



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, APRIL 20, 2023
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/tZcscuCrzIoH9z91jrG6XSBG0DycYo_qKgV

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. February 16, 2023
3. Information – Balanced Scorecard Report
4. Information – Consumer Report Card Update
5. Information – Youth Balanced Scorecard Update
6. Information – WIOA Performance Update

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



SFWIB PERFORMANCE COUNCIL MEETING

DATE: 4/20/2023

AGENDA ITEM: 2A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: February 16, 2023, 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/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo_qKgV

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:38AM on February 16, 2023.

ROLL CALL: 6 members; 4 required; 4 present: Quorum Achieved

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Clayton, Lovey Mantilla, Rene' Rod, Denis	Chi, Joe, Vice-Chair Diggs, Bill SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED	Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		

Agenda items are displayed in the order they were discussed.



Chairwoman Canales reviewed the housekeeping rules and introduced the newest member of the Performance Committee, Mr. Rene' Mantilla.

2. Approval - Performance Council Meeting Minutes – December 15, 2022

Chairwoman Canales introduced the item; 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 Mr. Clayton: Move to approve agenda item 2A – meeting minutes from December 15, 2022.

Dr. Rod seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

3. Informational - Balanced Score Card Report

Chairwoman Canales introduced the item; 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) 2022-23, is from July 1, 2022 through January 31, 2023. To date, one of the nine American Job Centers have met the required 65% performance measure standard; none have met the minimum or maximum YTD job placement standards.

Mr. Perrin reminded the Performance Council that Performance Improvement Plans were implemented earlier in the year; CSSF staff continues to work with them to ensure their progress.

Mr. Clayton inquired about the Hialeah Center's performance relative to other locations. Mr. Perrin suggested that the center prioritizes the requirements of the refugee population; as a result, their approach differs somewhat from that of other centers. In addition, he explained that Carol City is managed by the same provider, albeit they also had to replace their Center Director as well.

Chairwoman Canales examined the performance standards of the provider in question and found that, with the exception of Northside, the majority of their other locations have improved over the past two months. Numerous other AJCs share a similar design.

Mr. Clayton clarified that the Homestead Center should include Florida City, as it also serves that area. Mr. Perrin concurred and stated that the Miami Dade College – Homestead location also serves this region.

Chairwoman Canales noted that there had not been much change with job placements. Mr. Perrin concurred and provided an update on the number of attendees that participated in the Mayor's job fair in the Homestead/Florida City area.

No further questions or concerns were presented. Item closed.

4. Informational - Consumer Report Card Update

Chairwoman Canales introduced the item; Mr. Perrin introduced and further presented the CRC performance for program year 2022-2023, dated July 1, 2022 through January 31, 2023.

The Chair noted that the average wage and ROI has increased year over year.

Mr. Mantilla inquired as to the number of candidates who graduated from each program. On page 19 of the agenda, as stated by Chairwoman Canales, 36 out of 38 participants have completed their program, and 35 have received training-related job placement.

Mr. Mantilla requested clarification on what it means for a participant to successfully complete a program, as this term may be defined differently by postsecondary education standards. Mr. Perrin advised that completing a program would entail completing the entire course.

There were no further questions or concerns regarding the item. Item closed.

5. Informational – Youth Balanced Scorecard

Ms. Canales introduced the item; Mr. Perrin further presented the youth program performance for PY 2022-2023, which is the period of July 1, 2022 through December 31, 2023.

The In-School Youth (ISY) Program surpassed the minimum enrollment requirement. The enrollment performance of the Out-of-School Youth (OSY) Program has been affected by barriers to education and employment and environmental factors, such as like a lack of training instructors/employment availability with easy entry-level access to higher wages.



Chairwoman Canales inquired as to why the region has failed to meet the exit standards for the second and fourth quarters. Mr. Perrin advised participants that they must maintain employment through the second and fourth quarters following exit; however, the individual will frequently find another employment opportunity and abandon the position they held at exit. In SY, the unemployment rate will be a touch lower because students will return to school and may not find work again until the following summer.

Mr. Mantilla wanted to know if the performance figures are typically consistent and who determines the standards. Mr. Perrin advised that standards are dictated by federal guidelines, but may be slightly higher in an effort to encourage greater performance and participation.

