



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, AUGUST 17, 2023
8:30 AM**

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

The public may choose to view the session online via Zoom. **Registration is required:**
https://us02web.zoom.us/meeting/register/tZcscuCrrzIoH9z91jrG6XSBG0DycYo_qKgV

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. December 15, 2022
 - B. February 16, 2023
 - C. April 20, 2023
 - D. June 15, 2023
3. Information – REACH Act Performance Update
4. Information – WIOA Performance Update
5. Information – One-Stop Operator RFP Update
6. Information – Mayor’s Job Fair Update
7. Information – Adult Balanced Scorecard Report
8. Information – Youth Balanced Scorecard Update
9. Information – Consumer Report Card 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."



At the onset of the meeting, Chairwoman Canales acknowledged Mr. Eddie Garza, the newest member of the Council, who then briefly introduced himself to those members present.

2. Approval - Performance Council Meeting Minutes – February 16, 2023 and April 20, 2023

Council members reviewed the minutes for commentary.

No further questions or concerns were presented. Item closed.

[Vote Skipped – No Quorum]

3. Informational - Balanced Score Card Report

Chairwoman Canales introduced the item; Mr. Perrin further presented.

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 May 31, 2023. To date, two of the ten American Job Centers have achieved required 65% performance measure standard; none have met the minimum or maximum job placement standards.

Mr. Perrin reminded the Performance Council that the Performance Improvement Plans are already underway. CSSF staff continues to collaborate with the AJCs to track their progress. We have increased training and currently reviewing how placements are carried out to ensure that they can return to normal, post-COVID.

Mr. Perrin reviewed the Career Center Service Providers Performance Summary Report, highlighting the areas of improvement over the course of the year.

Chairwoman Canales observed that the majority are making progress in the correct direction. Mr. Perrin reported that staff is regularly meeting with the centers and working on strategies to enhance performance, which is beginning to have slight impact on the performance measures.

Chairwoman Canales inquired if any new strategies had been implemented. Mr. Perrin stated that there has been increased training and right-sizing of their operations to ensure



that the appropriate personnel are in the right positions to meet the demand. Additionally, EconoVue has been widely employed in the centers to engage more businesses.

Chairwoman Canales provided a summary of the agenda item and invited additional comments, questions, or concerns. Mr. Garza acknowledged the CSSF team's hard work and ongoing efforts to restore the centers to pre-pandemic levels.

Chairwoman Canales inquired about the transition and status of the College of the Florida Keys. Mr. Perrin reported that the transition to the Southwest region is ongoing and has not yet been completed. The state-imposed deadline is June 30, 2024. He added that we are doing everything possible to assist the process and are hopeful that everything will be completed well in advance of the deadline. Monroe County will remain in our reporting structure until that time.

No further questions or concerns were presented. Item closed.

4. Informational - Consumer Report Card Update

Mr. Perrin introduced and further presented the CRC performance for program year 2022-2023, dated July 1, 2022 through May 31, 2023.

The Chairwoman inquired if Tech Launch Academy - Miami was among the programs approved at a previous board meeting. Mr. Perrin informed the Chairwoman that he will look into the matter and advise as soon as possible.

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

5. Informational – Youth Balanced Scorecard

Mr. Perrin further presented the youth program performance for PY 2022-2023, which is the period of July 1, 2022 through May 31, 2023.

Chairwoman Canales observed that we were able to surpass the regional average for in-school youth and asked if this was a result of increased school access. Mr. Perrin agreed and then provided a brief update on the out-of-school youth program.

Chairwoman Canales summarized the agenda item and reviewed the barriers that the out-of-school program is currently facing (i.e., lack of instructors/higher wages). Mr. Mantilla shared that a shortage of instructors is currently (and historically) an issue of concern. Miami-Dade Public Schools Career and Technical Education targeted programs such as



HVAC, welding, automotive, aeronautical, and IT where salaries are much more comparable to industry. If other areas were identified where there has been difficulty finding instructors, he would be willing to look reviewing the program to determine where MDCPS could be of further assistance.

Chairwoman Canales inquired if CSSF youth staff are following the same performance improvement protocols as the adult programs. Mr. Perrin concurred and followed up by giving an update on the summer youth programs.

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

Mr. Perrin notified the Council that quorum is insufficient for approving any of the subsequent items. He requests that the Council review the remaining agenda items and make a recommendation to the full board in order for them to be approved. Chairwoman Canales confirmed and requested that Mr. Perrin guide the Council through the items requiring approval.

6. Approval – Workforce Services Contractors for Program Year 2023-2024

Chairwoman Canales introduced the item; Mr. Perrin reviewed the existing AJC workforce services contractor whose contracts that are up for renewal for the 2023-2024 program year.

Item moved by consensus of members present.

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

7. Approval – Youth Services Contractors

Chairwoman Canales introduced the item; Mr. Perrin reviewed the existing youth service contractors whose contracts that are up for renewal for the 2023-2024 program year.

Item moved by consensus of members present.

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

8. Contract Renewal for Career Development Centers

Chairwoman Canales introduced the item; Mr. Perrin reviewed the contracts for renewal: Florida Memorial University and Miami Dade College for Career Development Centers.

Item moved by consensus of members present.



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

9. Program Year 2023-2024 American Job Center Schedule of Operations

Chairwoman Canales introduced the item; Mr. Perrin reviewed the American Job Centers/CareerSource Centers and Affiliated Colleges CareerSource Centers Schedule of Operations for program year 2023–2024.

