



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, December 17, 2015
8:00 A.M.**

Miami Dade College North Campus
Building #3 - Conference Center, 2nd floor
11380 NW 27th Avenue
Miami, FL 33167-3495

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
 - A. June 18, 2015
 - B. August 20, 2015
 - C. October 15, 2015
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Balanced Scorecard and Job Placements Update
6. Information – Workforce Services Regional Performance Overview
7. Information – Youth Partner’s and Regional Performance
8. Information – Consumer Report Card Update
9. Information – September and October Performance Incentives of \$300 to Each of the Top Two (2) Workforce Services Professionals in the Region

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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."



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: December 17, 2015, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 17, 2015 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 11380 NW 27th Avenue
 Miami, FL

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Gaber, Cynthia, Chairwoman 2. Clayton, Lovey 3. Fils-Aime, Daniel 4. Rod, Denis 5. Huston, Albert 6. Manrique, Carlos</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>7. Arboleda, Carlos 8. Chi, Joe 9. Diggs, Bill 10. DuBois, Victoria 11. Garza, Maria 12. Jordan, Comm. Barbara 13. Regueiro, Maria</p> <p>SFW STAFF Graham, Tomara Hernandez, Juan</p>	<p>Acedo. Maleidy – <i>Youth Co-Op, Inc.</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization (AMO)</i></p> <p>Codoni, Mayelin – <i>Community Coalition Inc.</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Mitchell, Carlena – <i>Miami- Dade County Public Schools</i></p> <p>Porro, W. – <i>City of Miami</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Somellian, Ana – <i>Adults Mankind Organization</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairwoman Maria Garza called the meeting to order at 8:17am and asked all those present introduced themselves. She thanked Vice-Chairwoman Cynthia Gaber for leading the Council meeting held in April.

Dr. Rod commended Youth Co-Op, Inc. Executive Director, Maria Rodriguez for the quality services provided by staff at the career centers her entity manages. Ms. Rodriguez thanked him for his recognition. Chairwoman Garza also thanked him for his comments and encouraged all to visit the centers at their leisure to see the various services being provided by this region. Chairwoman Garza later thanked and recognized former Workforce Services Improvement Committee Chairman, Daniel Fils-Aime for his many years of leadership.

Chairwoman Garza noted into record that a quorum had not been achieved.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Chairwoman Garza introduced the item. Mr. Hernandez presented and read into record the following RET program contractors performance stats for the period of October 1, 2014 to May 31, 2015:

A total of 5,051 refugee job seekers were assisted into employment compared to a 4,637 from the same previous Program Year (PY) period.

- 14,692 refugee job seekers have been enrolled in the RET program;
- 2,784 refugees placed in employment are still working after 90 days of hire;
- 2,124 refugees placed in employment are still working after 180 days of hire; and
- 2,171 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

[Albert Huston arrived]

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Mr. Hernandez presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that five (5) of the nine (8) contractors met or exceeded the 65 percent of the PY 2014-15 performance measures. He went on to review with the Committee the RET Services Contractors Performance Summary that was attached to the item.

Mr. Hernandez furthermore advised the Council that staff met with representatives of UNIDAD and a follow-up meeting is scheduled to take place sometime this week.

No further questions or concerns.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Hernandez presented, read the item into record and noted that eight (8) of the 14 workforce service locations are meeting the required 65 percent requirement. He additionally noted that Transition Offender Services was the only contractor that met or exceeded YTD maximum Job Placements Standard.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Mr. Hernandez presented the item and read into record the following stats:

For Program Year (PY) 2014-2015 (July 1, 2014 – April 30, 2015), the Workforce Services Contractors assisted the placement of 41,800 job seekers into employment compared to 35,117 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 51% which resulted in this region ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 60.9%, resulting in fifth place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.6% which resulted in thirteenth place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 37.3% ranking fourth place out of the 24 Regional Workforce Board in the State.

Mr. Hernandez advised the Council that a two-day technical assistance workshop had been held for all staff.

He additionally advised that this region had the largest increase in employment compared to other regions throughout the state of Florida. Chairwoman Garza commended staff for their great work.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance Update

Mr. Hernandez introduced the item and read into record the following stats:

- ✓ 364 of 368 in-school and out-of-school younger youth participants excited the program with positive outcomes.
- ✓ 2,184 of 2,442 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 275 of 277 in-school youth exited the program with a positive outcome
- ✓ 274 of 275 out-of-school youth exited the program with a positive outcome

Mr. Hernandez additionally noted into record that Adults Mankind Organization, Inc. (AMO) and Cuban American National Council (CNC) did not meet the youth skill attainment performance measures for both in-school or out-of-school youth programs. However, they would be placed on a Performance Improvement Plan monitored by SFWIB Youth Programs staff. Furthermore, for the period of July 1, 2014 to September 30, 2014, UNIDAD of Miami Beach performance measure for in-school youth program showed zero (0) percent.

[Mr. Carlos Manrique arrived; **quorum achieved**]

Chairwoman Garza questioned the zero (0) percent. SFWIB Youth Programs Manager, Tomara Graham explained that the information provided consists of only one quarter, of which UNIDAD of Miami Beach did not meet any of its performances during that period.

Both Mr. Huston and Mr. Clayton questioned as to why the contracted period consisted of only one quarter. Ms. Graham advised the Council that she would further research this information and provide more details to the Council at a later date.

Chairwoman Garza inquired about performance goals (standards) and Ms. Graham responded 100%. Mr. Clayton inquired about the time period for the other youth contractors. Ms. Graham reviewed with the Council the WIA Youth Partner's Performance report for the period of July 1, 2014 to May 31, 2014. She additionally advised that a more detailed single quarter report for each provider would be presented to the Council at a later date.

Chairwoman Garza inquired the low performances for AMO and CNC. Ms. Graham referenced the WIA Youth Partner's Performance report showing AMO at 83.44% for in-school and 84.38% for out-of-school; with regards to CNC, the report showing 84.23% for in-school and 80.24% for out-of-school where the required standard is 85%.

8. Information- Consumer Report Card Update

Mr. Hernandez read the item into record and reviewed with the Council the Consumer Report Card report for the period of 7/1/2014 to 6/30/2015.