There were no further questions or concerns regarding the item. Item closed.

Being as there were no further questions or concerns, the meeting adjourned at 9:14am.

DRAFT



SFWIB PERFORMANCE COUNCIL

DATE: 4/20/2023

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 March 31, 2023. The BSC performance summary indicates one of the nine AJC locations achieved the required 65 percent performance measures standard.

The attached job placements year-to-date (YTD) summary report for PY 2022-23 shows WDA 23 has a total of 3,853 job placements, which is 40.2 percent of the minimum standard and 34.1 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 (SFWIB) 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 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	11	24	45.8%
	Hialeah Downtown AJC	16	24	66.7%
	North Miami Beach AJC	14	24	58.3%
	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	14	23	60.9%
	West Dade AJC	11	24	45.8%
LWDA		12	24	50.0%

CSSF Balanced Scorecard Report
 Report Date: 7/1/2022 To 3/31/2023

Provider	Location	Maximum Standard		Minimum Standard		Direct Job Placement												Direct Job Placement by Type												Max Earned	Earned	% Earned	OE %	DJP %							
		#	%	#	%	Total			Obtained			Universal						Total		WIOA Individualized																					
						1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	1Qrt			>1Qrt			1Qrt	>1Qrt	Adult/DW	Job Seekers	Veterans	Ex-Offenders	RA/Homeless	TANF/CAP	SNAP															
Arbor E&T, LLC	Carol City Center	1,080	20.5%	918	24.1%	169	52	221	130	52	182	0	0	5	30	0	0	0	0	35	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	\$127,623	\$15,350	12.0%	82.35%	17.65%	
	Hialeah Downtown Center	1,242	73.4%	1,053	86.6%	778	134	912	515	122	637	0	4	0	256	0	0	0	12	260	12	3	0	0	0	0	0	0	0	0	0	0	0	0	\$580,874	\$83,100	14.3%	69.85%	30.15%		
	North Miami Beach Center	1,350	26.8%	1,152	31.4%	288	74	362	166	69	235	0	3	3	97	0	0	0	3	103	3	10	1	0	0	0	0	4	0	5	1	0	0	0	0	\$637,149	\$58,500	9.2%	64.92%	35.08%	
	Northside Center	1,377	18.2%	1,170	21.5%	153	98	251	93	94	187	0	2	1	55	0	0	0	4	58	4	2	0	0	0	0	0	0	0	0	0	0	0	0	\$654,713	\$19,950	3.0%	74.50%	25.50%		
College of Florida Keys	Florida Keys Center	711	3.9%	603	4.6%	25	3	28	19	3	22	0	0	2	4	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$495,797	\$3,500	0.7%	78.57%	21.43%		
Youth Co-Op	Homestead Center	1,251	53.4%	1,062	62.9%	589	79	668	114	67	181	415	22	1	32	1	5	0	3	470	9	4	3	0	0	1	0	0	0	0	0	0	0	0	\$594,693	\$142,250	23.9%	27.10%	72.90%		
	Little Havana Center	1,170	40.3%	999	47.2%	405	67	472	198	48	246	0	16	13	166	0	4	2	10	195	16	12	2	0	0	0	0	0	1	0	0	0	0	0	\$548,693	\$72,750	13.3%	52.12%	47.88%		
	Perrine Center	1,431	30.9%	1,215	36.4%	300	142	442	212	136	348	0	26	1	51	0	1	2	3	78	6	9	0	0	0	0	0	1	0	0	0	0	0	\$676,874	\$31,500	4.7%	78.73%	21.27%			
	West Dade Center	1,674	29.7%	1,422	35.0%	408	89	497	231	81	312	0	15	15	123	0	2	0	3	153	5	22	2	0	0	0	1	1	0	1	0	0	0	\$786,876	\$72,600	9.2%	62.78%	37.22%			
	Total	11,286	34.1%	9,594	40.2%	3,115	738	3,853	1,678	672	2,350	415	88	41	814	1	12	4	38	1,358	55	63	8	0	0	3	1	7	1	6	1	0	0	0	0	\$5,103,292	\$499,500	9.8%	60.99%	39.01%	
																				% of DJP	3573.7%	144.7%	165.8%	21.1%	0.0%	0.0%	7.9%	2.6%	18.4%	2.6%	15.8%	2.6%	0.0%	0.0%	0.0%	0.0%					