Chairwoman Canales advised that National Law Enforcement Appreciation Day and Juneteenth are the only two changes from last year's schedule.

Item moved by consensus of members present.

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 9:26am.



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2023

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REACH ACT UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Florida's The Reimagining Education and Career Help (REACH) Act of 2021, is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system. The law calls for the Governor's REACH Office to develop criteria for assigning a letter grade to each local workforce development board and for CareerSource Florida to assign and make the letter grades public annually. The letter grade system provides a standard, statewide assessment that allows local workforce development boards to identify areas in which they excel and areas that can be strengthened to improve outcomes for all Floridians.

The South Florida Workforce Investment Board (SFWIB) received a 94.80 rating for Quarter 3, equating to an A letter grade. Of the eight letter grade metrics, the SFWIB met 100 percent of the target for Metric 1 - Participants' with Increased Earnings, and Metric 2 - Reduction in Public Assistance, respectively. Additionally, the SFWIB met the Extra Credit Metric - Serving Individuals on Public Assistance.

The SFWIB is currently ranked 7th out of the 24 Local Workforce Development Boards (LWDB). SFWIB staff will continue to implement new strategies and local monitoring tools to increase the letter grade for Quarter 4 and future quarters to come.

The REACH Act standings for each LWDB as well as the SFWIB's local performance is attached for the Council's review.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

REACH ACT Quarter 3 Update

The table below shows the preliminary data on a rolling four-quarter basis.

Data as of: 3/31/2023

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	17,640	32,661	54.01	-	45.00	100.00	25.00
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	19,005	32,529	58.42	-	35.00	100.00	25.00
3. Employment and Training Outcomes	Employment and Training Services	0.20	16	18	88.89	-	100.00	88.89	17.78
4. Participants in Work-Related Training	Training Services	0.10	3,274	14,955	21.89	-	25.00	87.56	8.76
5. Continued Repeat Business	Business Services	0.05	8,521	33,271	25.61	-	35.00	73.17	3.66
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	2.92	100.00	90.00	4.50
PY 2021-2022 Business Penetration		-	8,342	74,110	11.26	-	-	-	-
PY 2022-2023 Business Penetration		-	10,845	76,477	14.18	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	7.92	15.51	51.06	-	100.00	51.06	5.11
Exiters: Local Board (N) / Statewide (D)		-	6,325	79,844	7.92	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$24,472,529	\$157,813,605	15.51	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	8,255	15,703	52.57	-	-	-	5.00
								Total	94.80

¹ Percentage of Target Met for the Business Penetration metric is based on year-over-year percentage point difference as follows:

- $\geq 4 = 100\%$
- 2 to $< 4 = 90\%$
- 0 to $< 2 = 80\%$
- -2 to $< 0 = 70\%$
- -4 to $< -2 = 60\%$
- -6 to $< -4 = 40\%$
- -8 to $< -6 = 20\%$
- $< -8 = 0\%$

² Weighted Performance for the Extra Credit Metric are extra credit points awarded based on the rate as follows:

- $\geq 50\% = 5$ points
- 46% to $< 50\% = 4$ points
- 44% to $< 46\% = 3$ points
- 42% to $< 44\% = 2$ points
- 40% to $< 42\% = 1$ point

PY 2022-2023, Quarter 3 Performance Update by LWDB

Local Workforce Development Board	Q3 Total (%)
01 - CareerSource Escarosa	93.09
02 - CareerSource Okaloosa Walton	83.77
03 - CareerSource Chipola	97.45
04 - CareerSource Gulf Coast	87.32
05 - CareerSource Capital Region	88.62
06 - CareerSource North Florida	90.76
07 - CareerSource Florida Crown	84.15
08 - CareerSource Northeast Florida	99.33
09 - CareerSource North Central Florida	84.61
10 - CareerSource Citrus Levy Marion	91.56
11 - CareerSource Flagler Volusia	101.6
12 - CareerSource Central Florida	95.3
13 - CareerSource Brevard	84.88
14 - CareerSource Pinellas	91.61
15 - CareerSource Tampa Bay	95.44
16 - CareerSource Pasco Hernando	92.03
17 - CareerSource Polk	93.9
18 - CareerSource Suncoast	85.45
19 - CareerSource Heartland	95.56
20 - CareerSource Research Coast	87.75
21 - CareerSource Palm Beach County	91.29
22 - CareerSource Broward	93.54
23 - CareerSource South Florida	94.8
24 - CareerSource Southwest Florida	92.92

Letter Grades Scale:

A+: ≥ 97

A : 93 to < 97

A-: 90 to < 93

B+: 87 to < 90

B : 83 to < 87

B-: 80 to < 83

C+: 77 to < 80

C : 73 to < 77

C-: 70 to < 73

D : 60 to < 70

F : < 60



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2023

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WIOA INDICATORS OF PERFORMANCE UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On May 5, 2022, the Florida Department of Commerce completed the 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 measures the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs. The performance accountability indicators are used to assess the effectiveness of local workforce development boards to continue providing workforce services in their respective areas.

The South Florida Workforce Investment Board (SFWIB) received the latest update regarding the indicators of performance for the PY 2022-2023 3rd Quarter (Q3) performance. The SFWIB is currently meeting or exceeding 16 of the 18 measures, which is an increase from the 2nd Quarter (Q2) performance in which the board was only meeting 13 of the 18 measures.