Mr. Manrique referenced a recent article published by the Herald related to local training provider placement rates. He'd inquired about the process for determining each provider's placements. He asked whether if training providers are responsible to report the current rates. Mr. Hernandez responded, yes, and then explained it is the Career Center staff to validate the information being provided. Mr. Manrique asked whether the process consists of "spot checks" by career center staff. Mr. Hernandez responded that the process consists of 100% validation and then he provided further details.

2. Approval of June 19, 2014, August 21, 2014, October 30, 2014, December 18, 2014 and February 19, 2015 WSI Committee Meeting Minutes and April 30, 2015 Performance Council Meeting minutes.

Dr. Denis Rod moved the approval of June 19, 2014, August 21, 2014, October 30, 2014, December 18, 2014 and February 19, 2015 WSI Committee Meeting Minutes, as well as April 30, 2015 Performance Council Meeting Minutes. Motion Seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

7. Recommendation as to Approval to Renew Existing Workforce Services Contracts for Program Year 2015-16

Chairwoman Garza introduced the item and Mr. Hernandez further presented staff's recommendation for the Council's approval to authorize staff to renew the existing Workforce Services contracts for Program Year (PY) 2015-16.

Mr. Carlos Manrique moved the approval to renew existing workforce services contracts. Motion seconded by Mr. Albert Huston; **Further Discussion(s):**

Mr. Manrique asked which contracts are being recommended for renewal. Mr. Hernandez responded that all are being recommended. Mr. Manrique inquired about the threshold and Mr. Hernandez responded 65%. Mr. Manrique further questioned staff's recommendation that contracts be renewed when a few did not meet the required threshold. He later inquired about Performance Improvement Plan similar to Youth Programs Contracts for those that did not meet the threshold. Mr. Hernandez responded that the process already exist as they have met with the individual providers that scored

below threshold. Mr. Hernandez additionally explained some of the low performances were due to unforeseen circumstances and he gave some examples. Mr. Manrique commented there should be consistency across the board with regards to performance enforcement. Chairwoman Garza concurred and stated especially when providers were a few points shy of achieving the required threshold for Youth Program performances.

Mr. Manrique amended his original motion that this item be brought back in six months with updates.

Motion Passed As Amended with Unanimous Consent

Meeting adjourned at 8:43am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: December 17, 2015, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 20, 2015 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel and Exhibition Center
 11380 NW 27th Avenue
 Miami, FL

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Gaber, Cynthia, Vice - Chairwoman 3. Fils-Aime, Daniel 4. Rod, Denis 	<p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p>	<p>Mitchell, Carlena – <i>Miami- Dade County Public Schools</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 5. Arboleda, Carlos 6. Chi, Joe 7. Clayton, Lovey 8. Diggs, Bill 9. DuBois, Victoria 10. Huston, Albert 11. Jordan, Comm. Barbara 12. Manrique, Carlos 13. Regueiro, Maria 	<p>Castillo, Alicia – <i>Adults Mankind Organization (AMO)</i></p>	<p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF Beasley, Rick Hernandez, Juan Gonzalez, Frances</p>	<p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p>	<p>Somellian, Ana – <i>Adults Mankind Organization</i></p>
	<p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p>	<p>Stanley – <i>Human Community Services</i></p>
	<p>Jiminez, Raisa – <i>Cuban National Council, Inc.</i></p>	<p>Velez, Paulina - <i>Youth Co-Op, Inc.</i></p>
	<p>Joseph, Vanessa – <i>Human Community Services</i></p>	
	<p>Kos, Claudia – <i>Youth Co-Op, Inc.</i></p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairwoman Maria Garza called the meeting to order at 8:29am and asked all those present introduced themselves. She noted into record that a quorum had not been achieved.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Chairwoman Garza introduced the item. Mr. Hernandez presented and read into record the following RET program contractors' performance stats for the period of October 1, 2014 to June 30, 2015:

A total of 5,691 refugee job seekers were assisted into employment compared to a 5,222 from the same prior Program Year (PY).

- 16,725 refugee job seekers have been enrolled in the RET program;
- 3,258 refugees placed in employment are still working after 90 days of hire;
- 2,370 refugees placed in employment are still working after 180 days of hire; and
- 2,439 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Garza introduced the item. Mr. Hernandez further presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that five (5) of the nine (8) contractors met or exceeded the 65 percent of the PY 2014-15 performance measures. He additionally reviewed with the Council the RET Services Contractors' Performance Summary and noted into record the following five contractors that met or exceeded performance:

- Adults Mankind Organization, Inc.;
- Arbor E&T, LLC;
- Cuban National Council, Inc.;
- Miami Beach Latin Chamber of Commerce, Inc.; and
- Youth Co-Op, Inc.

Mr. Fils-Aime inquired about UNIDAD of Miami Beach, Inc. performance. Mr. Hernandez explained the entity is currently on notice due to lack of meeting the minimum performance and staff will provide an updated Plan of Corrective Action (POCA) report to the Council at a later date.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Hernandez presented, read the item into record and noted that only one (1) of the 14 workforce service locations met the required 65 percent performance standard.

Ms. Garza commented that the contractors are performing really well considering the fact this report only reflects one month reporting period. Mr. Hernandez concurred adding this shows improvement from prior years for the same reporting period.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item. Mr. Hernandez further presented and read into record the following data:

For Program Year (PY) 2014-2015 (July 1, 2014 – June 30, 2015), the Workforce Services Contractors assisted the placement of 50,739 job seekers into employment compared to 43,095 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 59.5% which resulted in 4th place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 62.2%, resulting in 4th place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.5% which resulted in 13th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 37.6% ranking 4th place out of the 24 Regional Workforce Board in the State.

He additionally reviewed with the Council DEO Monthly Management Report for the period of July 1, 2014 through June 30, 2015 (Year-to-Date).

Chairwoman Garza commended this region for its current performance rankings. She went on to inquire about retention and average wages. Mr. Hernandez responded that prior program year reporting showed an average wage of close to \$10.00 an hour. Mr. Fils-Aime also commended staff.

Dr. Rod inquired about region 4. He also commended this region's overall performance ranking and shared his concerns regarding career centers that are positively impacting this region's performances but are not being recognized in the monthly management reports. Mr. Hernandez further explained again this is a one month reporting period.