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	87.8%
2	Training Related Placements	75%	89.19%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	87.44%
5	Training Enrollments Rate	837	290
6	CAP All Family Participation Rate	50%	0.45%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%
10	Short-Term Veterans EER	50%	35.87%
11	Employers Served (Employer Penetration Rate)	8,361	10,447
12	Employer Serviced with Level 1 Services	5,436	8,033
13	Jobs Openings Filled Rate	65%	5.06%
14	Referral Job Skills Match Average	80%	90.96%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	11,286	3,853
16	Employed 1st Qtr After Exit	95%	57%
17	Employed 2nd Qtr After Exit	95%	71%
18	Employed 3rd Qtr After Exit	95%	53%
19	Employed 4th Qtr After Exit	95%	49%
20	Average Days to Employment	145	99
	20a DJP Average Days to Employment	60	31
	20b Obtained Average Days to Employment	167	128
21	Employment/Job Placement Average Wage	\$14.58	\$14.82
22	Cost Per Placement	\$2,240.96	\$486.38
23	Net Economic Benefit	\$28,085.00	\$30,332.11
24	Return on the Investment	\$12.53	\$62.41

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Arbor E&T, LLC
Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	90.91%
2	Training Related Placements	75%	89.19%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	86.27%
5	Training Enrollments Rate	81	290	25
6	CAP All Family Participation Rate	50%	0.45%	3.66%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	16.56%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	55.74%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	50.0%
10	Short-Term Veterans EER	50%	35.87%	37.5%
11	Employers Served (Employer Penetration Rate)	801	10,447	1,118
12	Employer Serviced with Level 1 Services	522	8,033	955
13	Jobs Openings Filled Rate	65%	5.06%	0.26%
14	Referral Job Skills Match Average	80%	90.96%	86.05%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,080	3,853	221
16	Employed 1st Qtr After Exit	95%	57%	56%
17	Employed 2nd Qtr After Exit	95%	71%	67%
18	Employed 3rd Qtr After Exit	95%	53%	83%
19	Employed 4th Qtr After Exit	95%	49%	55%
	20 Average Days to Employment	145	99	97
	20a DJP Average Days to Employment	60	31	23
	20b Obtained Average Days to Employment	167	128	110
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$15.23
22	Cost Per Placement	\$2,235.82	\$486.38	\$528.98
23	Net Economic Benefit	\$28,091.00	\$30,332.11	\$31,145.68
24	Return on the Investment	\$12.56	\$62.41	\$58.88

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	100.0%
2	Training Related Placements	75%	89.19%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	83.33%
5	Training Enrollments Rate	99	290	24
6	CAP All Family Participation Rate	50%	0.45%	2.95%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	7.53%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	78.18%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	100.0%
10	Short-Term Veterans EER	50%	35.87%	60.0%
11	Employers Served (Employer Penetration Rate)	918	10,447	1,211
12	Employer Serviced with Level 1 Services	594	8,033	819
13	Jobs Openings Filled Rate	65%	5.06%	13.97%
14	Referral Job Skills Match Average	80%	90.96%	98.93%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,242	3,853	912
16	Employed 1st Qtr After Exit	95%	57%	100%
17	Employed 2nd Qtr After Exit	95%	71%	67%
18	Employed 3rd Qtr After Exit	95%	53%	82%
19	Employed 4th Qtr After Exit	95%	49%	88%
	20 Average Days to Employment	145	99	105
	20a DJP Average Days to Employment	60	31	22
	20b Obtained Average Days to Employment	167	128	117
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$17.21
22	Cost Per Placement	\$2,273.59	\$486.38	\$334.52
23	Net Economic Benefit	\$28,053.00	\$30,332.11	\$35,462.28
24	Return on the Investment	\$12.34	\$62.41	\$106.01

ND = No Data

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Last Run Date: 4/2/2023 9:25:11 AM

