



Mr. Gilbert shared that SFWIB/CSSF staff has modified the Youth Balanced Scorecard to align with performance indicators. Changes include the addition of placement goals, Paid Work Experience (State requires that 20% of all youth program expenditures be in PWE), and employment data for the 1st and 3rd quarter after exit to assist SFWIB/CSSF staff in meeting the Federal Standards for the 2nd and 4th.

There were no further questions or concerns regarding the item.

6. Informational - WIOA Performance Indicators and Measures

Mr. Gilbert introduced the item and further presented strategies SFWIB/CSSF staff have developed to support and track performance related to the proposed WIOA Indicators of Performance for Local Workforce Development Area 23 for PY 2022-2023 and 2023-2024.

There were no further questions or concerns regarding the item.

7. Approval - Equifax Data Pilot Project

SFWIB/CSSF staff has partnered with Equifax to introduce a pilot program designed to provide case works/service workers with client background data. Data provided will expedite several processes (e.g., eligibility, employment plan development, and client follow-up).

In addition, the system will monitor the following:

- 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 approval process has been suspended due to lack of quorum.

Being as there were no further questions or concerns, the meeting adjourned at 8:28am.



SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2022

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 November 30, 2022. The BSC Performance Summary indicates one 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 2,026 job placements, which was 38.0 percent of the minimum standard and 32.3 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 '21-'22 (July 1, 2022 through November 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	8	23	34.8%
	Hialeah Downtown AJC	16	24	66.7%
	North Miami Beach AJC	13	24	54.2%
	Northside Center AJC	10	23	43.5%
The College of the Florida Keys	Florida Keys AJC's	7	18	38.9%
Youth Co-Op, Inc.	Homestead AJC	11	23	47.8%
	Little Havana AJC	13	23	56.5%
	Perrine AJC	13	23	56.5%
	West Dade AJC	12	24	50.0%
LWDA		12	24	50.0%

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Provider	Location	Maximum Standard		Minimum Standard		Total			Obtained			Direct Job Placement Universal								Direct Job Placement by Type												OE %	DJP %					
		#	%	#	%	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	1Qrt				>1Qrt				Total Universal		WIOA Individualized																
												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	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt			1Qrt	>1Qrt	1Qrt	>1Qrt	
Arbor E&T, LLC	Carol City Center	600	21.2%	510	24.9%	96	31	127	73	31	104	0	0	3	19	0	0	0	0	22	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	81.89%	18.11%
	Hialeah Downtown Center	690	81.0%	585	95.6%	471	88	559	287	76	363	0	2	0	180	0	0	0	12	182	12	2	0	0	0	0	0	0	0	0	0	0	0	0	0	64.94%	35.06%	
	North Miami Beach Center	750	22.1%	640	25.9%	128	38	166	71	35	106	0	0	1	50	0	0	0	3	51	3	3	0	0	0	0	0	0	0	0	3	0	0	0	0	63.86%	36.14%	
	Northside Center	765	20.5%	650	24.2%	92	65	157	56	62	118	0	0	1	33	0	0	0	3	34	3	2	0	0	0	0	0	0	0	0	0	0	0	0	75.16%	24.84%		
The College of the Florida Keys	Florida Keys Center	395	3.3%	335	3.9%	12	1	13	8	1	9	0	0	2	2	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	69.23%	30.77%		
	Homestead Center	695	34.8%	590	41.0%	200	42	242	59	37	96	105	12	1	22	1	1	0	0	140	2	1	3	0	0	0	0	0	0	0	0	0	0	0	39.67%	60.33%		
Youth Co-Op	Little Havana Center	650	40.9%	555	47.9%	230	36	266	96	22	118	0	6	4	117	0	3	2	7	127	12	7	1	0	0	0	0	0	0	0	0	0	0	0	44.36%	55.64%		
	Perrine Center	795	31.6%	675	37.2%	178	73	251	129	72	201	0	16	0	25	0	0	1	0	41	1	7	0	0	0	0	0	1	0	0	0	0	0	80.08%	19.92%			
	West Dade Center	930	26.3%	790	31.0%	203	42	245	118	39	157	0	1	5	61	0	0	0	1	67	1	16	1	0	0	0	1	1	0	0	0	0	0	64.08%	35.92%			
Total		6,270	32.3%	5,330	38.0%	1,610	416	2,026	897	375	1,272	105	37	17	509	1	4	3	26	668	34	38	5	0	0	1	1	2	1	4	0	0	0	0	62.78%	37.22%		
																				% of DJP	88.59%	4.51%	5.04%	0.66%	0.00%	0.00%	0.13%	0.13%	0.27%	0.13%	0.53%	0.00%	0.00%	0.00%	0.00%			