Chairwoman Garza asked whether staff could provide quarterly reports to capture more results. Mr. Hernandez explained this could be possible. However, he noted staff reviews performances on a daily basis.

Chairwoman Garza requested staff to continue report monthly reports.

7. Information – Youth Partners & Regional Performance Update

Mr. Hernandez introduced the item and read into record the following stats:

- ✓ 426 of 440 in-school and out-of-school younger youth participants excited the program with positive outcomes.
- ✓ 2,369 of 2,668 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 310 of 323 in-school youth exited the program with a positive outcome
- ✓ 264 of 265 out-of-school youth exited the program with a positive outcome

Mr. Hernandez responded to the Council regarding a prior concern.

Mr. Hernandez later responded to a prior discussion related to “Zero Data” Mr. Fils-Aime inquired about continued services to clients and Mr. Hernandez further explained.

8. Information- Consumer Report Card Update

Mr. Hernandez presented and read the item into record.

No further questions or discussions.

9. Information- Individual Training Account (ITA) Performance Report Program Year 2013-2014

Mr. Hernandez presented and read the item into record. He reviewed with the Council the Training Programs Recommended for Removal report. Executive Director Rick Beasley also briefly discussed the purpose of the report.

No further questions or discussions.

10. Recommendation as to Approval of May and June Performance Incentive of \$300 to Each of the Top Two (2) Workforce Services Professionals in the Region

Mr. Hernandez presented the item and announced the following top two Workforce Professionals:

May 2015 Top Performers

1. **John Ramos** from North Miami Beach Career Center
2. **Nathalie Colimon** from Perrine Career Center

June 2015 2015 Top Performers

1. **Fabiola Caraballo** from Little Havana Career Center
2. **Eugenio Reyes** from Hialeah Downtown Career Center

Dr. Rod congratulated all of the top performers, especially Fabiola Caraballo who he has witnessed the great services she provides at the Little Havana Career center. Chairwoman Garza also congratulated all and thanked them for going above and beyond the call of duty. She thanked staff for implementing such incentive.

Deferred Item (s):

2. Approval of June 17, 2015 Performance Council Meeting Minutes

Meeting adjourned at 8:43am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: December 17, 2015, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 15, 2015 at 8:00am
 Doubletree Miami Airport Hotel - Convention Center
 11380 NW 27th Avenue
 Miami, FL

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
<ol style="list-style-type: none"> 1. Gaber, Cynthia, Vice - Chairwoman 2. Clayton, Lovey 3. Fils-Aime, Daniel 4. Huston, Albert 5. Manrique, Carlos 6. Rod, Denis 	<p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization (AMO)</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Jiminez, Raisa – <i>Cuban National Council, Inc.</i></p> <p>Kos, Claudia – <i>Youth Co-Op, Inc.</i></p>	<p>Mitchell, Carlena – <i>Miami- Dade County Public Schools</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Somellian, Ana – <i>Adults Mankind Organization</i></p> <p>Stanley – <i>Human Community Services</i></p> <p>Velez, Paulina - <i>Youth Co-Op, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 7. Arboleda, Carlos 8. Chi, Joe 9. Diggs, Bill 10. Garza, Maria, Chairwoman 11. Jordan, Comm. Barbara 12. Regueiro, Maria 		
<p>SFW STAFF Hernandez, Juan</p>		

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Vice Chairwoman Cynthia Gaber called the meeting to order at 8:19am and asked all those present introduced themselves. She advised all that anyone requesting to speak must first complete a request to speak form and noted into record that a quorum had not been achieved.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Vice-Chairwoman Gaber introduced the item. Mr. Hernandez presented and read into record the following RET program contractors' performance stats for the period of October 1, 2014 to August 31, 2015:

A total of 9,774 refugee job seekers were assisted into employment compared to a 6,439 for the same prior Program Year (PY).

- 21,390 refugee job seekers have been enrolled in the RET program;
- 4,043 refugees placed in employment are still working after 90 days of hire;
- 2,994 refugees placed in employment are still working after 180 days of hire; and
- 3,112 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Gaber introduced the item. Mr. Hernandez further presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that seven (7) of the eight (8) contractors met or exceeded the 65 percent of the PY 2014-15 performance measures.

No further questions or discussions.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Hernandez presented, read the item into record and noted that only five (5) of the 14 workforce service locations met the required 65 percent performance standard.

Additionally,

- Eleven (11) of the fourteen (14) Workforce Services Contractors have met or exceeded their minimum YTD Job Placements standards.
- Eight (8) of the fourteen (14) Workforce Services Contractors have met or exceeded their maximum YTD Job Placements standards.

Mr. Manrique inquired about the amount of centers that did not meet performances for the above period. Mr. Hernandez explained the current report shows an increase compared to prior reporting period.

Mr. Manrique inquired about the number of performance measures per centers. Mr. Hernandez explained that all except one are required to meet the same amount of measures.

6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item. Mr. Hernandez further presented and read into record the following data:

For Program Year (PY) 2014-2015 (July 1, 2014 – August 31, 2015), the Workforce Services Contractors achieved the following:

- 8,236 job seekers were placed into jobs that exited the system compared to 7,252 for the same period last PY, a 13.6 percent increase compared to the same period last PY.
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 71.6% which resulted in 4th place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 68%, resulting in 3rd place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 41.8% which resulted in 10th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 36.6% ranking 9th place out of the 24 Regional Workforce Board in the State.

He additionally reviewed with the Council DEO's Monthly Management Report for the period of July 1, 2014 through June 30, 2015 (Year-to-Date).

Mr. Fils-Aime inquired about performance measures and ranking processes due to the fact some regions are larger than others. Mr. Hernandez further explained that regions are not being ranked by the sizes.

7. Information – Youth Partners & Regional Performance Update

Vice –Chairwoman Cynthia Gaber introduced the item. Mr. Hernandez further discussed and read into record the following draft information:

- ✓ 159 of 191 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 361 of 391 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 84 of 863 in-school youth exited the program with a positive outcome
- ✓ 75 of 105 out-of-school youth exited the program with a positive outcome

Mr. Huston asked whether the above data includes those that attended the Aviation Program. Mr. Hernandez responded staff will further research and provided details at a later date.

No further questions or discussions.