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Arbor E&T, LLC North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	100.0%
2	Training Related Placements	75%	89.19%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	79.41%
5	Training Enrollments Rate	99	290	44
6	CAP All Family Participation Rate	50%	0.45%	1.14%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	8.77%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	68.71%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	76.92%
10	Short-Term Veterans EER	50%	35.87%	50.0%
11	Employers Served (Employer Penetration Rate)	999	10,447	1,291
12	Employer Serviced with Level 1 Services	648	8,033	1,114
13	Jobs Openings Filled Rate	65%	5.06%	9.36%
14	Referral Job Skills Match Average	80%	90.96%	91.73%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,350	3,853	362
16	Employed 1st Qtr After Exit	95%	57%	44%
17	Employed 2nd Qtr After Exit	95%	71%	76%
18	Employed 3rd Qtr After Exit	95%	53%	14%
19	Employed 4th Qtr After Exit	95%	49%	45%
	20 Average Days to Employment	145	99	105
	20a DJP Average Days to Employment	60	31	35
	20b Obtained Average Days to Employment	167	128	131
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$15.07
22	Cost Per Placement	\$2,279.89	\$486.38	\$515.27
23	Net Economic Benefit	\$28,088.00	\$30,332.11	\$30,821.18
24	Return on the Investment	\$12.55	\$62.41	\$59.82

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Arbor E&T, LLC Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	66.67%
2	Training Related Placements	75%	89.19%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	76.84%
5	Training Enrollments Rate	99	290	22
6	CAP All Family Participation Rate	50%	0.45%	2.81%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	9.96%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	64.8%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	ND
10	Short-Term Veterans EER	50%	35.87%	43.75%
11	Employers Served (Employer Penetration Rate)	1,017	10,447	1,314
12	Employer Serviced with Level 1 Services	666	8,033	1,102
13	Jobs Openings Filled Rate	65%	5.06%	3.24%
14	Referral Job Skills Match Average	80%	90.96%	98.05%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,377	3,853	251
16	Employed 1st Qtr After Exit	95%	57%	75%
17	Employed 2nd Qtr After Exit	95%	71%	89%
18	Employed 3rd Qtr After Exit	95%	53%	51%
19	Employed 4th Qtr After Exit	95%	49%	50%
20	Average Days to Employment	145	99	151
	20a DJP Average Days to Employment	60	31	17
	20b Obtained Average Days to Employment	167	128	192
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$16.19
22	Cost Per Placement	\$2,226.90	\$486.38	\$509.28
23	Net Economic Benefit	\$28,099.00	\$30,332.11	\$33,170.91
24	Return on the Investment	\$12.62	\$62.41	\$65.13

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

College of Florida Keys Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	ND
2	Training Related Placements	75%	89.19%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	87.44%	ND
5	Training Enrollments Rate	36	290	ND
6	CAP All Family Participation Rate	50%	0.45%	6.52%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	40.0%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	31.03%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	ND
10	Short-Term Veterans EER	50%	35.87%	0.0%
11	Employers Served (Employer Penetration Rate)	531	10,447	127
12	Employer Serviced with Level 1 Services	342	8,033	2
13	Jobs Openings Filled Rate	65%	5.06%	0.4%
14	Referral Job Skills Match Average	80%	90.96%	86.07%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	711	3,853	28
16	Employed 1st Qtr After Exit	95%	57%	0%
17	Employed 2nd Qtr After Exit	95%	71%	0%
18	Employed 3rd Qtr After Exit	95%	53%	0%
19	Employed 4th Qtr After Exit	95%	49%	0%
20	Average Days to Employment	145	99	51
	20a DJP Average Days to Employment	60	31	29
	20b Obtained Average Days to Employment	167	128	57
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$18.64
22	Cost Per Placement	\$2,235.82	\$486.38	\$125.00
23	Net Economic Benefit	\$28,091.00	\$30,332.11	\$38,653.06
24	Return on the Investment	\$12.56	\$62.41	\$309.22