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	93.33%
2	Training Related Placements	75%	95.24%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	84.84%
5	Training Enrollments Rate	465	148
6	CAP All Family Participation Rate	50%	0.51%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%
10	Short-Term Veterans EER	50%	33.33%
11	Employers Served (Employer Penetration Rate)	4,645	5,415
12	Employer Serviced with Level 1 Services	3,020	3,651
13	Jobs Openings Filled Rate	65%	2.32%
14	Referral Job Skills Match Average	80%	89.47%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	6,270	2,026
16	Employed 1st Qtr After Exit	95%	60%
17	Employed 2nd Qtr After Exit	95%	74%
18	Employed 3rd Qtr After Exit	95%	48%
19	Employed 4th Qtr After Exit	95%	40%
20	Average Days to Employment	145	81
	20a DJP Average Days to Employment	60	31
	20b Obtained Average Days to Employment	167	103
21	Employment/Job Placement Average Wage	\$14.58	\$15.21
22	Cost Per Placement	\$2,240.96	\$412.20
23	Net Economic Benefit	\$28,085.00	\$31,228.54
24	Return on the Investment	\$12.53	\$75.80

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	ND
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	78.72%
5	Training Enrollments Rate	45	148	10
6	CAP All Family Participation Rate	50%	0.51%	5.07%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	18.97%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	42.78%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	50.0%
10	Short-Term Veterans EER	50%	33.33%	28.57%
11	Employers Served (Employer Penetration Rate)	445	5,415	415
12	Employer Serviced with Level 1 Services	290	3,651	285
13	Jobs Openings Filled Rate	65%	2.32%	0.12%
14	Referral Job Skills Match Average	80%	89.47%	85.48%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	600	2,026	127
16	Employed 1st Qtr After Exit	95%	60%	60%
17	Employed 2nd Qtr After Exit	95%	74%	71%
18	Employed 3rd Qtr After Exit	95%	48%	75%
19	Employed 4th Qtr After Exit	95%	40%	56%
	20 Average Days to Employment	145	81	84
	20a DJP Average Days to Employment	60	31	14
	20b Obtained Average Days to Employment	167	103	96
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$14.08
22	Cost Per Placement	\$2,235.82	\$412.20	\$177.93
23	Net Economic Benefit	\$28,091.00	\$31,228.54	\$29,116.58
24	Return on the Investment	\$12.56	\$75.80	\$163.64

ND = No Data

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Last Run Date: 12/6/2022 8:20:40 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	75.9%
5	Training Enrollments Rate	55	148	12
6	CAP All Family Participation Rate	50%	0.51%	2.29%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	8.82%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	71.65%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	100.0%
10	Short-Term Veterans EER	50%	33.33%	100.0%
11	Employers Served (Employer Penetration Rate)	510	5,415	547
12	Employer Serviced with Level 1 Services	330	3,651	350
13	Jobs Openings Filled Rate	65%	2.32%	5.36%
14	Referral Job Skills Match Average	80%	89.47%	99.82%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	690	2,026	559
16	Employed 1st Qtr After Exit	95%	60%	100%
17	Employed 2nd Qtr After Exit	95%	74%	0%
18	Employed 3rd Qtr After Exit	95%	48%	80%
19	Employed 4th Qtr After Exit	95%	40%	87%
	20 Average Days to Employment	145	81	65
	20a DJP Average Days to Employment	60	31	22
	20b Obtained Average Days to Employment	167	103	71
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$17.23
22	Cost Per Placement	\$2,273.59	\$412.20	\$233.62
23	Net Economic Benefit	\$28,053.00	\$31,228.54	\$35,610.60
24	Return on the Investment	\$12.34	\$75.80	\$152.43