8. Information- Consumer Report Card Update

Vice Chairwoman Cynthia Gaber introduced the item. Mr. Hernandez further discussed and read the item into record.

No further questions or discussions.

9. Information- July and August Performance Incentives of \$300 to Each of the Top Two (2) Workforce Services Professionals in the Region

Mr. Hernandez presented the item and announced the following top two Workforce Professionals:

July 2015 Top Performers

1. **Rosario Del Puerto** from North Miami Beach Career Center
2. **Fabiola Caraballo** from Little Havana Career Center

August 2015 2015 Top Performers

1. **Fabiola Caraballo** from Little Havana Career Center
2. **Rosario Del Puerto** from North Miami Beach Career Center

Dr. Rod once again commended Fabiola Caraballo for the great services she provides. He additionally commended the agency. He briefly shared that this is what drew him to be a member of the Board. Both he and Mr. Fils-Aime suggested recognizing top performing centers as well. Mr. Clayton recommended board members receive a list of all the centers and center director's names. Mr. Hernandez responded that the list is available on CareerSource South Florida's website. Mr. Clayton requested the list be provided to the members by staff.

Dr. Rod recommended board members be invited to award presentations held at the individual centers.

Mr. Huston requested coffee be provided to members of the Board at every meeting.

Request to Speak (Public Hearing):

Youth Co-Op, Inc. Executive Director Maria Rodriguez requested to speak regarding her concerns of the current balance Scorecard report. Mr. Hernandez explained the scorecard is currently in draft due to some discrepancies. However, Ms. Rodriguez stated that draft report should not have been published.

Mr. Huston shared his concern regarding inaccuracies of the scorecard and recommended staff meet with the centers to correct the discrepancies. Mr. Clayton shared his comment as well. Mr. Hernandez explained

Deferred Item (s):

2. Approval of August 20, 2015 Performance Council Meeting Minutes

There being no further business to come before the Council, the meeting adjourned at 8:43am.



SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

For Program Year (PY) 2015-16, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2015 through November 30, 2015 assisted in placing into employment a total of 923 refugee job seekers compared to 738 for the same period last program year; which is a 25 percent increase.

For the RET Program, the Year-to-Date (YTD) performance statistics reveal the following:

- 16,823 refugee job seekers enrolled in the RET Program;
- 536 refugees are still working after 90 days of hire;
- 529 refugees are still working after 180 days of hire; and
- 418 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's improvement compared to the same period last PY. The region's RET Program Contractors and SFWIB staff continue to work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers and improve the overall performance.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of RET Service Contractors and is attached for the Program Year 2015-16 from October 1, 2015 through November 30, 2015.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that two (2) of seven (7) Contractors are meeting or exceeding 65 percent of the PY 2015-16 performance measures.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY

Balanced Scorecard PY '15-'16
October 1, 2015 - November 30, 2015

RET Services Contractors	# of Performance Measures Standards Met *	# of Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	4	7	57%
Arbor E & T, LLC	5	7	71%
Cuban American National Council, Inc.	5	7	71%
Community Coalition, Inc.	4	7	57%
Lutheran Services of Florida, Inc.	3	7	43%
Miami Beach Latin Chamber of Commerce, Inc.	4	7	57%
Youth Co-Op, Inc.	4	7	57%
Region	3	7	43%

** Performance Measures: Entered Employment Rate (EER) and EER Less Than a Year (LTY) were applied by April 2015.*

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	31%	5.485%
2	Entered Employment Rate LTY	26%	4.597%
3	Employed on the 90th Day	74%	52.477%
4	Employed on the 180th Day	62%	64.932%
5	Health Benefits	40%	45.633%
6	Placements (M)	530	514
7	Intakes (M)	607	952
8	EFM Placements	80%	58.333%

ND = No data

NA = Region performance not applicable for this measure

12/3/2015 10:47:39 AM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	2.796%	↑
2	Entered Employment Rate LTY	26%	NA	2.443%	↑
3	Employed on the 90th Day	76%	NA	52.804%	↓
4	Employed on the 180th Day	64%	NA	82.286%	↓
5	Health Benefits	40%	45.633%	55.046%	↑
6	Placements	95	NA	69	
7	Intakes	96	NA	241	
8	EFM Placements	80%	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	14.183%	↑
2	Entered Employment Rate LTY	26%	NA	13.291%	↑
3	Employed on the 90th Day	76%	NA	72.289%	↑
4	Employed on the 180th Day	64%	NA	78.261%	↑
5	Health Benefits	40%	45.633%	41.88%	↑
6	Placements	47	NA	70	
7	Intakes	34	NA	107	
8	EFM Placements	80%	NA	58.333%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	7.257%	↑
2	Entered Employment Rate LTY	26%	NA	6.398%	↑
3	Employed on the 90th Day	76%	NA	74.286%	↑
4	Employed on the 180th Day	64%	NA	82.143%	↑
5	Health Benefits	40%	45.633%	41.964%	↓
6	Placements	46	NA	81	
7	Intakes	60	NA	155	
8	EFM Placements	80%	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	2.084%	↑
2	Entered Employment Rate LTY	26%	NA	1.214%	↑
3	Employed on the 90th Day	76%	NA	31.507%	↓
4	Employed on the 180th Day	64%	NA	44.262%	↑
5	Health Benefits	40%	45.633%	56.14%	↑
6	Placements	41	NA	52	
7	Intakes	28	NA	53	
8	EFM Placements	80%	NA	ND	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	8.292%	↑
2	Entered Employment Rate LTY	26%	NA	7.256%	↑
3	Employed on the 90th Day	76%	NA	48.128%	↓
4	Employed on the 180th Day	64%	NA	56.579%	↓
5	Health Benefits	40%	45.633%	36.364%	↑
6	Placements	117	NA	123	
7	Intakes	104	NA	150	
8	EFM Placements	80%	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	9.474%	↑
2	Entered Employment Rate LTY	26%	NA	7.435%	↑
3	Employed on the 90th Day	76%	NA	83.333%	
4	Employed on the 180th Day	64%	NA	81.818%	↓
5	Health Benefits	40%	45.633%	61.538%	↑
6	Placements	17	NA	19	
7	Intakes	19	NA	56	
8	EFM Placements	80%	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 11/30/2015

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	31%	5.485%	5.808%	↑
2	Entered Employment Rate LTY	26%	NA	4.748%	↑
3	Employed on the 90th Day	76%	NA	48.256%	↓
4	Employed on the 180th Day	64%	NA	58.824%	↓
5	Health Benefits	40%	45.633%	48.252%	↓
6	Placements	167	NA	100	
7	Intakes	157	NA	190	
8	EFM Placements	80%	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 5

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

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of October 1, 2015 through November 30, 2015. A performance summary of the Workforce Services Contractors for the same period is attached. The PY 2015-16 Balanced Scorecard summary indicates that ten (10) of the fourteen (14) Workforce Services locations are meeting the required 65 percent of the measures.