The three measures that were either met or exceeded in Q3 are:

1. WIOA Adults Employed 2nd Quarter After Exit
2. WIOA Adults Employed 4th Quarter After Exit
3. Youth Employed 4th Quarter After Exit

In an effort to ensure the required performance goals for Q4 are met for PY 2022-2023, SFWIB staff has placed an emphasis on the WIOA Dislocated Worker, Employed 2nd Quarter After Exit and Employed 4th Quarter After Exit measures.

The increase from Q2 to Q3 is attributed to the implementation of the WIOA performance strategies set by SFWIB staff. SFWIB staff is currently working to meet or exceed all 18 of the Q4 measures for PY 2022-2023.

The Indicators of Performance Report is attached for the review of the Council.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

LWDB 23 - Indicators of Performance Update

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 3rd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q3	PY2022-2023 Performance Goals
Adults:							
Employed 2nd Qtr After Exit	60.2	93.33	56.30	87.29	60.70	94.11	64.50
Median Wage 2nd Quarter After Exit	\$7,008	139.21	\$6,981	138.68	\$7,052	140.09	\$5,034
Employed 4th Qtr After Exit	50.2	75.95	55.10	83.36	60.00	90.77	66.10
Credential Attainment Rate	44.8	88.54	55.60	109.88	55.90	110.47	50.60
Measurable Skill Gains	93	373.49	91.70	368.27	94.60	379.92	24.90
Dislocated Workers:							
Employed 2nd Qtr After Exit	68.60	86.07	66.50	83.44	69.00	86.57	79.70
Median Wage 2nd Quarter After Exit	\$9,419.00	115.43	\$9,178	112.48	\$9,419	115.43	\$8,160
Employed 4th Qtr After Exit	80.00	97.68	66.50	81.20	69.40	84.74	81.90
Credential Attainment Rate	100.00	125.79	76.80	96.60	77.10	96.98	79.50
Measurable Skill Gains	88.80	222.00	87.70	219.25	86.00	215.00	40.00
Youth:							
Employed 2nd Qtr After Exit	73.30	96.70	69.80	92.08	73.70	97.23	75.80
Median Wage 2nd Quarter After Exit	\$5,551.00	150.35	\$5,468	148.10	\$5,477	148.35	\$3,692
Employed 4th Qtr After Exit	100.00	135.32	65.60	88.77	70.90	95.94	73.90
Credential Attainment Rate	100.00	170.94	55.10	94.19	55.90	95.56	58.50
Measurable Skill Gains	70.60	140.36	81.60	162.23	76.70	152.49	50.30
Wagner Peyser:							
Employed 2nd Qtr After Exit	59.80	96.92	56.90	92.22	63.90	103.57	61.70
Median Wage 2nd Quarter After Exit	\$6,966.00	134.66	\$6,948.00	134.31	\$7,061	136.50	\$5,173
Employed 4th Qtr After Exit	58.50	98.48	57.10	96.13	61.40	103.37	59.40

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



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 8/17/2023

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: ONE STOP OPERATOR UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) requires local workforce development boards (LWDBs) to use a competitive procurement process to select a one-stop operator and to conduct a competitive procurement of one-stop operators at least once every four years. SFWIB released a Request for Proposals (RFP) for agencies capable of providing One Stop Operator services on June 5, 2023. The first RFP did not yield any respondents. As a result of which, staff re-released a second RFP on July 27, 2023.

Staff hosted an Offeror's Conference on August 15, 2023 and submissions are due by August 28, 2023. If the RFP is successful, staff will present to the board a recommendation of the successful respondent as the new One Stop Operator. If the RFP is unsuccessful, staff will request authorization to conduct a sole source procurement and/or have another workforce board conduct procurement process which will allow CSSF to bid as its own One Stop Operator. Staff is also preparing a request to have the current temporary authorization to serve as the One Stop Operator renewed by Florida Commerce. The current temporary approval will expire on September 30, 2023. This will provide additional time for staff to secure a permanent One Stop Operator.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB EXECUTIVE COMMITTEE

DATE: 8/17/2023

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: THE MAYOR'S CAREER & JOB FAIR SERIES UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **BUILD DEMAND-DRIVEN SYSTEM W/ EMPLOYER ENGAGEMENT**

STRATEGIC PROJECT: **Improve employment outcomes**

BACKGROUND:

Since February 2022, the Office of Mayor Daniella Levine Cava, the Miami-Dade County Human Resources Department, and CareerSource South Florida (CSSF) have hosted a series of monthly Career & Job Fair events throughout Miami-Dade County. Due to the success of last year's events, the Mayor has extended the series through February 2024.

With over 26 county departments in attendance, the Mayor's Career & Job Fair series has attracted over 6,970 job seekers who have learned about the long-term opportunities available in one of the most diverse workforce areas in the nation. The event is unique in that each county department conducts same-day on-site interviews and background screenings of candidates, which, to date, resulted in 956 subsequent job offers. The most recent event, which took place at the Main Library on July 19, 2023, attracted a record 613 attendees. This method of recruitment has proven to be a successful tool that has streamlined the onboarding process and improved the overall effectiveness of recruiting talent.

In addition to the monthly Career & Job Fairs for all departments, Miami-Dade County and CSSF facilitated two specialized recruitment events for the Regulatory & Economic Resource (RER) and Miami-Dade Police Departments (M-DPD). The RER event took place in March 2023 at their location in Tamiami, where a total of 70 candidates attended, 24 of whom received contingent job offers. The M-DPD event took place at the Samuel K. Johnson Youth Center in April 2023, where a total of 229 candidates attended, 37 of whom received conditional job offers. CareerSource South Florida will continue to support the recruitment of candidates to carry out the mission of Miami Dade County and to strengthen the local economy.