ND = No Data

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Last Run Date: 12/6/2022 8:20:40 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	80.37%
5	Training Enrollments Rate	55	148	14
6	CAP All Family Participation Rate	50%	0.51%	2.26%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	11.32%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	58.58%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	100.0%
10	Short-Term Veterans EER	50%	33.33%	0.0%
11	Employers Served (Employer Penetration Rate)	555	5,415	647
12	Employer Serviced with Level 1 Services	360	3,651	515
13	Jobs Openings Filled Rate	65%	2.32%	5.92%
14	Referral Job Skills Match Average	80%	89.47%	89.94%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	750	2,026	166
16	Employed 1st Qtr After Exit	95%	60%	27%
17	Employed 2nd Qtr After Exit	95%	74%	43%
18	Employed 3rd Qtr After Exit	95%	48%	4%
19	Employed 4th Qtr After Exit	95%	40%	19%
20	Average Days to Employment	145	81	82
20a	DJP Average Days to Employment	60	31	17
20b	Obtained Average Days to Employment	167	103	113
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$14.95
22	Cost Per Placement	\$2,279.89	\$412.20	\$661.13
23	Net Economic Benefit	\$28,088.00	\$31,228.54	\$30,425.51
24	Return on the Investment	\$12.55	\$75.80	\$46.02

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	50.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	71.43%
5	Training Enrollments Rate	55	148	11
6	CAP All Family Participation Rate	50%	0.51%	1.81%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	8.33%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	57.56%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	ND
10	Short-Term Veterans EER	50%	33.33%	35.71%
11	Employers Served (Employer Penetration Rate)	565	5,415	628
12	Employer Serviced with Level 1 Services	370	3,651	429
13	Jobs Openings Filled Rate	65%	2.32%	2.63%
14	Referral Job Skills Match Average	80%	89.47%	97.99%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	765	2,026	157
16	Employed 1st Qtr After Exit	95%	60%	75%
17	Employed 2nd Qtr After Exit	95%	74%	89%
18	Employed 3rd Qtr After Exit	95%	48%	47%
19	Employed 4th Qtr After Exit	95%	40%	38%
20	Average Days to Employment	145	81	139
20a	DJP Average Days to Employment	60	31	10
20b	Obtained Average Days to Employment	167	103	178
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$15.73
22	Cost Per Placement	\$2,226.90	\$412.20	\$497.80
23	Net Economic Benefit	\$28,099.00	\$31,228.54	\$32,211.03
24	Return on the Investment	\$12.62	\$75.80	\$64.71

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	ND
2	Training Related Placements	75%	95.24%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	84.84%	ND
5	Training Enrollments Rate	20	148	ND
6	CAP All Family Participation Rate	50%	0.51%	0.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	100.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	29.41%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	ND
10	Short-Term Veterans EER	50%	33.33%	0.0%
11	Employers Served (Employer Penetration Rate)	295	5,415	94
12	Employer Serviced with Level 1 Services	190	3,651	ND
13	Jobs Openings Filled Rate	65%	2.32%	0.39%
14	Referral Job Skills Match Average	80%	89.47%	100.0%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	395	2,026	13
16	Employed 1st Qtr After Exit	95%	60%	0%
17	Employed 2nd Qtr After Exit	95%	74%	ND
18	Employed 3rd Qtr After Exit	95%	48%	0%
19	Employed 4th Qtr After Exit	95%	40%	0%
	20 Average Days to Employment	145	81	29
	20a DJP Average Days to Employment	60	31	18
	20b Obtained Average Days to Employment	167	103	33
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$18.13
22	Cost Per Placement	\$2,235.82	\$412.20	\$146.15
23	Net Economic Benefit	\$28,091.00	\$31,228.54	\$37,553.85
24	Return on the Investment	\$12.56	\$75.80	\$256.95

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CSSF Balanced Scorecard Report

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Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	94.37%
5	Training Enrollments Rate	50	148	26
6	CAP All Family Participation Rate	50%	0.51%	4.35%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	13.21%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	70.59%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	ND
10	Short-Term Veterans EER	50%	33.33%	30.0%
11	Employers Served (Employer Penetration Rate)	515	5,415	748
12	Employer Serviced with Level 1 Services	335	3,651	692
13	Jobs Openings Filled Rate	65%	2.32%	51.11%
14	Referral Job Skills Match Average	80%	89.47%	88.44%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	695	2,026	242
16	Employed 1st Qtr After Exit	95%	60%	57%
17	Employed 2nd Qtr After Exit	95%	74%	90%
18	Employed 3rd Qtr After Exit	95%	48%	83%
19	Employed 4th Qtr After Exit	95%	40%	50%
20	Average Days to Employment	145	81	55
20a	DJP Average Days to Employment	60	31	19
20b	Obtained Average Days to Employment	167	103	101
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$11.81
22	Cost Per Placement	\$2,223.62	\$412.20	\$413.50
23	Net Economic Benefit	\$28,103.00	\$31,228.54	\$24,142.35
24	Return on the Investment	\$12.64	\$75.80	\$58.39

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CSSF Balanced Scorecard Report

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Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	66.67%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	75.0%
5	Training Enrollments Rate	50	148	19
6	CAP All Family Participation Rate	50%	0.51%	3.05%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	15.38%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	75.23%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	ND
10	Short-Term Veterans EER	50%	33.33%	28.57%
11	Employers Served (Employer Penetration Rate)	480	5,415	853
12	Employer Serviced with Level 1 Services	310	3,651	350
13	Jobs Openings Filled Rate	65%	2.32%	3.65%
14	Referral Job Skills Match Average	80%	89.47%	87.82%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	650	2,026	266
16	Employed 1st Qtr After Exit	95%	60%	71%
17	Employed 2nd Qtr After Exit	95%	74%	100%
18	Employed 3rd Qtr After Exit	95%	48%	75%
19	Employed 4th Qtr After Exit	95%	40%	42%
	20 Average Days to Employment	145	81	75
	20a DJP Average Days to Employment	60	31	42
	20b Obtained Average Days to Employment	167	103	94
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$14.70
22	Cost Per Placement	\$2,270.53	\$412.20	\$495.96
23	Net Economic Benefit	\$28,056.00	\$31,228.54	\$30,085.66
24	Return on the Investment	\$12.36	\$75.80	\$60.66

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	100.0%
5	Training Enrollments Rate	60	148	19
6	CAP All Family Participation Rate	50%	0.51%	5.47%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	30.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	60.74%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	ND
10	Short-Term Veterans EER	50%	33.33%	60.0%
11	Employers Served (Employer Penetration Rate)	590	5,415	651
12	Employer Serviced with Level 1 Services	385	3,651	457
13	Jobs Openings Filled Rate	65%	2.32%	3.36%
14	Referral Job Skills Match Average	80%	89.47%	90.29%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	795	2,026	251
16	Employed 1st Qtr After Exit	95%	60%	63%
17	Employed 2nd Qtr After Exit	95%	74%	64%
18	Employed 3rd Qtr After Exit	95%	48%	42%
19	Employed 4th Qtr After Exit	95%	40%	28%
20	Average Days to Employment	145	81	106
20a	DJP Average Days to Employment	60	31	28
20b	Obtained Average Days to Employment	167	103	123
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$15.21
22	Cost Per Placement	\$2,237.30	\$412.20	\$358.17
23	Net Economic Benefit	\$28,089.00	\$31,228.54	\$31,274.88
24	Return on the Investment	\$12.55	\$75.80	\$87.32

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 11/30/2022

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	93.33%	100.0%
2	Training Related Placements	75%	95.24%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	84.84%	92.12%
5	Training Enrollments Rate	75	148	37
6	CAP All Family Participation Rate	50%	0.51%	2.44%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.42%	6.67%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	61.43%	47.31%
9	WIOA Adult & Dislocated Worker EER	98%	80.0%	50.0%
10	Short-Term Veterans EER	50%	33.33%	14.29%
11	Employers Served (Employer Penetration Rate)	690	5,415	746
12	Employer Serviced with Level 1 Services	450	3,651	572
13	Jobs Openings Filled Rate	65%	2.32%	14.52%
14	Referral Job Skills Match Average	80%	89.47%	98.45%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	930	2,026	245
16	Employed 1st Qtr After Exit	95%	60%	74%
17	Employed 2nd Qtr After Exit	95%	74%	74%
18	Employed 3rd Qtr After Exit	95%	48%	65%
19	Employed 4th Qtr After Exit	95%	40%	73%
20	Average Days to Employment	145	81	72
20a	DJP Average Days to Employment	60	31	28
20b	Obtained Average Days to Employment	167	103	96
21	Employment/Job Placement Average Wage	\$14.58	\$15.21	\$16.10
22	Cost Per Placement	\$2,279.89	\$412.20	\$694.83
23	Net Economic Benefit	\$28,047.00	\$31,228.54	\$32,795.25
24	Return on the Investment	\$12.30	\$75.80	\$47.20

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SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2022

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 November 30, 2022, indicates the following:

- The SFWIB generated \$1,022,451.56 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.41.
- Ninety-three percent of training services participants completed classroom training.
- Of those completing training, 96 percent have obtained employment with an average wage of \$23.19.
- Ninety-two percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$39,325.06.

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	18	16	16	100.00 %	15	93.75 %	\$ 8,910.36	\$ 142,565.78	\$ 8,910.36	\$ 24.44	\$ 50,839.10	\$ 41,928.74	\$ 4.71
Apex Training Center - 3971	2	2	2	100.00 %	2	100.00 %	\$ 3,801.60	\$ 7,603.20	\$ 3,801.60	\$ 19.00	\$ 39,520.00	\$ 35,718.40	\$ 9.40
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	8	8	7	87.50 %	7	100.00 %	\$ 10,000.00	\$ 80,000.00	\$ 11,428.57	\$ 22.43	\$ 46,645.49	\$ 35,216.91	\$ 3.08
	29	27	26	96.30 %	24	92.31 %	\$ 8,580.13	\$ 231,663.63	\$ 8,910.14	\$ 23.19	\$ 48,235.20	\$ 39,325.06	\$ 4.41



SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2022

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 Balance Scorecard (BSC) measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers on an annual basis. The Youth BSC provides detailed information regarding the program performance for Program Year (PY) 2022-2023. The report measures New Enrollments, Measurable Skills Gains, Youth Education and Employment Rate-2nd Quarter After Exit, Youth Education and Employment Rate-4th Quarter After Exit, and Credential Attainment. The time period for the Youth BSC Report is from July 1, 2022 thru December 6, 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 a lack of training instructors and employment availability with easy entry-level access to higher wages.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/159; Actual Performance/221
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/81%
- 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/25%
- Credential Attainment: Regional Standard/90%; Actual Performance/100%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/772; Actual Performance/473
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/55%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/14%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/13%
- Credential Attainment: Regional Standard/90%; Actual Performance/40%

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. The following performance indicators were added to the Youth BSC:

- 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 12/6/2022

Regional for ISY Providers		
Measure	Standard	Region
New Enrollments	159	48
Total Enrollments	159	N/D
PWE Enrollments	153	20
Measurable Skills Gain	90%	81%
Credential Attainment	90%	100%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	36%
Education and Employment Rate - 2nd Qtr After Exit	90%	37%
Education and Employment Rate - 3rd Qtr After Exit	90%	39%
Education and Employment Rate - 4th Qtr After Exit	90%	25%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 12/6/2022

Regional for OSY Providers		
Measure	Standard	Region
New Enrollments	416	N/D
Total Enrollments	772	450
New Enrollments (General Population)	280	163
New Enrollments (Youth Offender)	34	N/D
New Enrollments (Homeless Runaway Foster Care)	34	6
New Enrollments (Pregnant or Parenting)	34	N/D
New Enrollments (Disability)	34	3
PWE Enrollments	407	102
Measurable Skills Gain	90%	55%
Credential Attainment	90%	40%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)		N/D
Education and Employment Rate - 1st Qtr After Exit	90%	10%
Education and Employment Rate - 2nd Qtr After Exit	90%	14%
Education and Employment Rate - 3rd Qtr After Exit	90%	13%
Education and Employment Rate - 4th Qtr After Exit	90%	13%