The region's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report attached for the period of July 1, 2015 through November 30, 2015 shows that the Region had a total of 26,917 Job Placements, which is 117.8 percent of the minimum standard and 100.1 percent of the maximum standard.

- Twelve (12) of the fourteen (14) Workforce Services contracts have met or exceeded their minimum YTD Job Placements standard
- Six (6) of the fourteen (14) Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY				
Balanced Scorecard PY '15-'16 (July 1, 2015 through September 30, 2015) *				
A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures				
Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Hialeah Downtown Career Center	10	18	55.6%
	Carol City Career Center	12	18	66.7%
	Miami Beach Career Center	13	18	72.2%
	Opa-Locka Career Center	11	18	61.1%
City of Miami	City of Miami Career Center	13	18	72.2%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	13	18	72.2%
Transition, Inc.	Transition ** Offender Service Center	7	16	43.8%
Youth Co-Op, Inc.	Florida Keys Career Center	11	18	61.1%
	Homestead Career Center	13	18	72.2%
	Little Havana Career Center	13	18	72.2%
	Northside Career Center	13	18	72.2%
	Perrine Career Center	15	18	83.3%
	South Miami Career Center	13	18	72.2%
	West Dade Career Center	12	18	66.7%
Region	All	14	18	77.8%

* Draft

** Transition Inc. doesn't have 2 CAP and 1 SNAP for a total of 16 performance measures.
 Carol City, Opa-Locka, and Miami Beach - New Contractor as of August 2015

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.871%	100.00%	8.712%
2	Training Completion Rate	70%	97.561%	80.00%
3	Training Completion Placement Rate	70%	80.00%	75.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	346	10,864	850
6	WP Entered Employment Rate	55%	68.885%	80.293%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	36.019%
9	CAP Participation Rate	55%	43.485%	34.211%
10	Short-Term Veterans EER	51%	60.354%	70.968%
11	SNAP EER	30%	23.958%	8.333%
12	Number of Training Enrollments	70	682	49
13	Employment (Obtained and Direct)	2,325	26,917	2,255
14	Employment Average Wage	\$13.87	\$10.26	\$10.94
15	Employers Served	695	10,247	1,030
16	Employer Services (Level 1)	338	6,256	688
Economic Impact				
17	Cost Per Placement	\$595.31	\$344.45	\$262.88
18	Net Economic Benefit	\$27,494.27	\$21,002.00	\$22,497.31
19	Return on the Investment	\$46.94	\$61.05	\$85.58

Number of Performance Measures Met		12
Number of Performance Measures		18
Percent of Performance Measures Met		66.7%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.39%	100.00%	6.60%
2	Training Completion Rate	70%	97.561%	ND
3	Training Completion Placement Rate	70%	80.00%	ND
4	Training Related Placements	70%	87.50%	ND
5	Job Openings Index	366	10,864	1,915
6	WP Entered Employment Rate	55%	68.885%	58.912%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	39.007%
9	CAP Participation Rate	55%	43.485%	53.652%
10	Short-Term Veterans EER	51%	60.354%	76.923%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	70	682	47
13	Employment (Obtained and Direct)	2,165	26,917	2,073
14	Employment Average Wage	\$13.87	\$10.26	\$10.13
15	Employers Served	737	10,247	860
16	Employer Services (Level 1)	358	6,256	605
Economic Impact				
17	Cost Per Placement	\$606.47	\$344.45	\$282.49
18	Net Economic Benefit	\$27,493.47	\$21,002.00	\$20,787.91
19	Return on the Investment	\$46.87	\$61.05	\$73.59

Number of Performance Measures Met		10
Number of Performance Measures		18
Percent of Performance Measures Met		55.6%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.346%	100.00%	7.92%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	75.00%
4	Training Related Placements	70%	87.50%	0.00%
5	Job Openings Index	241	10,864	578
6	WP Entered Employment Rate	55%	68.885%	81.019%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	40.385%
9	CAP Participation Rate	55%	43.485%	27.368%
10	Short-Term Veterans EER	51%	60.354%	51.724%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	40	682	8
13	Employment (Obtained and Direct)	560	26,917	846
14	Employment Average Wage	\$13.87	\$10.26	\$12.23
15	Employers Served	485	10,247	574
16	Employer Services (Level 1)	235	6,256	434
Economic Impact				
17	Cost Per Placement	\$613.34	\$344.45	\$337.52
18	Net Economic Benefit	\$27,486.82	\$21,002.00	\$25,104.00
19	Return on the Investment	\$46.34	\$61.05	\$74.38

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.688%	100.00%	2.572%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	0.00%
4	Training Related Placements	70%	87.50%	0.00%
5	Job Openings Index	189	10,864	338
6	WP Entered Employment Rate	55%	68.885%	58.454%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	42.857%
9	CAP Participation Rate	55%	43.485%	14.286%
10	Short-Term Veterans EER	51%	60.354%	24.242%
11	SNAP EER	30%	23.958%	66.667%
12	Number of Training Enrollments	25	682	10
13	Employment (Obtained and Direct)	395	26,917	439
14	Employment Average Wage	\$13.87	\$10.26	\$10.03
15	Employers Served	380	10,247	526
16	Employer Services (Level 1)	185	6,256	488
Economic Impact				
17	Cost Per Placement	\$597.00	\$344.45	\$402.25
18	Net Economic Benefit	\$27,493.27	\$21,002.00	\$20,454.74
19	Return on the Investment	\$46.86	\$61.05	\$50.85