The next event in the series will be held on Wednesday, August 23, 2023 at the Dennis C. Moss Cultural Arts Center.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Career Fair
Contingent Job Offers

	Career Fair Locations																							
Miami-Dade County Departments	111 Bldg. February 2022	MDC Homestead March 2022	MDC Hialeah April 2022	D.A. Dorsey May 2022	MDC Kendall June 2022	M-DPD Dwtn 2nd Chance June 2022	MDC North July 2022	MDC North Corrections Only August 2022	MDC Doral August 2022	Youth Fair September 2022	Joe Celestin Center October 2022	Florida Memorial University November 2022	Corrections HQ Corrections Only December 2022	Pichol Williams Homestead December 2022	MDC North January 2023	MDC Doral February 2023	RER Career Fair March 2023	Joseph Caleb Center March 2023	Police Career Fair April 2023	Oak Grove Park April 2023	Goulds Park May 2023	MDC Hialeah June 2023	Miami-Dade Central Library July 2023	TOTAL
Attendance	0	184	200	454	156	500	369	380	277	216	378	283	423	182	600	339	70	308	227	229	381	201	613	6,970
Cultural Affairs				11											9									20
PROS (Parks & Open Space)		13	13							8						1								35
Solid Waste			30			13					10													53
Library			7	12		6	7			10	6	4	5		10	7						10	5	89
Seaport			7			12				9	8	7	1											67
Internal Services						4				13	8	7	2		4	2					1	2	1	44
Water & Sewer							8				10			27	10									60
Corrections & Rehabilitation				86				164					144											394
Finance												6			1							2	3	12
Transit											33													33
Animal Services											10	9												19
Tax Collector														11		10					11	8		40
CAHSD										6		5			7	5								23
Aviation																4								4
Regulatory & Economic Resource																	24						2	26
Police																			37					37
Total Contingent Offers	N/A	13	57	109	0	35	15	164	33	40	81	28	144	38	41	29	24	0	37	0	12	22	34	956
Placement Percentage	0	7.07%	28.50%	24.01%	0.00%	7.00%	4.07%	43.16%	11.91%	18.52%	21.43%	9.89%	34.04%	20.88%	6.83%	8.55%	34.29%	0.00%	16.30%	0.00%	3.15%	10.95%	5.55%	13.72%

Note: Due to the County's implementation of a new system, no job seekers were hired at the June 2022 event. Additionally, no conditional job offers were extended at the non-specialized events in March 2023 and April 2023.



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2023

AGENDA ITEM NUMBER: 7

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 American Job Centers (AJC)/CareerSource center service providers. The report for Program Year (PY) 2022-23, is from July 1, 2022 through June 30, 2023. The BSC Performance Summary indicates one of the ten AJC/CareerSource center 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 had a total of 5,576 job placements, which was 43.6 percent of the minimum standard and 37.1 percent of the maximum standard.

None of the ten AJC/CareerSource center locations achieved the minimum or maximum YTD job placement standard for PY 2022-23.

South Florida Workforce Investment Board (SFWIB) staff revised several local tools to improve the service delivery of the AJCs to align with the Workforce Innovation and Opportunity Act local negotiated Adult, Dislocated Worker and Wagner-Peyser programs primary performance indicators for PY 2023-24.

The AJC/CareerSource center service providers will continue implementing their corrective action plans to increase and achieve the performance standards for PY 2023-24. 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 '22-'23 (July 1, 2022 through June 30, 2023) *

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	13	24	54.2%
	Northside Center AJC	12	23	52.2%
The College of the Florida Keys	Florida Keys AJC's	6	18	33.3%
Miami Dade College	MDC Works	5	11	45.5%
Youth Co-Op, Inc.	Homestead AJC	12	23	52.2%
	Little Havana AJC	14	23	60.9%
	Perrine AJC	13	23	56.5%
	West Dade AJC	12	24	50.0%
LWDA		11	24	47.5%