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Youth Co-Op Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	80.0%
2	Training Related Placements	75%	89.19%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	95.85%
5	Training Enrollments Rate	90	290	44
6	CAP All Family Participation Rate	50%	0.45%	4.45%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	13.68%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	81.9%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	ND
10	Short-Term Veterans EER	50%	35.87%	27.78%
11	Employers Served (Employer Penetration Rate)	927	10,447	1,241
12	Employer Serviced with Level 1 Services	603	8,033	1,166
13	Jobs Openings Filled Rate	65%	5.06%	54.44%
14	Referral Job Skills Match Average	80%	90.96%	91.33%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,251	3,853	668
16	Employed 1st Qtr After Exit	95%	57%	57%
17	Employed 2nd Qtr After Exit	95%	71%	92%
18	Employed 3rd Qtr After Exit	95%	53%	71%
19	Employed 4th Qtr After Exit	95%	49%	57%
20	Average Days to Employment	145	99	50
	20a DJP Average Days to Employment	60	31	11
	20b Obtained Average Days to Employment	167	128	129
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$11.55
22	Cost Per Placement	\$2,223.62	\$486.38	\$538.72
23	Net Economic Benefit	\$28,103.00	\$30,332.11	\$23,485.69
24	Return on the Investment	\$12.64	\$62.41	\$43.60

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Youth Co-Op Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	100.0%
2	Training Related Placements	75%	89.19%	85.71%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	85.57%
5	Training Enrollments Rate	90	290	30
6	CAP All Family Participation Rate	50%	0.45%	2.95%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	12.66%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	67.43%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	ND
10	Short-Term Veterans EER	50%	35.87%	35.29%
11	Employers Served (Employer Penetration Rate)	864	10,447	1,350
12	Employer Serviced with Level 1 Services	558	8,033	683
13	Jobs Openings Filled Rate	65%	5.06%	5.19%
14	Referral Job Skills Match Average	80%	90.96%	90.69%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,170	3,853	472
16	Employed 1st Qtr After Exit	95%	57%	71%
17	Employed 2nd Qtr After Exit	95%	71%	93%
18	Employed 3rd Qtr After Exit	95%	53%	78%
19	Employed 4th Qtr After Exit	95%	49%	52%
	20 Average Days to Employment	145	99	108
	20a DJP Average Days to Employment	60	31	54
	20b Obtained Average Days to Employment	167	128	130
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$14.87
22	Cost Per Placement	\$2,270.53	\$486.38	\$540.27
23	Net Economic Benefit	\$28,056.00	\$30,332.11	\$30,382.26
24	Return on the Investment	\$12.36	\$62.41	\$56.24

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Youth Co-Op Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	78.57%
2	Training Related Placements	75%	89.19%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	97.92%
5	Training Enrollments Rate	108	290	39
6	CAP All Family Participation Rate	50%	0.45%	5.68%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	22.22%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	69.52%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	ND
10	Short-Term Veterans EER	50%	35.87%	57.14%
11	Employers Served (Employer Penetration Rate)	1,062	10,447	1,179
12	Employer Serviced with Level 1 Services	693	8,033	951
13	Jobs Openings Filled Rate	65%	5.06%	4.52%
14	Referral Job Skills Match Average	80%	90.96%	92.38%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,431	3,853	442
16	Employed 1st Qtr After Exit	95%	57%	63%
17	Employed 2nd Qtr After Exit	95%	71%	44%
18	Employed 3rd Qtr After Exit	95%	53%	45%
19	Employed 4th Qtr After Exit	95%	49%	39%
	20 Average Days to Employment	145	99	132
	20a DJP Average Days to Employment	60	31	39
	20b Obtained Average Days to Employment	167	128	151
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$15.39
22	Cost Per Placement	\$2,237.30	\$486.38	\$509.57
23	Net Economic Benefit	\$28,089.00	\$30,332.11	\$31,506.62
24	Return on the Investment	\$12.55	\$62.41	\$61.83

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 3/31/2023

Youth Co-Op West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.8%	94.12%
2	Training Related Placements	75%	89.19%	71.43%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	87.44%	94.45%
5	Training Enrollments Rate	135	290	62
6	CAP All Family Participation Rate	50%	0.45%	7.98%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	12.07%	14.56%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	66.57%	44.09%
9	WIOA Adult & Dislocated Worker EER	98%	70.0%	50.0%
10	Short-Term Veterans EER	50%	35.87%	15.38%
11	Employers Served (Employer Penetration Rate)	1,242	10,447	1,491
12	Employer Serviced with Level 1 Services	810	8,033	1,216
13	Jobs Openings Filled Rate	65%	5.06%	15.31%
14	Referral Job Skills Match Average	80%	90.96%	99.1%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,674	3,853	497
16	Employed 1st Qtr After Exit	95%	57%	67%
17	Employed 2nd Qtr After Exit	95%	71%	68%
18	Employed 3rd Qtr After Exit	95%	53%	58%
19	Employed 4th Qtr After Exit	95%	49%	62%
	20 Average Days to Employment	145	99	74
	20a DJP Average Days to Employment	60	31	30
	20b Obtained Average Days to Employment	167	128	96
21	Employment/Job Placement Average Wage	\$14.58	\$14.82	\$16.11
22	Cost Per Placement	\$2,279.89	\$486.38	\$591.72
23	Net Economic Benefit	\$28,047.00	\$30,332.11	\$32,921.03
24	Return on the Investment	\$12.30	\$62.41	\$55.64

ND = No Data



SFWIB PERFORMANCE COUNCIL

DATE: 4/20/2023

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 March 31, 2023, indicates the following:

- The SFWIB generated \$1,737,580.68 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.01.
- Ninety percent of training services participants completed classroom training.
- Of those completing training, 97 percent have obtained employment with an average wage of \$23.72.
- Eighty-eight percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$39,490.47.

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	30	27	25	92.59 %	21	84.00 %	\$ 9,004.75	\$ 243,128.25	\$ 9,725.13	\$ 23.93	\$ 49,774.40	\$ 40,049.27	\$ 4.12
Apex Training Center - 3971	4	4	3	75.00 %	3	100.00 %	\$ 3,801.60	\$ 15,206.40	\$ 5,068.80	\$ 18.67	\$ 38,826.67	\$ 33,757.87	\$ 6.66
MDCP SCHOOLS (ALL)	3	1	1	100.00 %	-	0.00 %	\$ 791.92	\$ 791.92	\$ 791.92	\$ 16.89	\$ 35,131.20	\$ 34,339.28	\$ 43.36
TechLaunch Academy - Miami #2438	20	19	14	73.68 %	14	100.00 %	\$ 9,750.00	\$ 185,250.00	\$ 13,232.14	\$ 23.05	\$ 47,951.43	\$ 34,719.29	\$ 2.62
The CDL Schools LLC - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 1,029.16	\$ 1,029.16	\$ 1,029.16	\$ 50.00	\$ 104,000.00	\$ 102,970.84	\$ 100.05
	58	52	44	84.62 %	39	88.64 %	\$ 8,340.58	\$ 433,710.33	\$ 9,857.05	\$ 23.72	\$ 49,347.53	\$ 39,490.47	\$ 4.01



SFWIB PERFORMANCE COUNCIL

DATE: 4/20/2023

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The Youth Balance Scorecard (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) 2022-23. 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 through March 31, 2023.

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 details are as follows:

- Enrollment Performance: Regional Standard–159; Actual Performance–297
- Measurable Skills Gains: Regional Standard–90%; Actual Performance–85%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard–90%; Actual Performance–34%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard–90%; Actual Performance–33%
- Credential Attainment: Regional Standard–90%; Actual Performance–96%

OSY performance details are as follows:

- Enrollment Performance: Regional Standard–773; Actual Performance–493
- Measurable Skills Gains: Regional Standard–90%; Actual Performance–76%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard–90%; Actual Performance–32%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard–90%; Actual Performance–16%
- Credential Attainment: Regional Standard–90%; Actual Performance–40%

Youth service providers will continue to implement their corrective action plans as the performance numbers continue to increase. South Florida Workforce Investment Board staff will continue to monitor the progress of these corrective actions and track any increase in program performance.

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 3/31/2023

Regional for ISY Providers		
Measure	Standard	Region
New Enrollments	159	133
Total Enrollments	159	297
PWE Enrollments	153	40
Measurable Skills Gain	90%	85%
Credential Attainment	90%	96%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	63%
Education and Employment Rate - 2nd Qtr After Exit	90%	34%
Education and Employment Rate - 3rd Qtr After Exit	90%	55%
Education and Employment Rate - 4th Qtr After Exit	90%	33%

Regional for OSY Providers		
Measure	Standard	Region
New Enrollments	416	263
Total Enrollments	772	493
New Enrollments (General Population)	280	263
New Enrollments (Youth Offender)	34	26
New Enrollments (Homeless Runaway Foster Care)	34	12
New Enrollments (Pregnant or Parenting)	34	24
New Enrollments (Disability)	34	6
PWE Enrollments	407	144
Measurable Skills Gain	90%	76%
Credential Attainment	90%	40%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)		N/D
Education and Employment Rate - 1st Qtr After Exit	90%	51%
Education and Employment Rate - 2nd Qtr After Exit	90%	32%
Education and Employment Rate - 3rd Qtr After Exit	90%	48%
Education and Employment Rate - 4th Qtr After Exit	90%	16%

ND = No Data



SFWIB PERFORMANCE COUNCIL

DATE: 4/20/2023

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WIOA PERFORMANCE STRATEGIES UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On July 6, 2022, the South Florida Workforce Investment Board (SFWIB) received the proposed Workforce Innovation and Opportunity Act (WIOA) indicators of performance for Local Workforce Development Area (LWDA) 23 for program years (PY) 2022-23 and PY 2023-24. 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.

The following strategies have been applied to the SFWIB's operating procedure to ensure compliance and that performance is achieved:

1. SFWIB staff finalized and implemented 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 helps 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 generates performance data in real-time by obtaining reported employment information from the New Hire, Wage Credit, and/or Work Number.
 - Additionally, this automation places 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 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 2022-23 and 2023-24. 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 provided training to all contracted service partners and providers on the utilization of the Reconciliation Tool.
 - This tool tracks a student's progress throughout the 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 service provider's case manager and the training provider must communicate to reconcile and resolve the issue.
4. SFWIB is continuing 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 LWDAs 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.
 - SFWIB provides 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, justice-involved citizens, individuals receiving public assistance, and other underrepresented populations can access these career pathway opportunities.
5. SFWIB continues to develop and expand partnerships with community based organizations (CBO).
 - CBOs 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 executed 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.
 - In addition to the MOUs, the SFWIB executed Professional Services Agreements with various business intermediaries to expand outreach to businesses within Miami-Dade County.

6. SFWIB staff propose to conduct monthly performance meetings for all programs.
 - 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 proposed to meet with each AJC 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 strengthened 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 presented Contracted Service Provider staff with an opportunity to expand their knowledge in workforce services.

As a result of these practices, LWDA 23's Indicators of Performance PY 2022-23 report from the Department of Economic Opportunity shows that 13 out of 18 indicators of performance at the end of Q2 have either been met or exceeded at the negotiated rates established on July 6, 2022.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

LWDA 23

Measures	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2022-2023 2nd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q2	PY2022-2023 Performance Goals
Adults:					
Employed 2nd Qtr After Exit	60.2	93.33	56.30	87.29	64.50
Median Wage 2nd Quarter After Exit	\$7,008	139.21	\$6,981	138.68	\$5,034
Employed 4th Qtr After Exit	50.2	75.95	55.10	83.36	66.10
Credential Attainment Rate	44.8	88.54	55.60	109.88	50.60
Measurable Skill Gains	93	373.49	91.70	368.27	24.90
Dislocated Workers:					
Employed 2nd Qtr After Exit	68.60	86.07	66.50	83.44	79.70
Median Wage 2nd Quarter After Exit	\$9,419.00	115.43	\$9,178	112.48	\$8,160
Employed 4th Qtr After Exit	80.00	97.68	66.50	81.20	81.90
Credential Attainment Rate	100.00	125.79	76.80	96.60	79.50
Measurable Skill Gains	88.80	222.00	87.70	219.25	40.00
Youth:					
Employed 2nd Qtr After Exit	73.30	96.70	69.80	92.08	75.80
Median Wage 2nd Quarter After Exit	\$5,551.00	150.35	\$5,468	148.10	\$3,692
Employed 4th Qtr After Exit	100.00	135.32	65.60	88.77	73.90
Credential Attainment Rate	100.00	170.94	55.10	94.19	58.50
Measurable Skill Gains	70.60	140.36	81.60	162.23	50.30
Wagner Peyser:					
Employed 2nd Qtr After Exit	59.80	96.92	56.90	92.22	61.70
Median Wage 2nd Quarter After Exit	\$6,966.00	134.66	\$6,948.00	134.31	\$5,173
Employed 4th Qtr After Exit	58.50	98.48	57.10	96.13	59.40

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)