Number of Performance Measures Met		11
Number of Performance Measures		18
Percent of Performance Measures Met		61.1%

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.343%	100.00%	7.886%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	289	10,864	417
6	WP Entered Employment Rate	55%	68.885%	74.183%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	40.526%
9	CAP Participation Rate	55%	43.485%	28.977%
10	Short-Term Veterans EER	51%	60.354%	72.727%
11	SNAP EER	30%	23.958%	23.188%
12	Number of Training Enrollments	85	682	190
13	Employment (Obtained and Direct)	2,485	26,917	1,756
14	Employment Average Wage	\$13.87	\$10.26	\$10.49
15	Employers Served	580	10,247	888
16	Employer Services (Level 1)	282	6,256	747
Economic Impact				
17	Cost Per Placement	\$611.85	\$344.45	\$490.60
18	Net Economic Benefit	\$27,498.01	\$21,002.00	\$21,335.26
19	Return on the Investment	\$47.25	\$61.05	\$43.49

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

SER-Jobs For Progress, Inc.

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.241%	100.00%	8.754%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	422	10,864	934
6	WP Entered Employment Rate	55%	68.885%	87.406%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	22.807%
9	CAP Participation Rate	55%	43.485%	43.765%
10	Short-Term Veterans EER	51%	60.354%	80.328%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	85	682	33
13	Employment (Obtained and Direct)	2,790	26,917	3,922
14	Employment Average Wage	\$13.87	\$10.26	\$12.01
15	Employers Served	848	10,247	1,073
16	Employer Services (Level 1)	412	6,256	711
Economic Impact				
17	Cost Per Placement	\$597.25	\$344.45	\$247.83
18	Net Economic Benefit	\$27,496.00	\$21,002.00	\$24,724.03
19	Return on the Investment	\$47.08	\$61.05	\$99.76

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.928%	100.00%	3.398%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	0.00%
4	Training Related Placements	70%	87.50%	0.00%
5	Job Openings Index	28	10,864	154
6	WP Entered Employment Rate	55%	68.885%	44.056%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	0.00%
8	CAP Entered Employment Rate	38%	40.531%	ND
9	CAP Participation Rate	55%	43.485%	0.00%
10	Short-Term Veterans EER	51%	60.354%	50.00%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	50	682	15
13	Employment (Obtained and Direct)	345	26,917	337
14	Employment Average Wage	\$13.87	\$10.26	\$9.27
15	Employers Served	56	10,247	97
16	Employer Services (Level 1)	28	6,256	32
Economic Impact				
17	Cost Per Placement	\$1,946.99	\$344.45	\$909.88
18	Net Economic Benefit	\$25,681.80	\$21,002.00	\$18,373.18
19	Return on the Investment	\$10.71	\$61.05	\$20.19

Number of Performance Measures Met	7
Number of Performance Measures	16
Percent of Performance Measures Met	43.8%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.791%	100.00%	2.299%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	79	10,864	451
6	WP Entered Employment Rate	55%	68.885%	67.138%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	45.455%
9	CAP Participation Rate	55%	43.485%	50.00%
10	Short-Term Veterans EER	51%	60.354%	50.00%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	100	682	3
13	Employment (Obtained and Direct)	805	26,917	576
14	Employment Average Wage	\$13.87	\$10.26	\$11.88
15	Employers Served	158	10,247	249
16	Employer Services (Level 1)	77	6,256	115
Economic Impact				
17	Cost Per Placement	\$1,851.55	\$344.45	\$954.56
18	Net Economic Benefit	\$26,111.12	\$21,002.00	\$23,760.41
19	Return on the Investment	\$13.26	\$61.05	\$24.89

Number of Performance Measures Met		11
Number of Performance Measures		18
Percent of Performance Measures Met		61.1%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.426%	100.00%	6.608%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	274	10,864	874
6	WP Entered Employment Rate	55%	68.885%	79.473%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	55.357%
9	CAP Participation Rate	55%	43.485%	62.994%
10	Short-Term Veterans EER	51%	60.354%	68.571%
11	SNAP EER	30%	23.958%	25.00%
12	Number of Training Enrollments	70	682	66
13	Employment (Obtained and Direct)	2,175	26,917	1,909
14	Employment Average Wage	\$13.87	\$10.26	\$8.57
15	Employers Served	551	10,247	559
16	Employer Services (Level 1)	268	6,256	374
Economic Impact				
17	Cost Per Placement	\$603.30	\$344.45	\$447.58
18	Net Economic Benefit	\$27,493.38	\$21,002.00	\$17,370.11
19	Return on the Investment	\$46.87	\$61.05	\$38.81

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.85%	100.00%	8.013%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	353	10,864	1,726
6	WP Entered Employment Rate	55%	68.885%	63.12%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	47.183%
9	CAP Participation Rate	55%	43.485%	49.74%
10	Short-Term Veterans EER	51%	60.354%	55.172%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	90	682	52
13	Employment (Obtained and Direct)	2,655	26,917	2,369
14	Employment Average Wage	\$13.87	\$10.26	\$10.46
15	Employers Served	709	10,247	1,033
16	Employer Services (Level 1)	345	6,256	398
Economic Impact				
17	Cost Per Placement	\$610.42	\$344.45	\$333.41
18	Net Economic Benefit	\$27,493.23	\$21,002.00	\$21,424.02
19	Return on the Investment	\$46.86	\$61.05	\$64.26

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.384%	100.00%	11.309%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	538	10,864	955
6	WP Entered Employment Rate	55%	68.885%	78.716%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	31.788%
9	CAP Participation Rate	55%	43.485%	49.199%
10	Short-Term Veterans EER	51%	60.354%	46.512%
11	SNAP EER	30%	23.958%	75.00%
12	Number of Training Enrollments	90	682	44
13	Employment (Obtained and Direct)	2,835	26,917	2,899
14	Employment Average Wage	\$13.87	\$10.26	\$9.12
15	Employers Served	1,080	10,247	1,081
16	Employer Services (Level 1)	525	6,256	542
Economic Impact				
17	Cost Per Placement	\$601.97	\$344.45	\$304.45
18	Net Economic Benefit	\$27,494.27	\$21,002.00	\$18,675.34
19	Return on the Investment	\$46.94	\$61.05	\$61.34