DJPOE Scorecard Report

Report Date: 7/1/2022 To 6/30/2023

Location	Maximum Standard		Minimum Standard		Direct Job Placement													Direct Job Placement by Type												Max Earned	Earned	% Earned	OE %	DJP %														
	#	%	#	%	Total			Universal				WIOA Individualized						1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt																			
					Obtained			1Qrt				>1Qrt				Total Universal																			Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP	
					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
Carol City Center	1,440	22.9%	1,224	27.0%	246	84	330	183	82	265	0	0	7	49	0	0	0	2	56	2	3	0	0	0	0	0	0	0	0	0	0	0	\$170,164	\$25,650	15.1%	80.30%	19.70%											
Hialeah Downtown Center	1,656	77.1%	1,404	90.9%	1,104	172	1,276	782	160	942	0	16	6	297	0	0	0	12	319	12	3	0	0	0	0	0	0	0	0	0	0	0	\$774,498	\$98,100	12.7%	73.82%	26.18%											
North Miami Beach Center	1,800	29.4%	1,536	34.5%	408	122	530	252	114	366	0	3	3	127	0	0	0	6	133	6	13	1	0	0	0	0	0	0	0	0	0	\$849,532	\$72,900	8.6%	69.06%	30.94%												
Northside Center	1,836	19.9%	1,560	23.4%	226	139	365	128	132	260	0	2	2	88	0	0	0	7	92	7	5	0	1	0	0	0	0	0	0	0	0	\$872,950	\$35,200	4.0%	71.23%	28.77%												
Florida Keys Center	948	5.1%	804	6.0%	39	9	48	30	9	39	0	0	2	7	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	\$661,062	\$5,900	0.9%	81.25%	18.75%													
Homestead Center	1,668	48.3%	1,416	56.9%	676	129	805	154	96	250	451	28	1	37	2	25	0	3	517	30	4	3	0	0	1	0	0	0	0	0	0	\$792,924	\$156,200	19.7%	31.06%	68.94%												
Little Havana Center	1,560	46.7%	1,332	54.7%	614	114	728	348	91	439	0	17	22	212	0	6	3	11	251	20	15	2	0	0	0	0	0	0	0	0	\$731,590	\$91,700	12.5%	60.30%	39.70%													
Perrine Center	1,908	34.2%	1,620	40.2%	418	234	652	299	206	505	1	31	6	71	0	20	4	4	109	28	9	0	0	0	0	0	0	0	0	0	\$902,499	\$40,550	4.5%	77.45%	22.55%													
West Dade Center	2,232	37.7%	1,896	44.4%	709	133	842	418	120	538	0	19	17	227	0	3	0	7	263	10	26	2	0	0	0	1	1	0	1	0	0	\$1,049,169	\$109,950	10.5%	63.90%	36.10%												
Total	15,048	37.1%	12,792	43.6%	4,440	1,136	5,576	2,594	1,010	3,604	452	116	66	1115	2	54	7	52	1,749	115	78	8	1	0	3	1	8	1	7	1	0	0	0	0	\$6,804,388	\$636,150	9.3%	64.63%	35.37%									
																			% of DJP	33.6%	2.2%	1.5%	0.2%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%												

CSSF Balanced Scorecard Report

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Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	87.27%
2	Training Related Placements	75%	90.0%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	89.1%
5	Training Enrollments Rate	1,116	377
6	CAP All Family Participation Rate	50%	0.34%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%
10	Short-Term Veterans EER	50%	35.04%
11	Employers Served (Employer Penetration Rate)	11,148	13,849
12	Employer Serviced with Level 1 Services	7,248	11,200
13	Jobs Openings Filled Rate	65%	5.44%
14	Referral Job Skills Match Average	80%	90.33%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	15,048	5,592
16	Employed 1st Qtr After Exit	95%	68%
17	Employed 2nd Qtr After Exit	95%	69%
18	Employed 3rd Qtr After Exit	95%	53%
19	Employed 4th Qtr After Exit	95%	51%
20	Average Days to Employment	145	112
	20a DJP Average Days to Employment	60	41
	20b Obtained Average Days to Employment	167	137
21	Employment/Job Placement Average Wage	\$14.58	\$14.97
22	Cost Per Placement	\$2,240.96	\$520.08
23	Net Economic Benefit	\$28,085.00	\$30,626.13
24	Return on the Investment	\$12.53	\$58.90

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CSSF Balanced Scorecard Report

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Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	82.35%
2	Training Related Placements	75%	90.0%	60.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	87.54%
5	Training Enrollments Rate	108	377	27
6	CAP All Family Participation Rate	50%	0.34%	2.49%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	13.28%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	49.23%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	50.0%
10	Short-Term Veterans EER	50%	35.04%	37.5%
11	Employers Served (Employer Penetration Rate)	1,068	13,849	1,437
12	Employer Serviced with Level 1 Services	696	11,200	1,241
13	Jobs Openings Filled Rate	65%	5.44%	0.51%
14	Referral Job Skills Match Average	80%	90.33%	88.43%
	Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	1,440	5,592	330
16	Employed 1st Qtr After Exit	95%	68%	65%
17	Employed 2nd Qtr After Exit	95%	69%	65%
18	Employed 3rd Qtr After Exit	95%	53%	76%
19	Employed 4th Qtr After Exit	95%	51%	56%
	20 Average Days to Employment	145	112	102
	20a DJP Average Days to Employment	60	41	23
	20b Obtained Average Days to Employment	167	137	117
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$15.09
22	Cost Per Placement	\$2,235.82	\$520.08	\$665.01
23	Net Economic Benefit	\$28,091.00	\$30,626.13	\$30,729.47
24	Return on the Investment	\$12.56	\$58.90	\$46.21

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Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	100.0%
2	Training Related Placements	75%	90.0%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	85.67%
5	Training Enrollments Rate	132	377	30
6	CAP All Family Participation Rate	50%	0.34%	3.45%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	10.61%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	79.81%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	100.0%
10	Short-Term Veterans EER	50%	35.04%	60.0%
11	Employers Served (Employer Penetration Rate)	1,224	13,849	1,710
12	Employer Serviced with Level 1 Services	792	11,200	1,388
13	Jobs Openings Filled Rate	65%	5.44%	12.71%
14	Referral Job Skills Match Average	80%	90.33%	99.26%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,656	5,592	1,276
16	Employed 1st Qtr After Exit	95%	68%	100%
17	Employed 2nd Qtr After Exit	95%	69%	67%
18	Employed 3rd Qtr After Exit	95%	53%	85%
19	Employed 4th Qtr After Exit	95%	51%	88%
	20 Average Days to Employment	145	112	106
	20a DJP Average Days to Employment	60	41	24
	20b Obtained Average Days to Employment	167	137	116
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$17.19
22	Cost Per Placement	\$2,273.59	\$520.08	\$321.84
23	Net Economic Benefit	\$28,053.00	\$30,626.13	\$35,423.79
24	Return on the Investment	\$12.34	\$58.90	\$110.07

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Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	84.62%
2	Training Related Placements	75%	90.0%	92.31%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	79.8%
5	Training Enrollments Rate	132	377	60
6	CAP All Family Participation Rate	50%	0.34%	0.81%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	7.34%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	67.49%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	78.57%
10	Short-Term Veterans EER	50%	35.04%	66.67%
11	Employers Served (Employer Penetration Rate)	1,332	13,849	1,713
12	Employer Serviced with Level 1 Services	864	11,200	1,548
13	Jobs Openings Filled Rate	65%	5.44%	9.42%
14	Referral Job Skills Match Average	80%	90.33%	91.63%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,800	5,592	530
16	Employed 1st Qtr After Exit	95%	68%	44%
17	Employed 2nd Qtr After Exit	95%	69%	66%
18	Employed 3rd Qtr After Exit	95%	53%	26%
19	Employed 4th Qtr After Exit	95%	51%	41%
	20 Average Days to Employment	145	112	141
	20a DJP Average Days to Employment	60	41	74
	20b Obtained Average Days to Employment	167	137	155
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$15.21
22	Cost Per Placement	\$2,279.89	\$520.08	\$615.83
23	Net Economic Benefit	\$28,088.00	\$30,626.13	\$31,029.08
24	Return on the Investment	\$12.55	\$58.90	\$50.39

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Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	75.0%
2	Training Related Placements	75%	90.0%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	80.49%
5	Training Enrollments Rate	132	377	29
6	CAP All Family Participation Rate	50%	0.34%	2.46%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	9.74%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	66.28%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	ND
10	Short-Term Veterans EER	50%	35.04%	41.18%
11	Employers Served (Employer Penetration Rate)	1,356	13,849	2,076
12	Employer Serviced with Level 1 Services	888	11,200	1,822
13	Jobs Openings Filled Rate	65%	5.44%	3.5%
14	Referral Job Skills Match Average	80%	90.33%	98.57%
	Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	1,836	5,592	365
16	Employed 1st Qtr After Exit	95%	68%	74%
17	Employed 2nd Qtr After Exit	95%	69%	89%
18	Employed 3rd Qtr After Exit	95%	53%	51%
19	Employed 4th Qtr After Exit	95%	51%	51%
	20 Average Days to Employment	145	112	157
	20a DJP Average Days to Employment	60	41	18
	20b Obtained Average Days to Employment	167	137	205
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$15.95
22	Cost Per Placement	\$2,226.90	\$520.08	\$582.75
23	Net Economic Benefit	\$28,099.00	\$30,626.13	\$32,583.89
24	Return on the Investment	\$12.62	\$58.90	\$55.91

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College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	ND
2	Training Related Placements	75%	90.0%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	89.1%	ND
5	Training Enrollments Rate	48	377	ND
6	CAP All Family Participation Rate	50%	0.34%	5.0%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	28.57%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	37.84%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	ND
10	Short-Term Veterans EER	50%	35.04%	20.0%
11	Employers Served (Employer Penetration Rate)	708	13,849	147
12	Employer Serviced with Level 1 Services	456	11,200	4
13	Jobs Openings Filled Rate	65%	5.44%	0.44%
14	Referral Job Skills Match Average	80%	90.33%	88.46%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	948	5,592	48
16	Employed 1st Qtr After Exit	95%	68%	0%
17	Employed 2nd Qtr After Exit	95%	69%	0%
18	Employed 3rd Qtr After Exit	95%	53%	0%
19	Employed 4th Qtr After Exit	95%	51%	0%
	20 Average Days to Employment	145	112	60
	20a DJP Average Days to Employment	60	41	31
	20b Obtained Average Days to Employment	167	137	67
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$19.01
22	Cost Per Placement	\$2,235.82	\$520.08	\$122.92
23	Net Economic Benefit	\$28,091.00	\$30,626.13	\$39,420.38
24	Return on the Investment	\$12.56	\$58.90	\$320.71

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Miami Dade College

Miami Dade College

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	ND
2	Training Related Placements	75%	90.0%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	89.1%	ND
5	Training Enrollments Rate		377	ND
6	CAP All Family Participation Rate	50%	0.34%	ND
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	ND
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	22.22%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	ND
10	Short-Term Veterans EER	50%	35.04%	ND
11	Employers Served (Employer Penetration Rate)		13,849	91
12	Employer Serviced with Level 1 Services		11,200	14
13	Jobs Openings Filled Rate	65%	5.44%	0.0%
14	Referral Job Skills Match Average	80%	90.33%	31.3%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)		5,592	16
16	Employed 1st Qtr After Exit	95%	68%	ND
17	Employed 2nd Qtr After Exit	95%	69%	ND
18	Employed 3rd Qtr After Exit	95%	53%	ND
19	Employed 4th Qtr After Exit	95%	51%	ND
	20 Average Days to Employment	145	112	53
	20a DJP Average Days to Employment	60	41	18
	20b Obtained Average Days to Employment	167	137	61
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$23.17
22	Cost Per Placement		\$520.08	ND
23	Net Economic Benefit		\$30,626.13	ND
24	Return on the Investment		\$58.90	ND

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Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	80.65%
2	Training Related Placements	75%	90.0%	90.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	97.12%
5	Training Enrollments Rate	120	377	55
6	CAP All Family Participation Rate	50%	0.34%	3.42%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	11.29%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	74.09%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	100.0%
10	Short-Term Veterans EER	50%	35.04%	33.33%
11	Employers Served (Employer Penetration Rate)	1,236	13,849	1,433
12	Employer Serviced with Level 1 Services	804	11,200	1,362
13	Jobs Openings Filled Rate	65%	5.44%	52.19%
14	Referral Job Skills Match Average	80%	90.33%	94.98%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,668	5,592	805
16	Employed 1st Qtr After Exit	95%	68%	67%
17	Employed 2nd Qtr After Exit	95%	69%	92%
18	Employed 3rd Qtr After Exit	95%	53%	71%
19	Employed 4th Qtr After Exit	95%	51%	62%
	20 Average Days to Employment	145	112	75
	20a DJP Average Days to Employment	60	41	25
	20b Obtained Average Days to Employment	167	137	153
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$11.68
22	Cost Per Placement	\$2,223.62	\$520.08	\$674.16
23	Net Economic Benefit	\$28,103.00	\$30,626.13	\$23,627.10
24	Return on the Investment	\$12.64	\$58.90	\$35.05

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Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	100.0%
2	Training Related Placements	75%	90.0%	88.89%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	91.05%
5	Training Enrollments Rate	120	377	48
6	CAP All Family Participation Rate	50%	0.34%	3.28%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	15.97%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	66.88%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	100.0%
10	Short-Term Veterans EER	50%	35.04%	31.58%
11	Employers Served (Employer Penetration Rate)	1,152	13,849	1,658
12	Employer Serviced with Level 1 Services	744	11,200	926
13	Jobs Openings Filled Rate	65%	5.44%	4.65%
14	Referral Job Skills Match Average	80%	90.33%	88.71%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,560	5,592	728
16	Employed 1st Qtr After Exit	95%	68%	87%
17	Employed 2nd Qtr After Exit	95%	69%	93%
18	Employed 3rd Qtr After Exit	95%	53%	78%
19	Employed 4th Qtr After Exit	95%	51%	60%
	20 Average Days to Employment	145	112	118
	20a DJP Average Days to Employment	60	41	59
	20b Obtained Average Days to Employment	167	137	136
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$14.86
22	Cost Per Placement	\$2,270.53	\$520.08	\$451.11
23	Net Economic Benefit	\$28,056.00	\$30,626.13	\$30,450.62
24	Return on the Investment	\$12.36	\$58.90	\$67.50

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Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	88.46%
2	Training Related Placements	75%	90.0%	92.31%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	99.18%
5	Training Enrollments Rate	144	377	51
6	CAP All Family Participation Rate	50%	0.34%	4.79%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	19.84%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	66.62%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	100.0%
10	Short-Term Veterans EER	50%	35.04%	41.67%
11	Employers Served (Employer Penetration Rate)	1,416	13,849	1,444
12	Employer Serviced with Level 1 Services	924	11,200	1,187
13	Jobs Openings Filled Rate	65%	5.44%	4.85%
14	Referral Job Skills Match Average	80%	90.33%	91.05%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,908	5,592	652
16	Employed 1st Qtr After Exit	95%	68%	65%
17	Employed 2nd Qtr After Exit	95%	69%	44%
18	Employed 3rd Qtr After Exit	95%	53%	45%
19	Employed 4th Qtr After Exit	95%	51%	43%
	20 Average Days to Employment	145	112	150
	20a DJP Average Days to Employment	60	41	71
	20b Obtained Average Days to Employment	167	137	165
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$15.43
22	Cost Per Placement	\$2,237.30	\$520.08	\$604.29
23	Net Economic Benefit	\$28,089.00	\$30,626.13	\$31,495.94
24	Return on the Investment	\$12.55	\$58.90	\$52.12

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Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	87.27%	90.0%
2	Training Related Placements	75%	90.0%	90.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	89.1%	95.73%
5	Training Enrollments Rate	180	377	77
6	CAP All Family Participation Rate	50%	0.34%	7.06%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	21.2%	12.44%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.99%	44.65%
9	WIOA Adult & Dislocated Worker EER	98%	86.05%	71.43%
10	Short-Term Veterans EER	50%	35.04%	12.5%
11	Employers Served (Employer Penetration Rate)	1,656	13,849	1,975
12	Employer Serviced with Level 1 Services	1,080	11,200	1,659
13	Jobs Openings Filled Rate	65%	5.44%	15.3%
14	Referral Job Skills Match Average	80%	90.33%	97.29%
	Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	2,232	5,592	842
16	Employed 1st Qtr After Exit	95%	68%	76%
17	Employed 2nd Qtr After Exit	95%	69%	70%
18	Employed 3rd Qtr After Exit	95%	53%	59%
19	Employed 4th Qtr After Exit	95%	51%	59%
	20 Average Days to Employment	145	112	84
	20a DJP Average Days to Employment	60	41	40
	20b Obtained Average Days to Employment	167	137	103
21	Employment/Job Placement Average Wage	\$14.58	\$14.97	\$16.06
22	Cost Per Placement	\$2,279.89	\$520.08	\$555.88
23	Net Economic Benefit	\$28,047.00	\$30,626.13	\$32,841.85
24	Return on the Investment	\$12.30	\$58.90	\$59.08



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2023

AGENDA ITEM NUMBER: 8

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. 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 June 30, 2023.

The In-School Youth (ISY) Program exceeded its enrollment and measurable skills gains standards. The ISY program also recorded 193 credential attainments for PY 2022-23. Although the ISY program did not meet the WDA 23 Youth Education and Employment Rate for the 2nd and 4th Quarter After Exit outcome, it exceeded the state required outcomes as documented by the Florida Department of Commerce (Florida Commerce) indicators of performance.

The Out-of-School Youth (OSY) Program enrollment performance was impacted by the local labor environment that showed fewer participants enrolling in training and an unemployment rate that was lower than the national average. However, the OSY program was still able to achieve 338 new obtained employments and 87 new training enrollments, while also exceeding the state required outcomes as documented by the Florida Commerce indicators of performance.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/159; Actual Performance/219
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/96%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/53%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/38%
- Credential Attainment: Regional Standard/90%; Actual Performance–N/D

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/772; Actual Performance/522
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/84%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/29%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/30%
- Credential Attainment: Regional Standard/90%; Actual Performance–N/D

Youth service providers will continue to implement their corrective action plans to increase performance numbers. South Florida Workforce Investment Board staff will continue to monitor the progress of the 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 6/30/2023

Regional for ISY Providers		
Measure	Standard	Region
New Enrollments	159	154
Total Enrollments	159	219
PWE Enrollments	153	88
Measurable Skills Gain	90%	96%
Credential Attainment	90%	N/D
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	54%
Education and Employment Rate - 2nd Qtr After Exit	90%	53%
Education and Employment Rate - 3rd Qtr After Exit	90%	59%
Education and Employment Rate - 4th Qtr After Exit	90%	38%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 6/30/2023

Regional for OSY Providers		
Measure	Standard	Region
New Enrollments	416	556
Total Enrollments	772	522
New Enrollments (General Population)	280	337
New Enrollments (Youth Offender)	34	N/D
New Enrollments (Homeless Runaway Foster Care)	34	19
New Enrollments (Pregnant or Parenting)	34	N/D
New Enrollments (Disability)	34	5
PWE Enrollments	407	160
Measurable Skills Gain	90%	84%
Credential Attainment	90%	N/D
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)		338
Education and Employment Rate - 1st Qtr After Exit	90%	44%
Education and Employment Rate - 2nd Qtr After Exit	90%	29%
Education and Employment Rate - 3rd Qtr After Exit	90%	40%
Education and Employment Rate - 4th Qtr After Exit	90%	30%

LWDB 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 3rd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q3	PY2022-2023 Performance Goals
Youth:							
Employed 2nd Qtr After Exit	73.30	96.70	69.80	92.08	73.70	97.23	75.80
Median Wage 2nd Quarter After Exit	\$5,551.00	150.35	\$5,468	148.10	\$5,477	148.35	\$3,692
Employed 4th Qtr After Exit	100.00	135.32	65.60	88.77	70.90	95.94	73.90
Credential Attainment Rate	100.00	170.94	55.10	94.19	55.90	95.56	58.50
Measurable Skill Gains	70.60	140.36	81.60	162.23	76.70	152.49	50.30

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



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 8/17/2023

AGENDA ITEM NUMBER: 9

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 June 30, 2023, indicates the follows:

- The SFWIB generated \$3,278,608.96 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.34.
- Seventy-eight percent of training services participants completed classroom training.
- Of those completing training, 70 percent have obtained employment with an average wage of \$23.81.
- Eighty-eight percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$38,123.36.

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	70	61	49	80.33 %	44	89.80 %	\$ 8,984.23	\$ 548,037.87	\$ 11,184.45	\$ 23.24	\$ 48,330.29	\$ 37,145.84	\$ 3.32
Academy, The (#3409) - Fort Lauderdale Campus	3	3	2	66.67 %	2	100.00 %	\$ 9,231.50	\$ 27,694.50	\$ 13,847.25	\$ 38.72	\$ 80,537.60	\$ 66,690.35	\$ 4.82
Apex Training Center - 3971	6	4	3	75.00 %	3	100.00 %	\$ 2,876.78	\$ 11,507.10	\$ 3,835.70	\$ 18.67	\$ 38,826.67	\$ 34,990.97	\$ 9.12
Dade Institute of Technology	1	1	-	0.00 %	-	0.00 %	\$ 6,278.40	\$ 6,278.40	-	-	-	-	-
MDCP SCHOOLS (ALL)	12	6	4	66.67 %	-	0.00 %	\$ 557.73	\$ 3,346.36	\$ 836.59	\$ 16.95	\$ 35,250.80	\$ 34,414.21	\$ 41.14
Miami Dade College	1	-	-	0.00 %	-	0.00 %	\$ 730.99	-	-	-	-	-	-
Miami Dade College (Various Campuses)	2	1	-	0.00 %	-	0.00 %	\$ 1,397.43	\$ 1,397.43	-	-	-	-	-
TechLaunch Academy - Miami #2438	60	45	26	57.78 %	25	96.15 %	\$ 9,166.67	\$ 412,500.00	\$ 15,865.38	\$ 24.72	\$ 51,424.80	\$ 35,559.42	\$ 2.24
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
The Code Academy - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 15.00	\$ 31,200.00	\$ 21,200.00	\$ 2.12
TOTAL	157	123	86	69.92 %	76	88.37 %	\$ 7,970.56	\$ 980,378.32	\$ 11,399.75	\$ 23.81	\$ 49,523.11	\$ 38,123.36	\$ 3.34