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.455%	100.00%	12.544%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	359	10,864	549
6	WP Entered Employment Rate	55%	68.885%	70.505%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	54.762%
9	CAP Participation Rate	55%	43.485%	60.073%
10	Short-Term Veterans EER	51%	60.354%	67.50%
11	SNAP EER	30%	23.958%	0.00%
12	Number of Training Enrollments	90	682	73
13	Employment (Obtained and Direct)	2,860	26,917	3,240
14	Employment Average Wage	\$13.87	\$10.26	\$10.48
15	Employers Served	722	10,247	750
16	Employer Services (Level 1)	351	6,256	381
Economic Impact				
17	Cost Per Placement	\$603.84	\$344.45	\$310.85
18	Net Economic Benefit	\$27,496.36	\$21,002.00	\$21,482.35
19	Return on the Investment	\$47.11	\$61.05	\$69.11

Number of Performance Measures Met		15
Number of Performance Measures		18
Percent of Performance Measures Met		83.3%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.691%	100.00%	1.873%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	100.00%
5	Job Openings Index	78	10,864	177
6	WP Entered Employment Rate	55%	68.885%	70.568%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	50.00%
9	CAP Participation Rate	55%	43.485%	28.358%
10	Short-Term Veterans EER	51%	60.354%	50.00%
11	SNAP EER	30%	23.958%	ND
12	Number of Training Enrollments	20	682	9
13	Employment (Obtained and Direct)	575	26,917	620
14	Employment Average Wage	\$13.87	\$10.26	\$9.55
15	Employers Served	155	10,247	173
16	Employer Services (Level 1)	75	6,256	101
Economic Impact				
17	Cost Per Placement	\$609.40	\$344.45	\$328.55
18	Net Economic Benefit	\$27,483.59	\$21,002.00	\$19,536.08
19	Return on the Investment	\$46.08	\$61.05	\$59.46

Number of Performance Measures Met		13
Number of Performance Measures		18
Percent of Performance Measures Met		72.2%

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 11/30/2015

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.543%	100.00%	11.334%
2	Training Completion Rate	70%	97.561%	100.00%
3	Training Completion Placement Rate	70%	80.00%	100.00%
4	Training Related Placements	70%	87.50%	66.667%
5	Job Openings Index	480	10,864	946
6	WP Entered Employment Rate	55%	68.885%	66.377%
7	WIA Adult & Dislocated Worker EER	93%	99.873%	100.00%
8	CAP Entered Employment Rate	38%	40.531%	52.113%
9	CAP Participation Rate	55%	43.485%	56.627%
10	Short-Term Veterans EER	51%	60.354%	57.303%
11	SNAP EER	30%	23.958%	0.00%
12	Number of Training Enrollments	125	682	83
13	Employment (Obtained and Direct)	3,905	26,917	3,676
14	Employment Average Wage	\$13.87	\$10.26	\$10.45
15	Employers Served	964	10,247	1,354
16	Employer Services (Level 1)	468	6,256	640
Economic Impact				
17	Cost Per Placement	\$606.72	\$344.45	\$329.05
18	Net Economic Benefit	\$27,493.71	\$21,002.00	\$21,406.74
19	Return on the Investment	\$46.89	\$61.05	\$65.06

Number of Performance Measures Met		12
Number of Performance Measures		18
Percent of Performance Measures Met		66.7%

ND = No Data

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SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

For Program Year (PY) 2014-2015, the performance statistics attached covering the period of July 1, 2015 through October 31, 2015 on the Florida's Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the 24 Regional Workforce Boards in the State reveal the following performance for the Region:

- 17,872 job seekers were placed into jobs that exited the system compared to 15,280 for the same period last PY. This is a 15.6 percent increase compared to the same period last PY.
- The Wagner-Peyser Entered Employment Rate (EER) is at 68.1 percent and is ranked 4th.
- The Veterans Program EER is at 68.6 percent and is ranked 2nd.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 43.5 percent and is ranked 9th.
- The CAP / WT Program EER is at 38 percent and is ranked 7th.

The Monthly Job Placement Report which is developed by the Florida's DEO and CareerSource Florida demonstrates that for Program Year 2015-2016 from July to October, CareerSource South Florida (CSSF) placed 26,819 job seekers into jobs compared to 25,608 for the same period last PY 2014-2015. This is a 4.7 percent increase. CSSF makes up 17.9 percent of the State's total number placements.

The region's Workforce Services Contractors and SFWIB staff work diligently through the efforts of the various Performance Improvement Teams (PIT) to continue enhancing the quality of the Workforce Services delivery system and improving performance.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: YOUTH PARTNERS AND REGION PERFORMANCE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

Performance measures for the Youth Partners and Region covering a five month reporting period, July 1, 2015 through December 3, 2015, as represented on the State's Monthly Management Report (MMR) are as follows:

- 172 of 173 In-School and Out of School Younger Youth (Column #1) exited the program with positive outcomes (obtain a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, or employment). The Region's Younger Youth Positive Outcome Performance Measures is 99.42%
- 628 of 685 In-School and Out of School Younger Youth (column#2) attained an increase in their skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The Region's skill attainment performance measure is 91.68%
- 111 of 113 In-School Youth (column#3) exited the program with a positive outcome (obtain a credential/ diploma, post-secondary education, advanced training/ qualified apprenticeships, military, or employment). The Region's in school youth positive outcome performance measure is 98.23%
- 102 of 122 Out-School Youth (column #4) exited the program with a positive outcome (obtain a credential/diploma, post-secondary education, advanced training/ qualified apprenticeships, military, or employment). The Region's Out of School youth positive outcome performance measure is 83.61%

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

WIA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2015 -November 30, 2015

Youth Service Partners	Younger Youth Positive Outcome Performance Measure (90%) COLUMN #1			Youth Skill Attainment Performance Measure (90%) (basic education, work readiness, occupational skills) COLUMN #2			In School Youth Positive Outcome Performance Measure (90%) COLUMN #3			Out of School Youth Positive Outcome Performance Measure (90%) COLUMN #4		
	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met
<i>IN-SCHOOL PROGRAM</i>												
Adult Mankind Organization	39	39	100.00%	141	133	94.33%	36	34	94.44%			
Cuban National Council	54	54	100.00%	62	54	87.10%	55	55	100.00%			
Youth Co-Op Monroe	2	2	100.00%	5	5	100.00%	2	2	100.00%			
Youth Co-Op Miami-Dade	19	18	94.74%	105	98	93.33%	20	20	100.00%			
YEAR-TO-DATE PERFORMANCE	114	113	100.00%	313	290	92.65%	113	111	98.23%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	16	16	100.00%	110	96	87.27%				39	27	69.23%
Community Coalition	1	1	100.00%	16	15	93.75%				3	2	66.67%
Cuban American National Council	25	25	100.00%	67	62	92.54%				45	41	91.11%
Greater Miami Service Corps	9	9	100.00%	52	48	92.31%				16	13	81.25%
Youth Co-Op Monroe	3	3	100.00%	10	10	100.00%				7	7	100.00%
Youth Co-Op Miami-Dade	5	5	100.00%	117	107	91.45%				12	12	100.00%
YEAR-TO-DATE PERFORMANCE	59	59	100.00%	372	338	90.86%				122	102	83.61%
REGIONAL PERFORMANCE	173	172	99.42%	685	628	91.68%	113	111	98.23%	122	102	83.61%



SFWIB PERFORMANCE COUNCIL

DATE: 12/17/2015

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

STRATEGIC PROJECT: **Monitor of Training Vendor Performance**

BACKGROUND:

The SFWIB ITA Policy requires the monitoring of the performance of SFWIB approved Training Vendors. Accordingly, staff developed and implemented the Consumer Report Card 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) as well as the Career Advisor the ability to check on the success of individual programs and to evaluate the economic benefit per placement by program.

The attached PY15-16 Consumer Report Card table, dated November 30, 2015, indicates that the South Florida Workforce Investment Board generated \$1,086,753.92 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.04. Ninety-eight percent of training services participants completed classroom training. Of those completing training, 78 percent have obtained employment with an average wage of \$20.37. Eighty-seven percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$33,961.06.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2015 - 06/30/2016

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		
American Advanced Technicians Institute	1	1	1	100.00 %	1	100.00 %	\$ 3,030.50	\$ 3,030.50	\$ 3,030.50	\$ 12.00	\$ 24,960.00	\$ 21,929.50	\$ 7.24
Dade Medical College - Miami Campus	1	1	1	100.00 %	-	0.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10.00	\$ 20,800.00	\$ 10,800.00	\$ 1.08
Florida International University (RDB1003)	1	1	-	0.00 %	-	0.00 %	\$ 5,592.95	\$ 5,592.95	-	-	-	-	-
Metropolitan Trucking and Technical Institute	7	7	-	0.00 %	-	0.00 %	\$ 1,809.15	\$ 12,664.08	-	-	-	-	-
Miami-Dade College	3	2	1	50.00 %	1	100.00 %	\$ 3,195.91	\$ 6,391.83	\$ 6,391.83	\$ 14.00	\$ 29,120.00	\$ 22,728.17	\$ 3.56
New Horizons	16	16	16	100.00 %	14	87.50 %	\$ 8,750.00	\$ 140,000.00	\$ 8,750.00	\$ 21.58	\$ 44,887.70	\$ 36,137.70	\$ 4.13
Sullivan & Cogliano Training Centers, Inc. Kendall	7	7	7	100.00 %	7	100.00 %	\$ 7,945.00	\$ 55,615.00	\$ 7,945.00	\$ 23.59	\$ 49,067.20	\$ 41,122.20	\$ 5.18
The Academy -- Miami Campus	4	4	4	100.00 %	3	75.00 %	\$ 8,774.38	\$ 35,097.50	\$ 8,774.38	\$ 18.98	\$ 39,478.40	\$ 30,704.03	\$ 3.50
The CDL School, Inc.	2	2	2	100.00 %	2	100.00 %	\$ 1,875.00	\$ 3,750.00	\$ 1,875.00	\$ 14.68	\$ 30,534.40	\$ 28,659.40	\$ 15.29
	42	41	32	78.05 %	28	87.50 %	\$ 6,555.66	\$ 268,782.11	\$ 8,399.44	\$ 20.37	\$ 42,360.50	\$ 33,961.06	\$ 4.04



SFWIB PERFORMANCE COUNCIL

DATE: 10/15/2015

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: SEPTEMBER AND OCTOBER PERFORMANCE INCENTIVE FOR STAFF

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

STRATEGIC PROJECT: **Alignment of Performance Measures with SFWIB Plan**

BACKGROUND:

SFWIB workforce system's values under the new performance based contracts have thrived to be purpose-driven, business-driven and continuous improvement with the need to focus on the dual goals of quality service and outcomes.

SFWIB staff recognized and will provide a performance incentive of \$300 to the top two (2) Workforce Services Professionals as shown below for the months of September and October based on a composite score of the following Performance Measures and Quality Assurance data for each respective month of Program Year 2015-2016: Direct Job Placements (DJP), Referral to Placement Ratio, Average Wage of DJP's, and Economic Benefit Back to the Community in Wages, and the number of job orders generated.

September 2015 Top Two Workforce Professionals

1. Paonessae, Estelle (Homestead Career Center)

DJP = 105

Referral to Placement Ratio = 57.14%

Average Wage of DJP's = \$8.05

Projected Total Annual Economic Benefit Back to the Community in Wages = \$1,758,120

job Orders Generated = 13

2. Caraballo, Fabiola (Little Havana Career Center)

DJP = 31

Referral to Placement Ratio = 41.25%

Average Wage of DJP's = \$10.91

Projected Total Annual Economic Benefit Back to the Community in Wages = \$703,476

job Orders Generated = 0

October 2015 Top Two Workforce Professionals

1. Saucedo, Marisol (Homestead Career Center)

DJP = 97

Referral to Placement Ratio = 65.71%

Average Wage of DJP's = \$8.06

Projected Total Annual Economic Benefit Back to the Community in Wages = \$1,626,185

job Orders Generated = 8

2. Ortega, Yaima (West Dade Career Center)

DJP = 77

Referral to Placement Ratio = 16.92%

Average Wage of DJP's = \$13.05

Projected Total Annual Economic Benefit Back to the Community in Wages = \$2,090,088

job Orders Generated = 0

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT