



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**  
**Thursday, October 20, 2016**  
**9:30 A.M.**

Double Tree by Hilton Miami Airport Hotel  
Exhibition Center  
711 NW 72<sup>nd</sup> Avenue  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Meeting Minutes
  - a. August 18, 2016
3. Chairman's Report
4. Executive Director's Report
  - a. Executive Director Update
  - b. Miami-Dade Youth Homelessness Initiative
5. Executive Committee
  - a. Information – 2016-2020 CareerSource South Florida Strategic Operational Plan
  - b. Information – Salesforce Business Survey Report
  - c. Recommendation as to Approval to Allocate Refugee Employment and Training funds for PY2016-17
  - d. Recommendation as to Approval of a TechHire Initiative for Overtown
6. Finance and Efficiency Council
  - a. Information - Financial Report - August 2016
  - b. Information - Bank Reconciliation - August 2016 & September 2016
  - c. Information – Fiscal Audit Update
  - d. Information – Fiscal and Programmatic Monitoring Activity Reports
  - e. Recommendation as to Approval to Allocate Funds to Transitions, Inc. for Supportive Services
  - f. Recommendation as to Approval to Allocate Funds to the City of Miami for the Employ Miami Dade Project

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

- g. Recommendation as to Approval to Accept Welfare Transition Program Funds
- 7. Global Talent and Competitiveness Council
  - a. Recommendation as to Approval to Allocate funds to Florida Keys Community College for Career Pathways Reentry Hospitality Training
  - b. Recommendation as to Allocate funds to the Take Stock in Children Scholarship Program
- 8. Performance Council
  - a. Information – Refugee Employment and Training Program Performance Overview
  - b. Information – Refugee Employment and Training Program Balanced Scorecard Update
  - c. Information – Workforce Services Balanced Scorecard and Job Placements Update
  - d. Information – Workforce Services Regional Performance Overview
  - e. Information – Youth Partners Regional Performance
  - f. Information – Consumer Report Card Update

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**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**AGENDA ITEM NUMBER: 2A**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

**DATE:** October 20, 2016 at 9:30AM  
 Doubletree Hotel – Exhibition Center  
 711 N.W. 72<sup>nd</sup> Avenue  
 Miami, FL 33126

<b>SFWIB MEMBERS IN ATTENDANCE</b>	<b>SFWIB MEMBERS NOT IN ATTENDANCE</b>	<b>SFW STAFF</b>
<ol style="list-style-type: none"> <li>1. Piedra, Obdulio <i>Chairperson</i></li> <li>2. Bridges, Jeff, Vice-Chairman</li> <li>3. Brecheisen Bruce</li> <li>4. Brown, Clarence</li> <li>5. Datorre, Roberto</li> <li>6. Davis-Raiford, Lucia</li> <li>7. del Valle, Juan-Carlos</li> <li>8. Ferradaz, Gilda</li> <li>9. Gazitua, Luis</li> <li>10. Garza, Maria</li> <li>11. Ludwig, Philipp</li> <li>12. Rod, Denis</li> <li>13. Roth, Thomas</li> <li>14. Russo, Monica</li> <li>15. West, Alvin</li> </ol>	<ol style="list-style-type: none"> <li>16. Adrover, Bernardo</li> <li>17. Chi, Joe</li> <li>18. Clayton, Lovey</li> <li>19. Diggs, Bill</li> <li>20. Gaber, Cynthia</li> <li>21. Gibson, Charles</li> <li>22. Huston, Albert</li> <li>23. Jordan, Barbara</li> <li>24. Manrique, Carlos</li> <li>25. Perez, Andre</li> <li>26. Regueiro, Maria C.</li> <li>27. Scott, Kenneth</li> <li>28. Thurman, Karen</li> </ol>	<p>Beasley, Rick          Alonso, Gus          Butkowski, Dennis          Frances, Anderson          Garcia, Christine          Gomez, Maria          Jean-Baptiste, Antoinette          Kavehersi, Cheri          Perrin, Yian          Smith, Marian          Smith, Robert</p> <p><b>Assistant County Attorney (s)</b></p> <p>Michael Mastrucci -          Miami-Dade County          Attorney's office –          SFWIB's Legal Counsel</p>

<b>OTHER ATTENDEES</b>	
Alexis, Marceline – <i>N/A</i>	Perez, Chris – <i>The Academy</i>
Banks, Theron – <i>Greater Miami Service Corps.</i>	Perez, Marenny – <i>The Academy</i>
Brito, Hilma – <i>Rescare, Inc.</i>	Porro, William – <i>City of Miami</i>
Cooper, Jamie – <i>New Horizons</i>	Quiros, Vivian – <i>Sullivan &amp; Cogliano</i>
Costas, Jorge – <i>Youth Co-Op, Inc.</i>	Rodriguez, Maria – <i>Youth Co-op, Inc.</i> Someillia, Ana – <i>Adults Mankind Organization (AMO)</i>
Farinas, Irene – <i>Adults Mankind Organization (AMO)</i>	Someillan, Ana – <i>Adults Mankind Organization, Inc.</i>
Flores, Oscar – <i>Compu-Med</i>	Stephanowicz, M – <i>Monroe County Schools</i>
Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i>	Torres, Cathy – <i>Florida Keys Community College</i>
Gilbert, David – <i>City of Miami</i>	Urrutia, Humberto – <i>The Academy</i>
Girnun, Arnie – <i>New Horizons</i>	
Jean-Jacques – <i>Evans – N/A</i>	
Mitchel, Carlana – <i>Miami-Dade County Public Schools (M-DCPS)</i>	

Agenda items are displayed in the order in which they were discussed.

**1. Call to Order and Introductions**

SFWIB Chairman, Obdulio Piedra called the meeting to order at 9:40a.m and began with introductions.

**2.a. Approval of SFWIB Meeting Minutes of June 23, 2016**

Dr. Rolando Montoya moved the approval of SFWIB Meeting Minutes of February 16, 2016. Motion seconded by Mr. Juan Carlos del Valle; **Motion Passed with Unanimous Consent**

**4. Executive Director's Report**

Executive Director Rick Beasley reviewed with the Board his report and each member received a copy. The report contained information regarding: (1) STATE – July Monthly Job Placement Report (2) LOCAL – TechHire Initiatives; and (3) LOCAL – Career Center Performance.

No further questions or discussions.

**5. Executive Committee**

**5a. Discussion – 2016-2020 CareerSource South Florida Strategic Operational Plan**

Chairman Piedra introduced the item and Mr. Beasley further presented.

1. Goal: Continue to be the Premier National Provider for Employment and Career Services
2. Goal: Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery
3. Goal: Improve Services for Individual with Barriers to Employment
4. Goal: Continue dedicated Commitment to Youth Participation in the 21<sup>st</sup> Century Economy
5. Goal: Leverage Demand-Driven Management/Control Tools to Achieve Strong Performance with a High Return on Investment
6. Goal: Continue to Be a High-Performing Board with Strong Workforce System Leadership

No further questions or discussions.

**5.b. Informational – Inspector General Report of Investigation**

Chairman Obdulio Piedra introduced the item and Mr. Beasley further discussed.

No further questions or discussions.

**5.c. Recommendation as to Allocate funds to Miami-Dade College for the Future Banker's Training Program**

Chairman Piedra introduced the item and Mr. Beasley further presented.

He noted that last year, a total of 71 students participated in the program of which all achieved 150 hours of classroom training and participated in internship programs available. He moreover noted there are over 26 banking institutions participating in this program. He announced that both he and Chairman attended a recent graduation which was a great success.

Mr. Datorre moved the approval to allocate funds to Miami-Dade College for the future Banker's Training Program. Motion seconded by Ms. Maria Garza; **Further Discussion(s):**

Ms. Garza asked whether if the program could be extended to the areas of Coral Reef (South of Miami-Dade County). Chairman Piedra noted this could be possible. However, he advised of two community based banks that were recently purchased by a regional bank. He later noted that the region would be participating in the program. Mr. Beasley added that staff will reach out to former board member, Willie Carpenter regarding the possibilities of expanding this program in the South/Homestead areas of Miami-Dade County.

Mr. Ludwig asked whether there are any credit unions involved in this program. Chairman Piedra responded, "Yes."

Chairman Piedra noted that the President of Florida Bankers Association Alex Sanchez was one of the keynote speakers at the graduation. Mr. Beasley announced that he had an opportunity to speak with him regarding the possibilities of increasing the number of banks to participate in this program.

Mr. Ludwig recommended increasing the number of credit unions as well. Chairman Piedra noted that staff will reach out to Connie Laguna at Miami-Dade College regarding his suggestions.

Mr. Datorre requested future trainings be held at locations other than Miami-Dade College Wolfson Campus (particularly in the south areas).

**Motion Passed by Unanimous Consent**

**5.d. Recommendation as to Approval to Allocate ten (10) computer to the Florida State Minority Supplier Development Council**

Chairman Piedra introduced the item and Mr. Beasley further discussed.

Mr. Luis Gazitua moved the approval to allocate 10 computers to the Florida State Minority Supplier Development Council. Motion seconded by Ms. Monica Russo; **Motion Passed Unanimously**

**5.e. Recommendation as to Approval to Allocate Funding for the U.S. Conference of Mayor's DollarWise Campaign**

Chairman Piedra introduced the item and Mr. Beasley further presented.

Mr. Luis Gazitua moved the approval to allocate funding for the U.S Conference of Mayor's DollarWise Campaign; Motion seconded by Ms. Monica Russo; **Further Discussion(s):**

Chairman Piedra noted that the Future Bankers program participants were also invited to be part of the U.S. Conference of Mayor's DollarWise Campaign.

**Motion Passed Unanimously**

**6. Finance and Efficiency Council Meeting**

**6a. Information – Financial Report – June 2016**

Chairman introduced the item and Mr. Beasley further presented.

No further questions or discussions.

**6b. Information – Bank Reconciliation – February 2016**

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

**6c. Information – PY 2015-16 Potential In-State Allocation**

Chairman Piedra introduced the item and Mr. Beasley further discussed. He advised all members that letters would be sent all members related to third party questionnaires. He asked they complete and return to CSSF's auditing firm. Mr. Beasley additionally advised all to review the guidelines provided in the item. Chairman Piedra advised the members of CSSF's auditing firm's final year of contract.

**7. Global Talent Competitiveness Council**

**7.a. Information – Summer Youth Employment Program**

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

**7b. Information – National Flight Academy**

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions. No additional questions or comments.

**7c. Recommendation as to Approval to Allocate Funding to the PACE Center for Girls, Inc.**

Chairman Piedra introduced the item then Mr. Beasley requested GTC Chairwoman Gilda Ferradaz further present.

Mr. Roberto Datorre moved the approval to allocate funding to the PACE Center for Girls, Inc. Motion seconded by Mr. Philipp Ludwig; **Motion Passed Unanimously**

**7d. Recommendation as to Approval to Allocate funds to unite Way of Miami-Dade County**

Chairman Piedra introduced the item and GTC Chairwoman Gilda Ferradaz further presented.

GTC Vice Chairman Juan Carlos del Valle moved the approval to allocate funds to United Way of Miami-Dade County. Motion seconded by Mr. Roberto Datorre; **Motion Passed Unanimously**

**7e. Recommendation as to Approval to Allocate Funds to Miami-Dade County Public Schools (M-DCPS) for Construction Technology & Forklift Training**

Chairman Piedra introduced the item and GTC Chairwoman Gilda Ferradaz further presented.

Mr. Clarence Brown moved the approval to allocate funds to Miami-Dade County Public Schools (M-DCPS) for Construction Technology & Forklift Training. Motion seconded by Ms. Monica Russo; **Motion Passed Unanimously**

**7f. Recommendation as to Approval to Allocate Funds to Miami Dade County Public Schools (M-DCPS) for Construction Technology Training**

Chairman Piedra introduced the item and GTC Chairwoman Gilda Ferradaz further presented.

Ms. Maria Garza moved the approval to allocate funds to Miami Dade County Public Schools (M-DCPS) for Construction Technology Training. Motion seconded by Mr. Philipp Ludwig; **Motion Passed by Unanimous Consent**

**7g. Recommendation as to Approval to Allocate funds to Miami-Dade County Public Schools (M-DCPS) for Private Security Officer Training**

Chairman Piedra introduced the item and GTC Chairwoman Gilda Ferradaz further presented.

Mr. Philipp Ludwig moved the approval to allocate funds to Miami-Dade County Public Schools (M-DCPS) for Private Security Officer Training. Motion Seconded by GTC Vice-Chairman Juan del Valle; **Motion Passed Unanimously**

**7h. Recommendation as to Approval of New Training Vendors and Programs**

Chairman Piedra introduced the item and GTC Chairwoman Gilda Ferradaz further presented.

Mr. Clarence Brown moved the approval of new training vendor and programs. Motion seconded by Mr. Bruce Brecheisen; Motion Passed Unanimously

**8. Performance Council**

**8a. Information – Refugee Employment and Training Program Performance Overview**

Chairman Piedra introduced the item and Mr. Beasley further presented.

[Mr. Luis Gazitua stepped out of the meeting room]

**8b. Information – Workforce Services Balanced Scorecard and Job Placements Update**

Chairman Piedra introduced the item and Mr. Beasley further presented.

Mr. Roth asked what the implications are if standards are not met. Mr. Beasley responded a possible non-renewal of contract. He further explained the two standards that must be met by contractors.

Ms. Garza advised the Board of a recent discussion at today's (8/18/16) Council meeting regarding the possibilities of providing the Council and Board of an updated report. She requested this report be printed towards the end of each month so that it captures performance results for the entire month. She later verified whether this would make a difference. Mr. Beasley further explained.

Chairman Piedra advised of a one-on-one technical assistance tutoring session available to all service contractor staff if needed.

[Mr. Luis Gazitua returned]

**8c. Information – Youth Partners Regional Performance**

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

**8d. Information – Consumer Report Card Report Update**

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

**8e. Recommendation as to the Approval to Renew Existing Refugee Services Contractors**

Chairman Piedra introduced the item and Mr. Beasley further presented. SFWIB Adults Program Manager, Robert Smith briefly gave an update on the Department of Children and Families' (DCF) requirements for refugee placements.

Ms. Garza moved the approval to renew existing refugee services contractors. Motion seconded by Mr. Juan Carlos del Valle; Motion Passed Unanimously

### 3. Chairman's Report

Chairman Piedra noted into record that he called for a Nominating Committee which would consist of the following board members to nominate the next Chairman and Vice-Chairman of this Board that would begin their tenure as early as October 2016:

- Mr. Alvin West (Chairman)
- Mr. Thomas Roth
- Ms. Maria Garza
- Mr. Charles Gibson
- Mr. Juan Carlos del Valle

Ms. Maria Garza moved the approval of the above names for the nominating committee. Motion seconded by Philipp Ludwig; **Motion Passed Unanimously**

Chairman Piedra furthermore reminded all members to complete and submit their 2015 financial disclosure forms in order to avoid any penalties.

Finally, he encouraged all to vote during the upcoming elections.

There being no further business to come before the Board, the meeting adjourned at 10:33am.



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** SFWIB CHAIRMAN'S REPORT

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

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

**BACKGROUND:**

N/A

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** SFWIB EXECUTIVE DIRECTOR'S REPORT

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

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

**BACKGROUND:**

N/A

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Miami-Dade Youth Homelessness Initiative

SOUTH FLORIDA WORKFORCE INVESTMENT BOARD MEETING

THURSDAY, OCTOBER 20, 2016

DOUBLETREE BY HILTON – MIAMI AIRPORT HOTEL, EXHIBITION CENTER



# Youth Experiencing Homelessness: Prevalence, Root Causes, and Population Characteristics

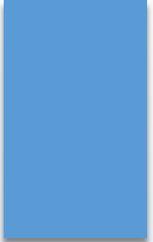


## **PREVALENCE:** HOW MANY YOUNG PEOPLE ARE HOMELESS?

Annually **550,000 youth and young adults (under age 24) experience an episode of homelessness longer than one week annually<sup>2</sup>**

**Additionally, as many as 1.6 million minors (under age 18) experience at least one night away from home<sup>3</sup>**

Any One Night **36,907 youth and young adults were experiencing homelessness without a parent or guardian during one night in January 2015<sup>4</sup>**



## COMMON CAUSES: WHY ARE YOUNG PEOPLE HOMELESS?

Conflict and/or abuse at home is the number one reason young people cite for experiencing homelessness.

36% of young people who aged out of foster care experienced homelessness for at least one night after exiting the foster care system.<sup>5</sup>

Up to 40% of young people experiencing homelessness are LGBTQ, many of whom encounter rejection from their families or community.<sup>6</sup>

**RACIAL INEQUITIES:** Due to historical and institutional racism and other structural inequities, overwhelmingly, young people in crisis are disproportionately young people of color.

# Local Context: Youth Homelessness in Miami-Dade County



# *Youth Homelessness in Miami-Dade County*

- ▶ 2016 iCount (youth point-in-time count): **132** unaccompanied homeless youth
- ▶ January 2016 PiT Count: **177** sheltered youth (unaccompanied and parenting)
- ▶ Miami-Dade County Public Schools (2015-2016):
  - ▶ **6,103** homeless students enrolled
  - ▶ **248** documented as "unaccompanied"
- ▶ Florida International University – Fostering Panther Pride Program (2015-2016)
  - ▶ **54** homeless students assisted
- ▶ Lotus House (2015)
  - ▶ At least **76** homeless youth between the ages of 17-24 years old served
- ▶ Project SAFE (2015)
  - ▶ **57** youth clients served
- ▶ Miami Bridge Youth and Family Services (2015)
  - ▶ **530** shelter clients between the ages of 13-17 served
    - ▶ **71** served under the Runaway and Homeless Youth Program
- ▶ Camillus House – Camillus Youth Housing Initiative (March 2016-August 2016)
  - ▶ **27** unaccompanied homeless youth served

# ***Collaboration to End Youth Homelessness: Promise in the Miami-Dade Community***

- ▶ Growing YHI Network of Providers and Advocates
- ▶ Supportive and Engaged local Philanthropic Community
- ▶ Supportive Continuum of Care Lead Agency
- ▶ Dedicated Backbone Entity to Support Collaborative Efforts
- ▶ Increasing Awareness Nationwide and Locally
- ▶ Expansion of Emergency and Supportive Housing Opportunities for Youth
- ▶ Innovative and Active School District Homeless Education Program – MDCPS Project UP-START
- ▶ Higher-Education Pipeline for Youth at Risk of, or Currently Experiencing, Homelessness

# Miami-Dade Youth Homelessness Initiative

COLLABORATIVE TO PREVENT AND END YOUTH HOMELESSNESS BY 2020



# BUILDING ON THE PAST

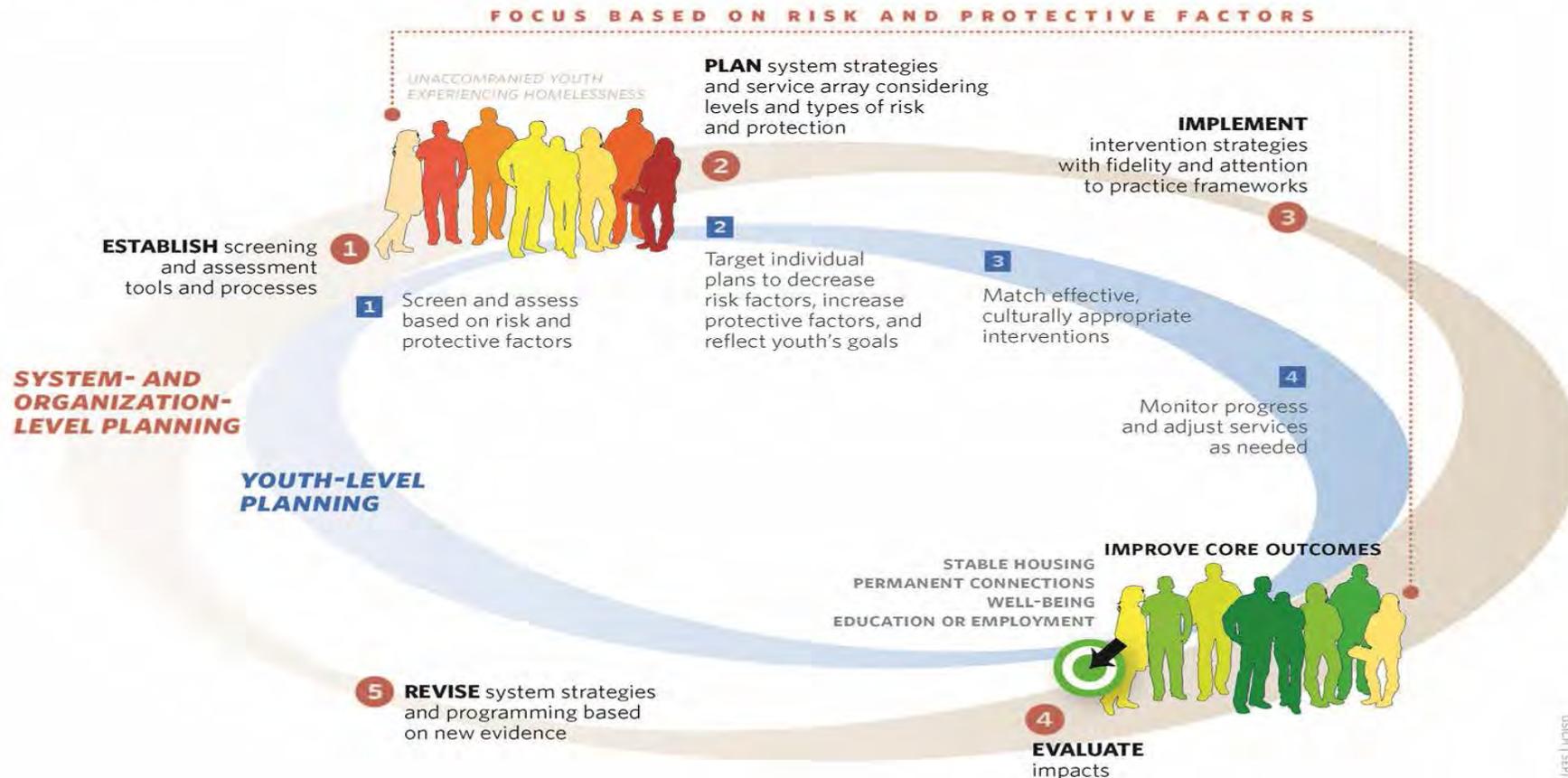
- ▶ Feb 2011 Youth Symposium
- ▶ 2011-2012 Youth Homeless Prevention Initiative
- ▶ Aug 2013 iCount Pilot
- ▶ Jan 2014 iCount 2014
- ▶ June 2014\* Youth Homeless Symposium
- ▶ Aug 2014\* Youth Homelessness Initiative established
- ▶ Jan 2015 iCount 2015
- ▶ Mid-year 2015\* Shifts in YHI Approach, Backbone Support, and Leadership
- ▶ Jan 2016 iCount 2016
- ▶ Aug 2016\* Launch of YHI Strategic Plan

\* *Key Moments in the Development of the YHI*



# Adoption of USICH Unaccompanied Youth Intervention Model

## Unaccompanied Youth Intervention Model



# YHI Issue-Area Committees

Topic areas	Committee Chairs	
Permanent Connections	Robert Latham, Esq. Candice Maze	UM- Children and Youth Law Clinic Foster Care Review
Stable Housing	Aundray Adams Sharon Langer, Esq.	The Children's Trust Casa Valentina
Well-Being	Sylvia Cardo, MSW Brandon Chatani, MD	South Florida Behavioral Health Jackson/Holtz Children's Hospital
Education & Employment	Debra Albo-Steiger, LCSW* Brett McNaught	Project UPSTART-MDCPS Educate Tomorrow
Youth Committee	Pauline Green, JD Debra Albo Steiger, LCSW	Miami Homes For All Project UPSTART - MDCPS
Data & Research	Scot Evans, PhD	UM-Office of Civic and Community Engagement
Funding	Bobbie Ibarra* Caitlin Wood	Miami Homes for All Aqua Foundation For Women
PR/Outreach	Kanisha Williams, MSW	Miami Bridge
Youth Voice – Advisory Council	Pauline Green, JD (Facilitator)	

Data Consultant/Systems Change Expert: Megan Albertson

Backbone Support/Steering Co-Chair\*: Pauline Green, JD

Fetch Data

Miami Homes For All

# Education and Employment

***Education and Employment*** includes high performance in and completion of educational and training activities, especially for younger youth, and starting and maintaining adequate and stable employment for older youth.

## **Member Organizations**

- ▶ Educate Tomorrow
- ▶ MDCPS Project UP-START
- ▶ Florida International University
- ▶ Miami-Dade College-Single Stop
- ▶ Career Source South Florida
- ▶ UM Children and Youth Law Clinic
- ▶ Lotus House
- ▶ Youth Co-op
- ▶ Casa Valentina
- ▶ Our Kids of Miami-Dade/Monroe

# Stable Housing

***Stable Housing*** includes a safe, stable, reliable, and developmentally appropriate place to call home with access to supportive services as necessary

## Member Organizations

- ▶ The Children's Trust
- ▶ Casa Valentina
- ▶ Atlantic Pacific Communities
- ▶ Citrus Health Network
- ▶ Carrfour Supportive Housing
- ▶ Miami-Dade County Homeless Trust
- ▶ Miami's River of Life
- ▶ United Way of Miami Dade
- ▶ The Women's Fund

# Well-Being (Physical and Emotional)

**Well-Being** includes physical health and social/emotional well-being; the development of key competencies, attitudes, and behaviors that equip a young person to succeed across multiple domains of daily life, including school, relationships, and community; the ability to maintain positive relationships with others, solve problems, experience empathy, and manage emotions

## Member Organizations

- ▶ Jackson Memorial/Holtz Children's Hospital
- ▶ South Florida Behavioral Health
- ▶ Switchboard Miami
- ▶ The Alliance for GLBTQ Youth
- ▶ Chrysalis Health
- ▶ Community Health of South Florida, Inc.
- ▶ Jackson Health System - Jackson Community Mental Health Center
- ▶ Jackson Health System- Jackson Behavioral Health
- ▶ Legal Services of Greater Miami
- ▶ West Kendall Baptist Hospital – Baptist Health South Florida

# Permanent Connections

*Permanent Connections* include healthy ongoing attachments to mentors, family, schools, positive social networks, and caring adults

## Member Organizations

- ▶ Florida Foster Care Review
- ▶ UM Children and Youth Law Clinic
- ▶ The Alliance for GLBTQ Youth
- ▶ The Alternative Programs
- ▶ Miami-Dade Juvenile Services Department
- ▶ Miami Bridge Youth and Family Services
- ▶ Guardian Ad Litem Program
- ▶ Miami-Dade Community-Based Care Alliance
- ▶ Miami-Dade County Public Schools

# Data and Research

***Data & Research:*** Collects currently available data and information regarding youth experiencing homelessness in Miami-Dade to better define the issue and assess the prevalence of youth homelessness. Lead Committee responsible for the design, implementation, and analysis of new local data collection efforts.

## Member Organizations

- ▶ University of Miami – Office of Civic and Community Engagement
- ▶ The Children’s Trust
- ▶ Miami-Dade County Public Schools
- ▶ Florida International University
- ▶ Miami-Dade County Homeless Trust

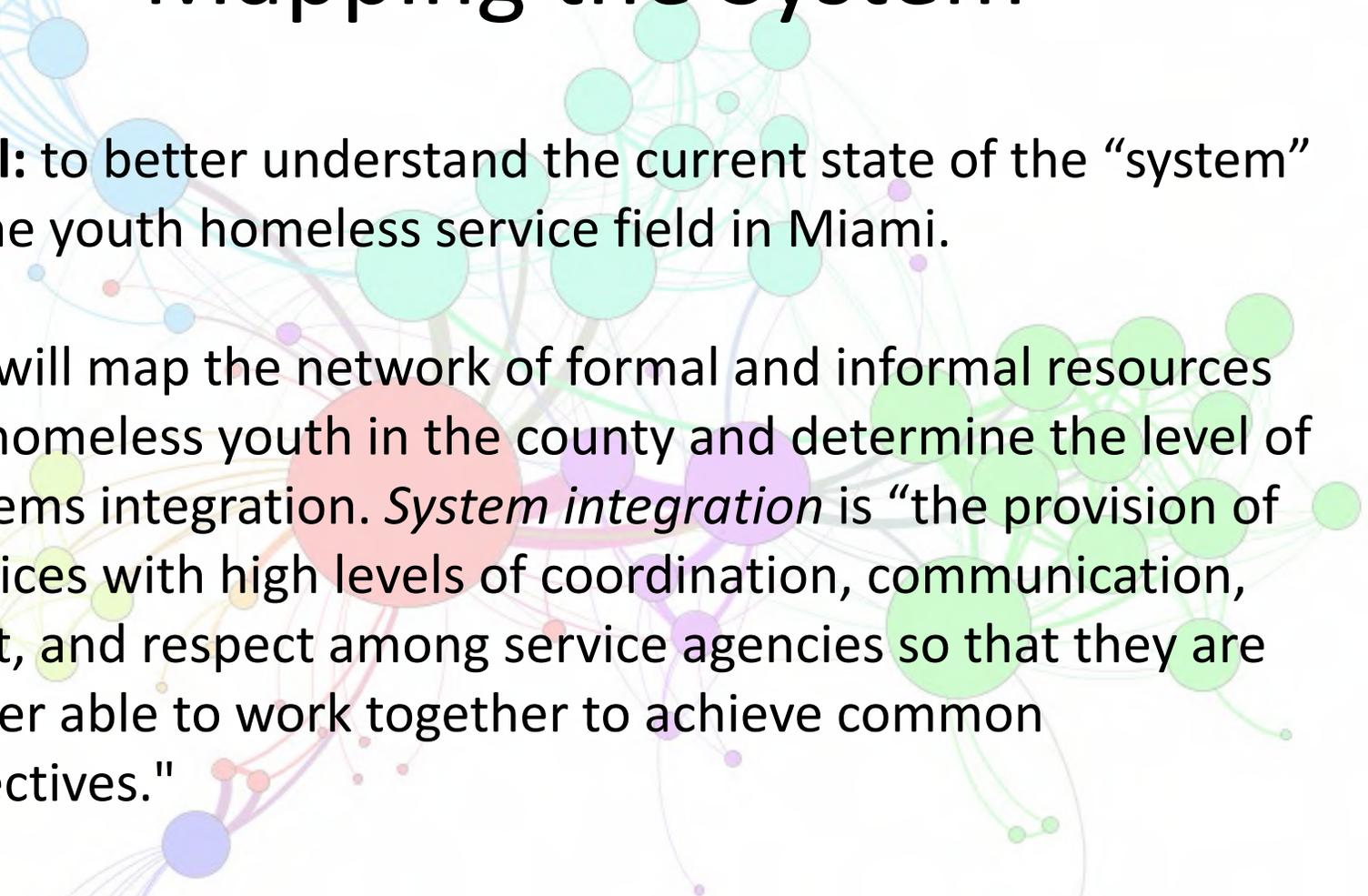
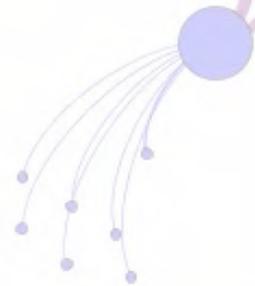


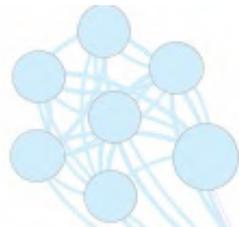
# Mapping the System

**Goal:** to better understand the current state of the “system” in the youth homeless service field in Miami.

We will map the network of formal and informal resources for homeless youth in the county and determine the level of systems integration. *System integration* is “the provision of services with high levels of coordination, communication, trust, and respect among service agencies so that they are better able to work together to achieve common objectives.”

(Greenberg and Rosenheck, 2010, p. 185).

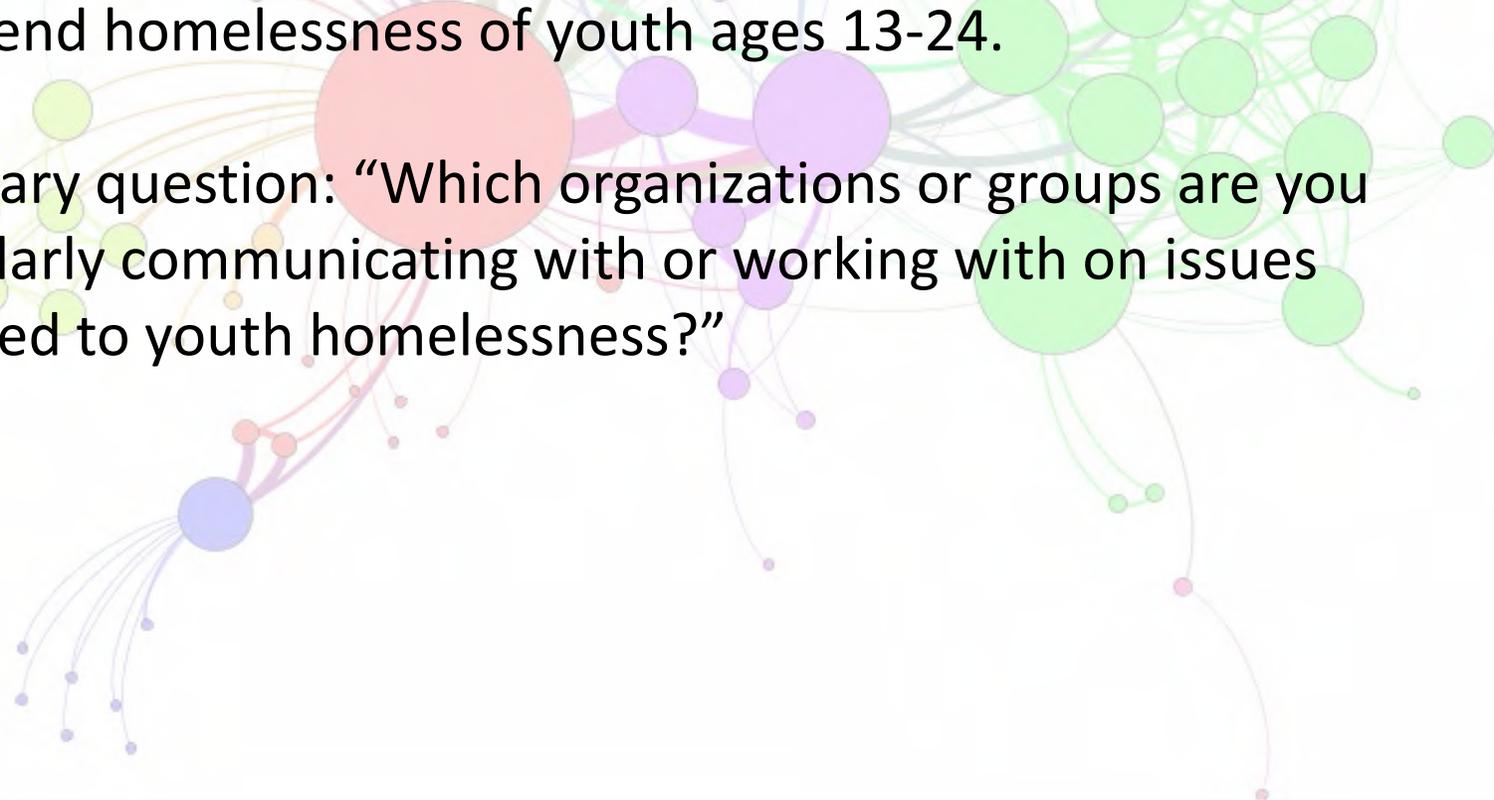




# Mapping the System

**Strategy:** In September, we'll conduct structured phone interviews with leaders in institutions, organizations, or groups in Miami-Dade County working to address, prevent, and end homelessness of youth ages 13-24.

Primary question: "Which organizations or groups are you regularly communicating with or working with on issues related to youth homelessness?"



# Funding

**Funding:** Works towards alignment of the local philanthropic and government funding communities to complement YHI programmatic strategies and ensure effective coordination of resources resulting in increased and scalable impact. Reviews grant proposals written by Issue-Area Committees.

## Member Organizations

- ▶ Miami Homes For All
- ▶ Aqua Foundation For Women
- ▶ The Children's Trust
- ▶ Miami-Dade County Homeless Trust
- ▶ The Women's Fund

# Public Relations and Outreach

***Public Relations/Outreach:*** Develops public relations and media strategies specifically targeted towards the public to increase awareness of youth homelessness in Miami-Dade County and to engage the community in actively participating in the movement to prevent and end youth homelessness. Develops outreach strategies directed towards youth experiencing homelessness to better connect youth with existing resources and supportive services.

## Member Organizations

- ▶ Miami Bridge Youth and Family Services
- ▶ Neighbors 4 Neighbors
- ▶ Miami-Dade County Public Schools
- ▶ Trinity Church
- ▶ Holy Faith Missionary Baptist Church
- ▶
- ▶ Miami-Dade Office of the State Attorney, 11<sup>th</sup> Judicial Circuit

# 2016 – 2017 and Beyond

- ▶ YHI Strategic Plan Launch
- ▶ Homeless Trust – Youth Homelessness Working Group
- ▶ Planning Grant: Youth Homelessness Initiative
  - ▶ Comprehensive Youth Resource Guide
  - ▶ iCount 2017
  - ▶ YHI Website and Social Media Strategy
  - ▶ Written Plan to Prevent and End Youth Homelessness by 2020
- ▶ HUD Youth Homelessness Demonstration Project



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 5a

**AGENDA ITEM SUBJECT:** 2016-2020 STRATEGIC GOALS OPERATIONAL PLAN UPDATE

**AGENDA ITEM TYPE:** **DISCUSSION**

**RECOMMENDATION:** The Executive Committee recommends to the Board the Approval to Allocate ten (10) computers to the Florida State Minority Supplier Development Council for a business resource lab.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

At its April 21, 2016 meeting, the SFWIB approved six new strategic goals. The goals are expected to influence future discussions and decisions:

1. Goal: Continue to Be the Premier National Provider of Employment and Career Services
2. Goal: Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery
3. Goal: Improve Services for Individuals with Barriers to Employment
4. Goal: Continue Dedicated Commitment to Youth Participation in the 21st Century Economy
5. Goal: Leverage Demand-Driven Management/Control Tools to Achieve Strong Performance with a High Return on Investment
6. Goal: Continue to Be a High-Performing Board with Strong Workforce System Leadership

At the May 12, 2016 Executive Committee meeting, the 2016-20 Strategic Plan was presented to Committee members for additional input. SFWIB staff incorporated the Committee's comments and finalized the operational plan.

In an effort to assist in implementing the strategies and initiatives that will accomplish the six strategic goals, SFWIB staff developed a tracking tool. The Strategic Goal Operation Plan Monitoring Tool assists staff when tracking which strategies have been utilized, address those yet to be implemented, and the overall progress in achieving the strategic goals.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**STRATEGIC GOALS OPERATIONAL PLAN MONITORING TOOL**

STRATEGIES					GOAL 1
A.	B.	C.	D.	E.	
Engage Employers and Seek Continous Feedback	Ensure all service providers and career cneters implement employers engagement in theirs operations	Partner with Economic Development to Assist Targeted Industries	Emphasize work-based learning and training	Close the Digital Skills Gap	Build a Demand-Driven System with Employer Engagement
Number of Agendas Utililizig These Strategies					
0	0	0	1	0	1

STRATEGIES					GOAL 2
A.	B.	C.	D.	E.	
Develop Integrated Business Service Teams	Maximize use of the Employ Florida Marketplace (EFM) Among Workforce System Partners	Strengthen the Partnership with WIOA Required Partners	Seek excellence in customer service	Conduct an analyses of Career Centers	Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery
Number of Agendas Utililizig These Strategies					
0	0	0	0	0	0

STRATEGIES			GOAL 3
A.	B.	C.	
Develop specific programs and initiatives	Improve Employment Outcomes	Ensure compliance with WIOA Section 188	Improve Services for Individuals with Barriers
Number of Agendas Utililizig These Strategies			
0	6	0	7

STRATEGIES				GOAL 4
A.	B.	C.	D.	
Expand Career Exploration and Pathways Programs	Joint Contribution for Youth Career Pathway Models	Youth Entrepreneurial Skills Training Programs	Improve Service Delivery and Outcomes	Dedicated Commitment to Youth Participation
Number of Agendas Utililizig These Strategies				
3	3	0	0	9

STRATEGIES			GOAL 5
A.	B.	C.	
Enhance CSSF Performance System	Improve Credential Outcomes for Job Seekers	Provide Technical Assistance to Service Providers	High ROI Through Continuous Improvement
Number of Agendas Utililizig These Strategies			
1	3	0	10

STRATEGIES					GOAL 6
A.	B.	C.	D.	E.	
National Leader in an ROI-Focused Enterprise	Use LMI Data for Policy Development	Maximizing Collaborative Partnerships	Strengthen Workforce System Accountability	Enhance Board Leadership	Strong Workforce System Leadership
Number of Agendas Utililizig These Strategies					
0	0	0	6	0	0

**GOAL 1 - Build A Demand Driven System with Employer Engagement**

#	BOARD MEETING DATE	AGENDA ITEM SUBJECT	AGENDA ITEM TYPE	RECOMMENDATION TYPE	STRATEGY	PERFORMANCE OUTCOMES					
						FUNDING	NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL
1	08/18/13	The FSMSDC Business Resource Lab	Approval	Initiative	Partner with Economic Development	N/A	N/A	N/A	N/A	N/A	N/A
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<b>TOTAL:</b>						\$ -		0	\$ -	\$0.00	\$0.00

**GOAL 2 - Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery**

#	BOARD MEETING DATE	AGENDA ITEM SUBJECT	AGENDA ITEM TYPE	RECOMMENDATION TYPE	STRATEGY	PERFORMANCE OUTCOMES					
						FUNDING	NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL
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<b>Total:</b>						\$ -		<b>0</b>	\$ -	<b>\$0.00</b>	<b>\$0.00</b>

**GOAL 3 - Improve Services for Individuals with Barriers**

#	BOARD MEETING DATE	AGENDA ITEM SUBJECT	AGENDA ITEM TYPE	RECOMMENDATION TYPE	STRATEGY	PERFORMANCE OUTCOMES						
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL	
1	06/23/16	Hospitality Certification Training (Wolfson)	Approval	Programmatic	Improve Employment Outcomes	\$ 208,500.00	150		\$ 1,390.00	\$13.96		
2	06/23/16	Hospitality Certification Training (Homestead)	Approval	Programmatic	Improve Employment Outcomes	\$ 150,000.00	100		\$ 1,500.00	\$12.87		
3	06/23/16	Culinary Skills Training	Approval	Programmatic	Improve Employment Outcomes	\$ 188,000.00	80		\$ 2,350.00	\$12.87		
4	08/18/16	United Way Mission United Program	Approval	Programmatic	Strengthen the Partnership with WIOA Required Partners	\$ 175,000.00	100		\$ 3,500.00	\$7.24		
5	08/18/16	Construction Technology and Forklift Training	Approval	Programmatic	Improve Employment Outcomes	\$ 97,905.00	100		\$ 1,399.00	\$19.06		
6	08/18/16	Construction Technology Training	Approval	Programmatic	Improve Employment Outcomes	\$ 101,436.00	120		\$ 1,208.00	\$22.24		
7	08/18/16	Private Security Officer Training	Approval	Programmatic	Improve Employment Outcomes	\$ 138,054.00	200		\$ 986.00	\$25.49		
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<b>Total:</b>						<b>\$ 1,058,895.00</b>	<b>0</b>	<b>\$</b>	<b>\$ 12,333.00</b>	<b>\$113.73</b>	<b>\$0.00</b>	

**GOAL 4 - Dedicated Commitment to Youth Participation**

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES							
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS		RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL		
1	06/23/16	Take Stock In Children Scholarship (TSIC) Program Funding	Approval	Programmatic	Joint Contribution for Youth Career Pathways Models	\$ 1,058,098.00	50		\$ -				
2	06/23/16	PACE Center For Girls, Inc. Pilot Education and Training Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 266,000.00	127		\$ -				
3	06/23/16	Fit2Lead Park Internship Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 100,000.00	24		\$ -				
4	06/23/16	Showcasing Aviation For Empowering Education (SAFE) Aviation Summer Program	Approval	Programmatic	Joint Contribution for Youth Career Pathways Models	\$ 2,000.00	37		\$ -				
5	06/23/16	2016-2017 Youth Services Contractors Renewal	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
6	08/18/16	Future Bankers Training Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 100,000.00	N/A	N/A	N/A	N/A	N/A		
7	08/18/16	US Conference of Mayors Dollarwise Campaign	Approval	Initiative	Expand Career Exploration and Pathways Programs	\$ 6,000.00	N/A	N/A	N/A	N/A	N/A		
8	08/18/16	Summer Youth Employment Program	Informational	Programmatic	Expand Career Exploration and Pathways Programs	N/A	N/A	N/A	N/A	N/A	N/A		
9	08/18/16	The National Flight Academy	Informational	Programmatic	Joint Contribution for Youth Career Pathways Models	N/A	N/A	N/A	N/A	N/A	N/A		
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<b>Total:</b>						\$ 1,532,098.00	0		\$ -	\$0.00	\$0.00		

GOAL 5 - High ROI Through Continuous Improvement

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES							
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS		RETURN ON INVESTMENTS	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL		
1	06/23/16	Fiscal Year 2016-17 Budget	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
2	06/23/16	Related Party Training Vendor Agreements	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
3	06/23/16	New Training Providers and Programs	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
4	06/23/16	ITA Policy	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
5	06/23/16	LaunchCode Apprenticeship Program	Approval	Programmatic	Emphasize work-based learning and training	\$ 250,000.00		25	\$ 10,000.00				
6	06/23/16	2016-2017 Subsequent Eligibility of Training Providers	Approval	Policy	Enhance CSSF Performance System	N/A	N/A	N/A	N/A	N/A	N/A		
7	06/23/16	2016-2017 Workforce Services Contractors Renewal	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
8	06/23/16	TANF Required Participation Rate Adjustment and Contract Renewal Requirements	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
9	08/18/16	New Training Providers and Programs	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
10	08/18/16	Refugee Services Contractors	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
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<b>Total:</b>						<b>\$ 250,000.00</b>		<b>25</b>	<b>\$ 10,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		

**Goal 6 - Strong Workforce System Leadership**

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES						
						FUNDING	NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENTS		
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL	
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## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 5b

**AGENDA ITEM SUBJECT:** SALESFORCE BUSINESS SURVEY REPORT

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Engage employers and seek continuous feedback**

### **BACKGROUND:**

Salesforce is the world's leading customer relationship management (CRM) software and enterprise cloud ecosystem. The Salesforce Customer Success Platform helps companies grow into a more streamlined, effective and efficient organization across sales, service, marketing and more.

The purpose of the state implementing survey state requirements per region is to measure regional workforce board employer satisfaction and retention using Salesforce as an employer monitoring tool. Survey results determine how well each region is working with the employer community.

CareerSource South Florida (hereinafter the "Region 23") providers are required to utilize Salesforce to add new employers they service, maintain new and old relationships with employers, and send a survey to each employer serviced. EFM and Salesforce was integrated in November 2015, since then all information from employers added onto Salesforce is also available in EFM and vice-versa, making it easier for providers to follow-up with each employer as well as keep track of job orders on EFM simultaneously.

Total amount of surveys assigned to Region 23 by the state was divided among the providers. The survey asked employers to rate the provider who serviced them using a zero to ten rating scale, ten being the best rating. Survey had three questions; first question was to rate employer's level of satisfaction, second question was to rate the likely hood they would refer our services, and lastly employers were asked to comment. Total number of surveys sent by providers for Region 23 was 6,098. Total number of responses received from the 6,098 surveys sent was 81, resulting in a 1.32% response rate.

Survey response rate for Region 23 was low due to the fact that providers began to send out surveys to employers they serviced a month and two weeks prior to deadline date. Providers were aware of the state survey requirement and have been provided a state training for Salesforce in Orlando, a local training in headquarters as well as quarterly training webinars in order to execute the states survey requirement.

The following are recommendations to improve business services and responses to the Salesforce Business Survey:

- Establish Monthly Survey Goals
- Establish Monthly Survey Response Goals
- Ensure Business Service Staff have completed Salesforce Training
- Require Business Outreach Plans

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# REGION 23

# SURVEY REPORT

2015-2016

## **CareerSource South Florida Data Summary**

Salesforce is the world's leading customer relationship management (CRM) software and enterprise cloud ecosystem. The Salesforce Customer Success Platform helps companies grow into a more streamlined, effective and efficient organization across sales, service, marketing and more.

The purpose of the state implementing survey state requirements per region is to measure regional workforce board employer satisfaction and retention using Salesforce as an employer monitoring tool. Survey results determine how well each region is working with the employer community.

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Total amount of surveys assigned to Region 23 by the state was divided among the providers. The survey asked employers to rate the provider who serviced them using a zero to ten rating scale, ten being the best rating. Survey had three questions; first question was to rate employer's level of satisfaction, second question was to rate the likely hood they would refer our services, and lastly employers were asked to comment. Region 23 providers sent a total 6,098 surveys. A total of 81 responses were received, which equated to a 1.32 percent response rate.

Survey response rate for Region 23 was low due to the fact that providers began to send out surveys to employers they serviced a month and two weeks prior to deadline date. Providers were aware of the state survey requirement and have been provided a state training for Salesforce in Orlando, a local training in headquarters as well as quarterly training webinars with the intention of executing the states survey requirement.

In order to increase Region 23's response rate and ensure excellent service to employers South Florida Workforce Investment Bureau (hereinafter "SFWIB") is applying the following in this paragraph. SFWIB is requiring providers to submit a Salesforce Business Plan. Salesforce Business Plan outlines procedures centers will put in place to guarantee employers receive a survey as a service is being provided. Salesforce is able to deliver a real-time survey report, allowing employer satisfaction to be easily monitored and negative feedback addressed immediately. Salesforce survey report for 2015-2016 fiscal year lists all employers who received a survey, providers can now go back and follow-up with them and either strengthen existing relationships or win back employers they lost. State has implemented monthly Salesforce training webinars, which providers are required to attend and can access to review recorded training anytime in the Salesforce library tab. In order to ensure compliance, Salesforce State Survey requirements and procedures have been added in their contract renewal for 2016-2017.

Each graph is based on survey responses received by employers. The bar graphs show ratings employers provided and the pie graph demonstrates whether the comments left by employers were positive or negative. Report first shows the survey results for the whole region, then goes on to break down survey results per provider.

**Calculations:**

**Response Rate:** (Number of responses ÷ total number of surveys sent) x 100 = \_\_\_%

**Bar Graph Rating Percentage:**

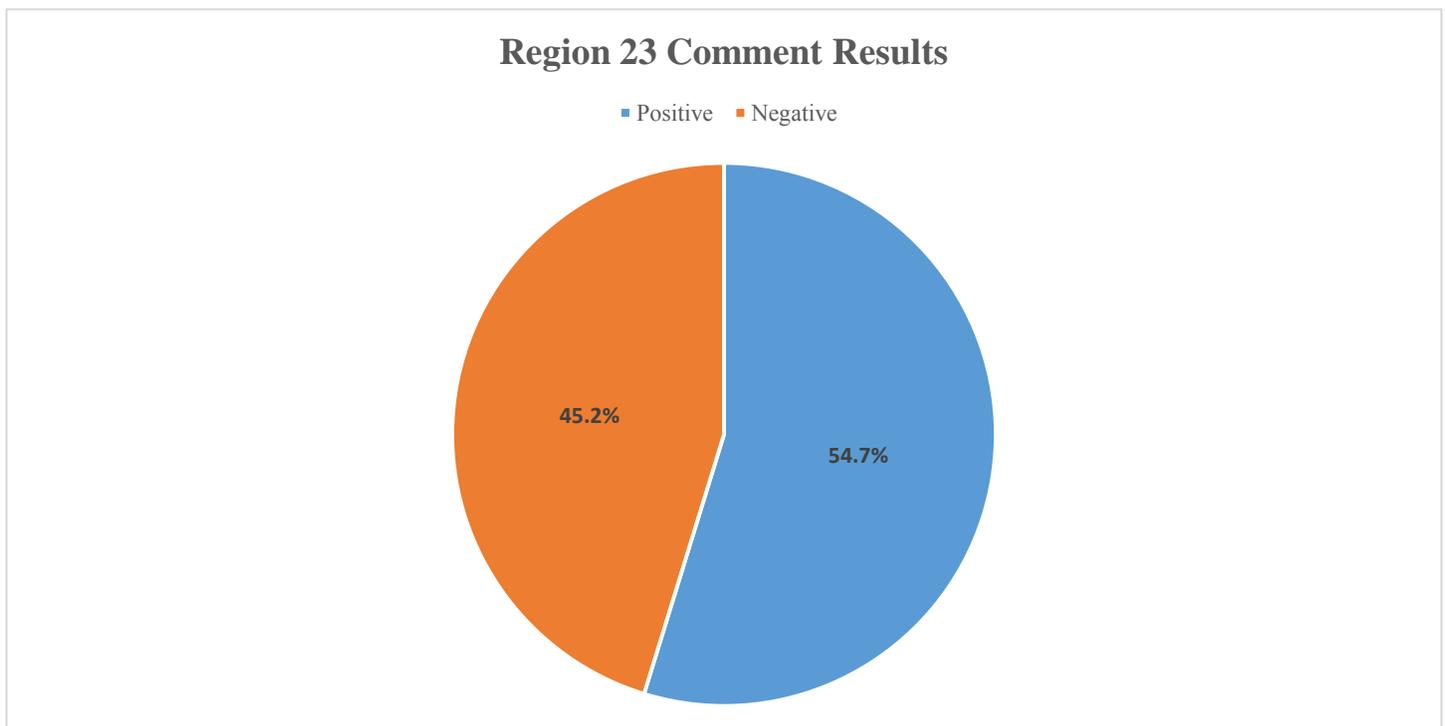
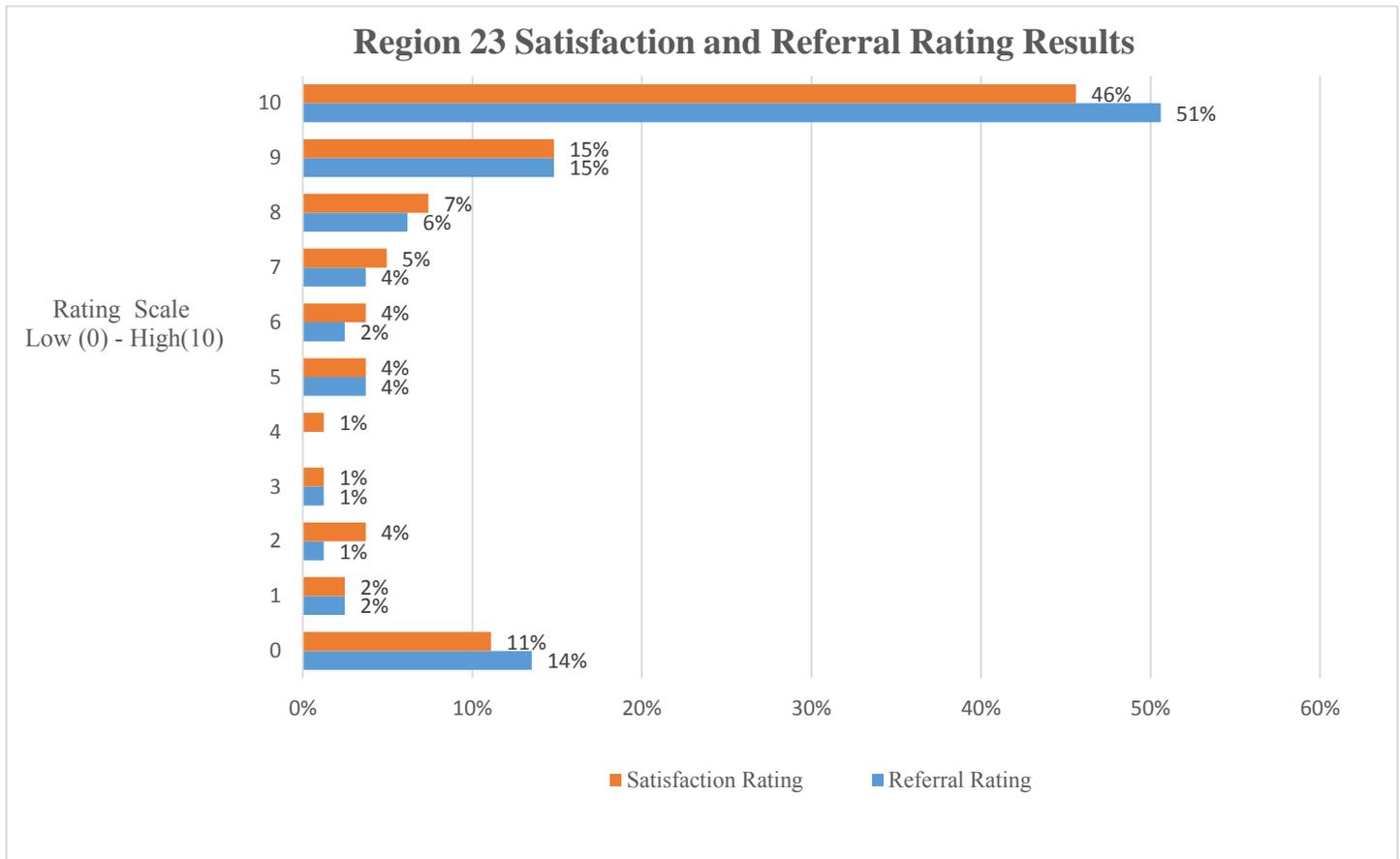
(Total number of employers who chose a certain rating ÷ total number of responses received) x 100 = \_\_\_%

**Pie Graph Comment Percentage:** Comments were either positive or negative based on content.

(Number of positive or negative comments ÷ total comments received) x 100 = \_\_\_%

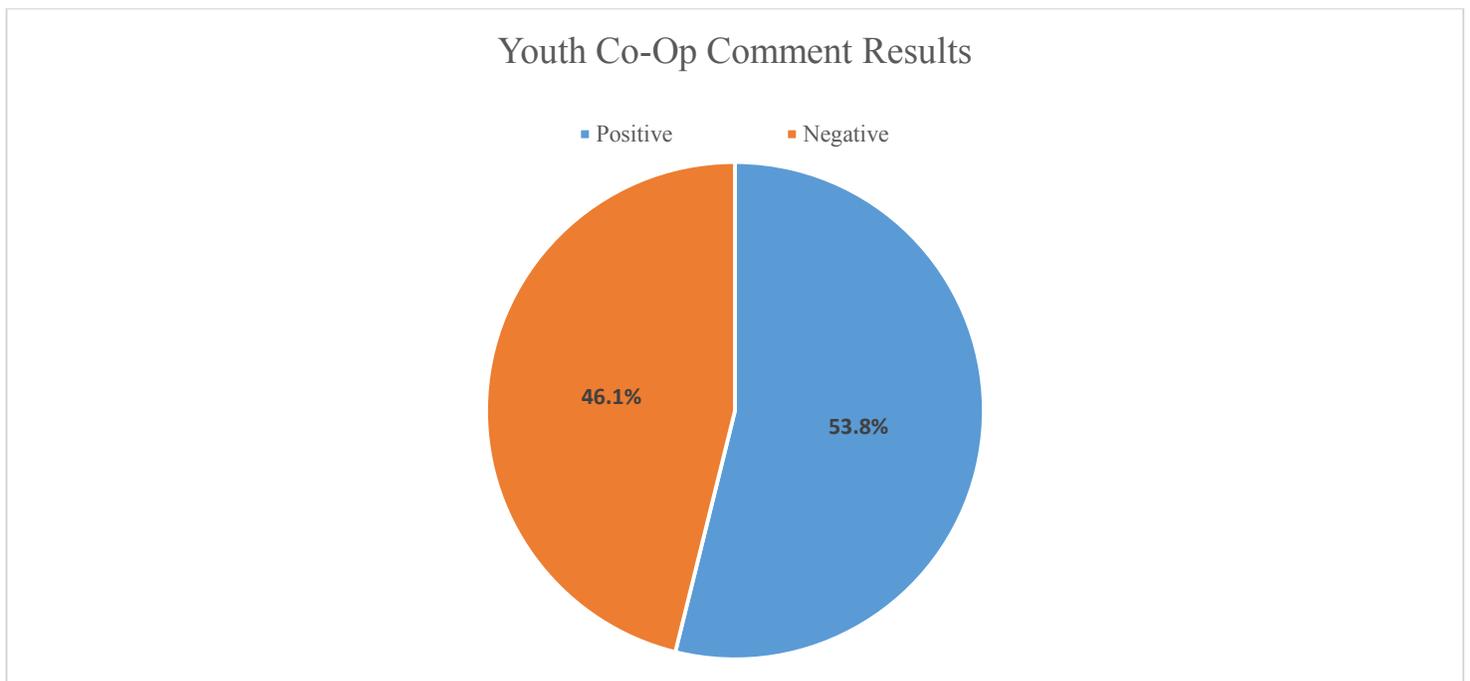
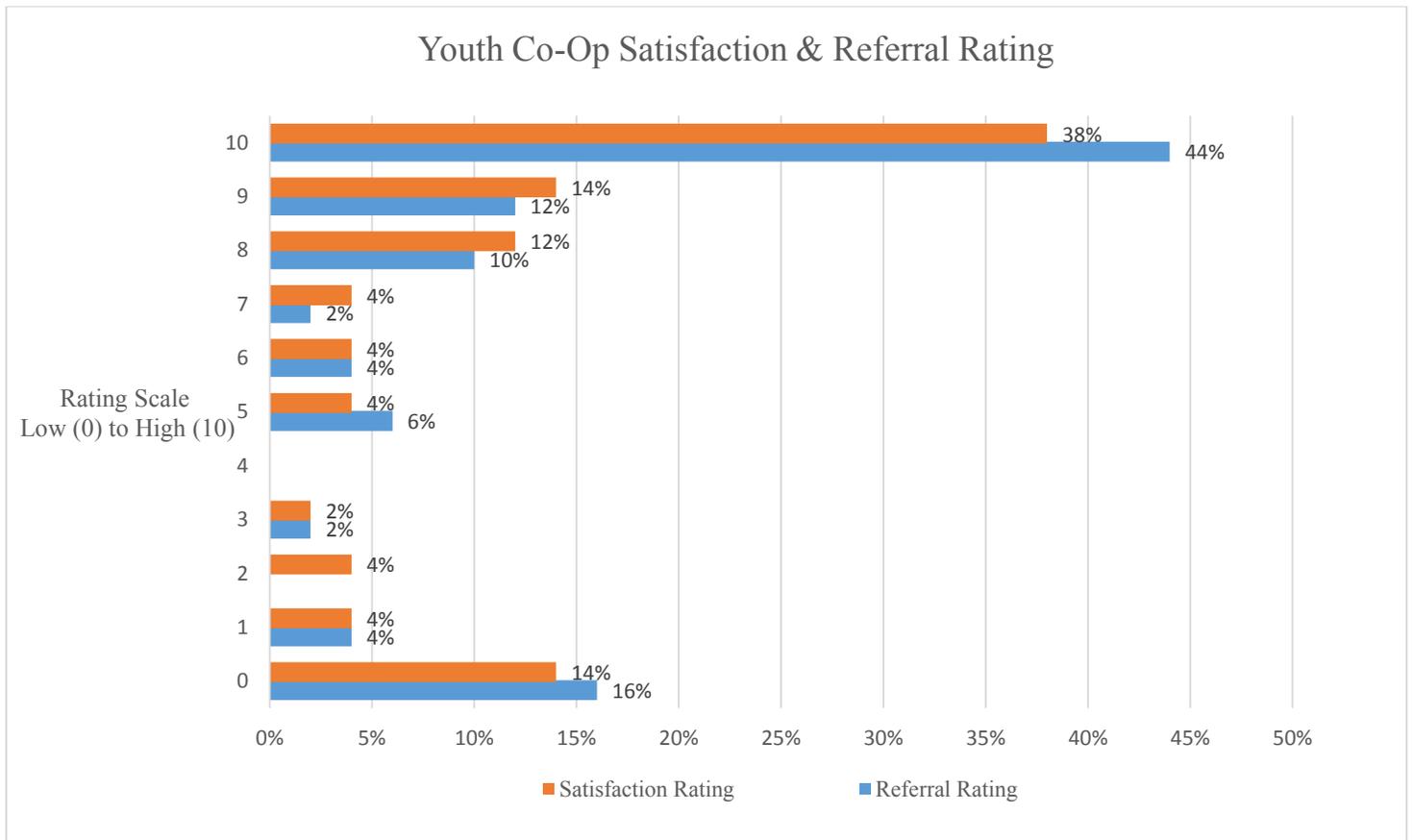
### Region 23:

Response Rate of 6,098 surveys sent is 1.32% (81 completed surveys, 42 of which provided comments).



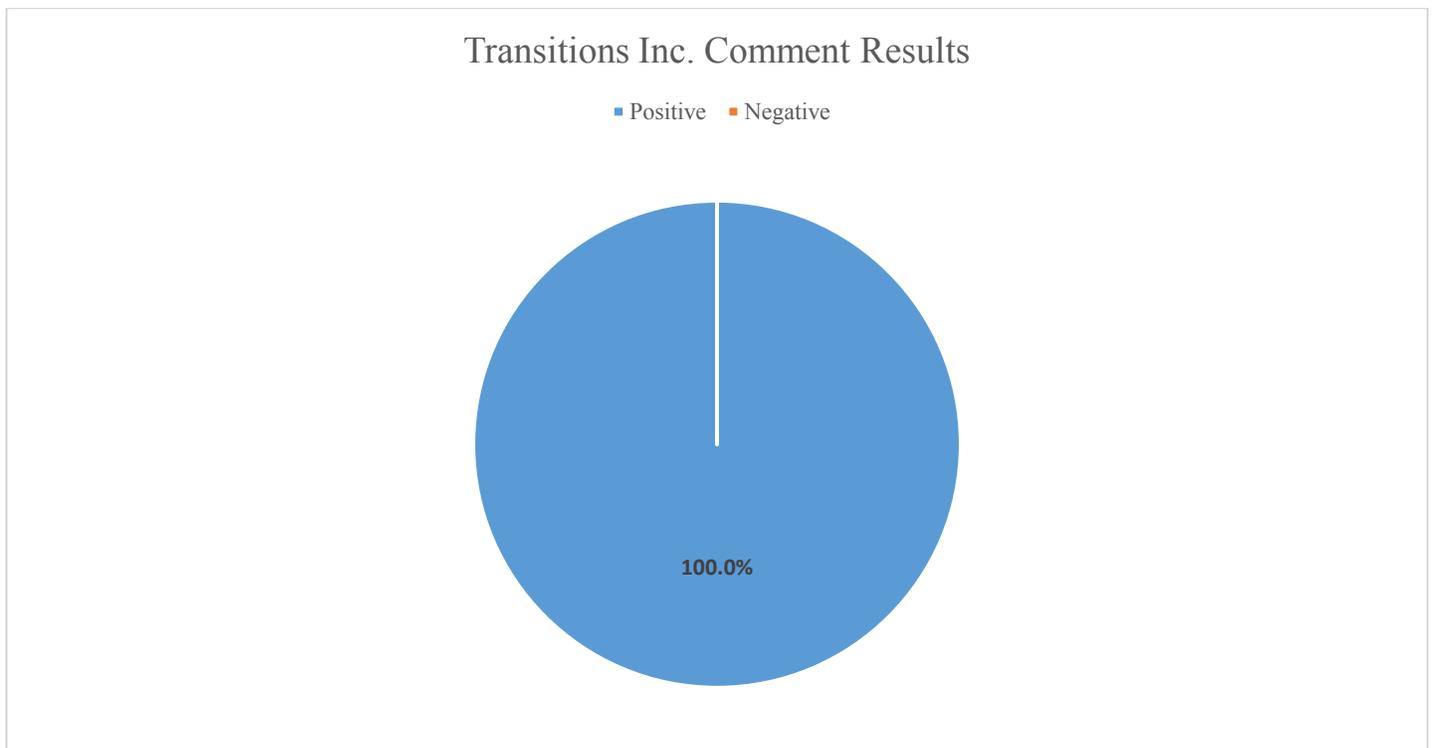
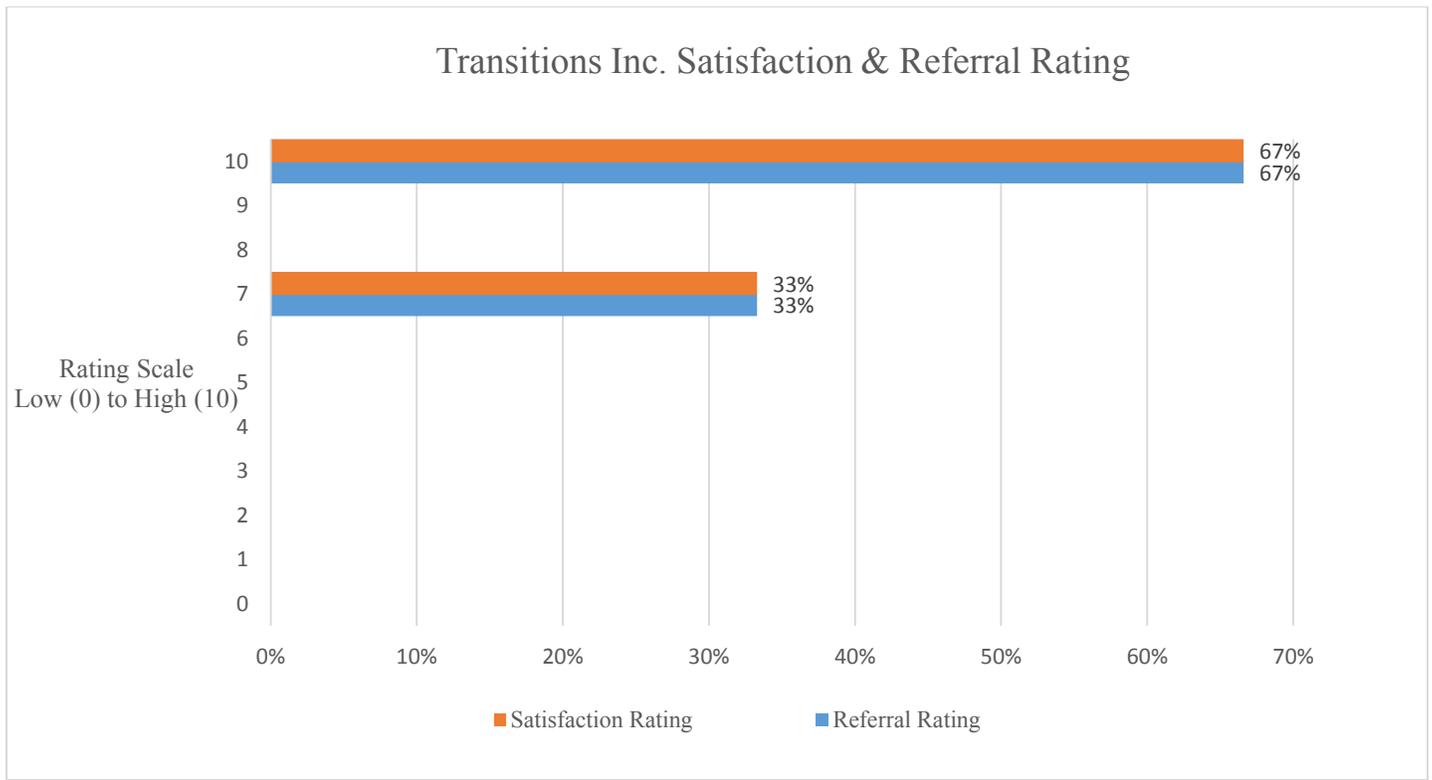
## Youth Co-Op:

Response Rate of 3,253 surveys sent is 1.54% (50 completed surveys, 26 of which provided comments).



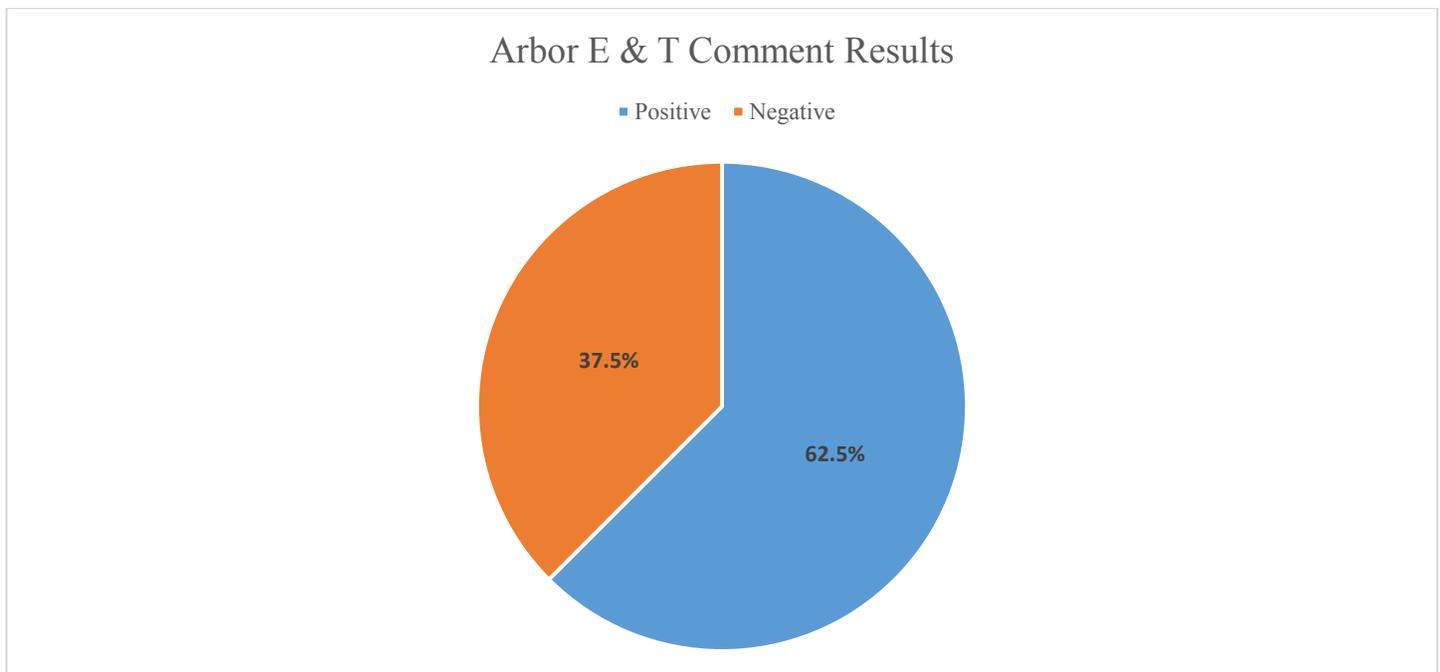
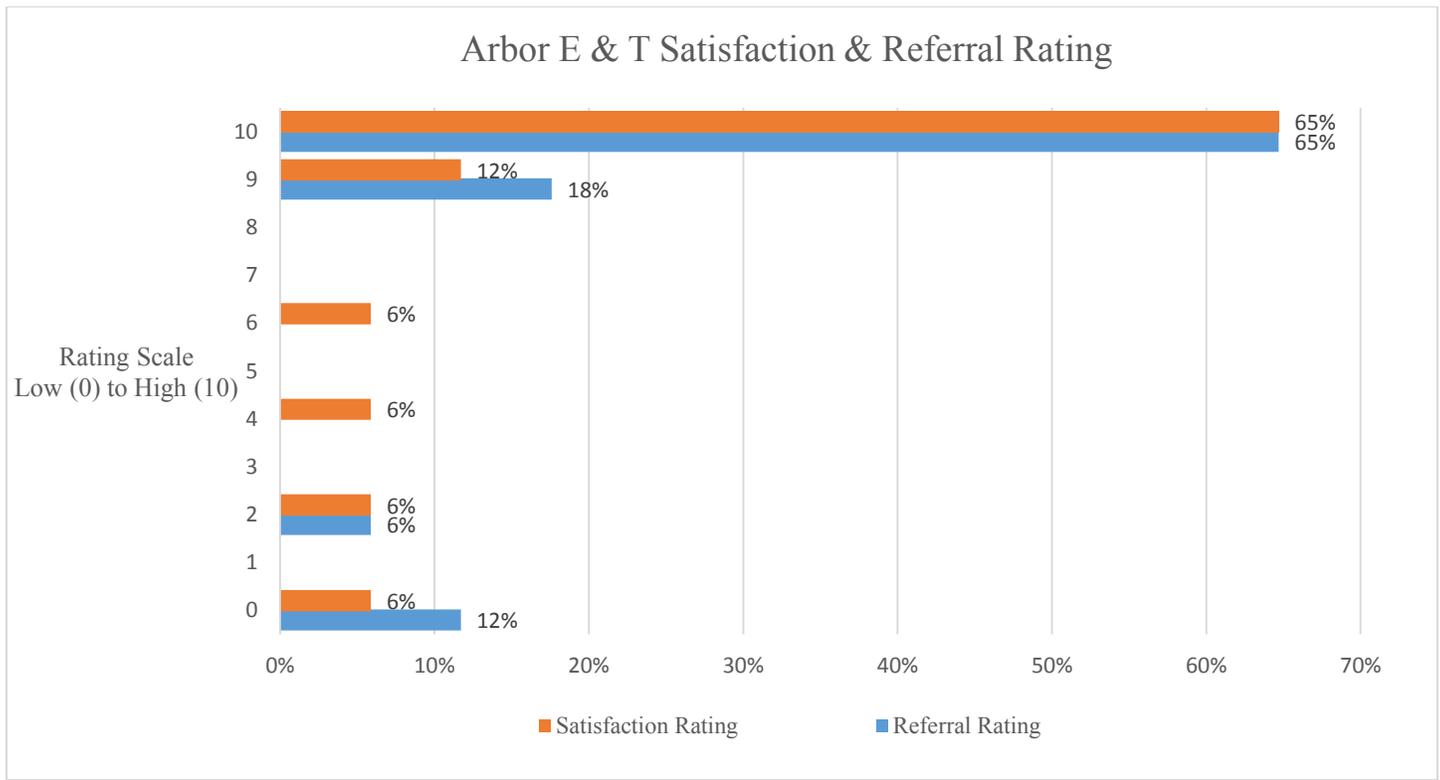
## Transitions Inc.:

Response Rate of 187 surveys sent is 1.61% (3 completed surveys, 2 of which provided comments).



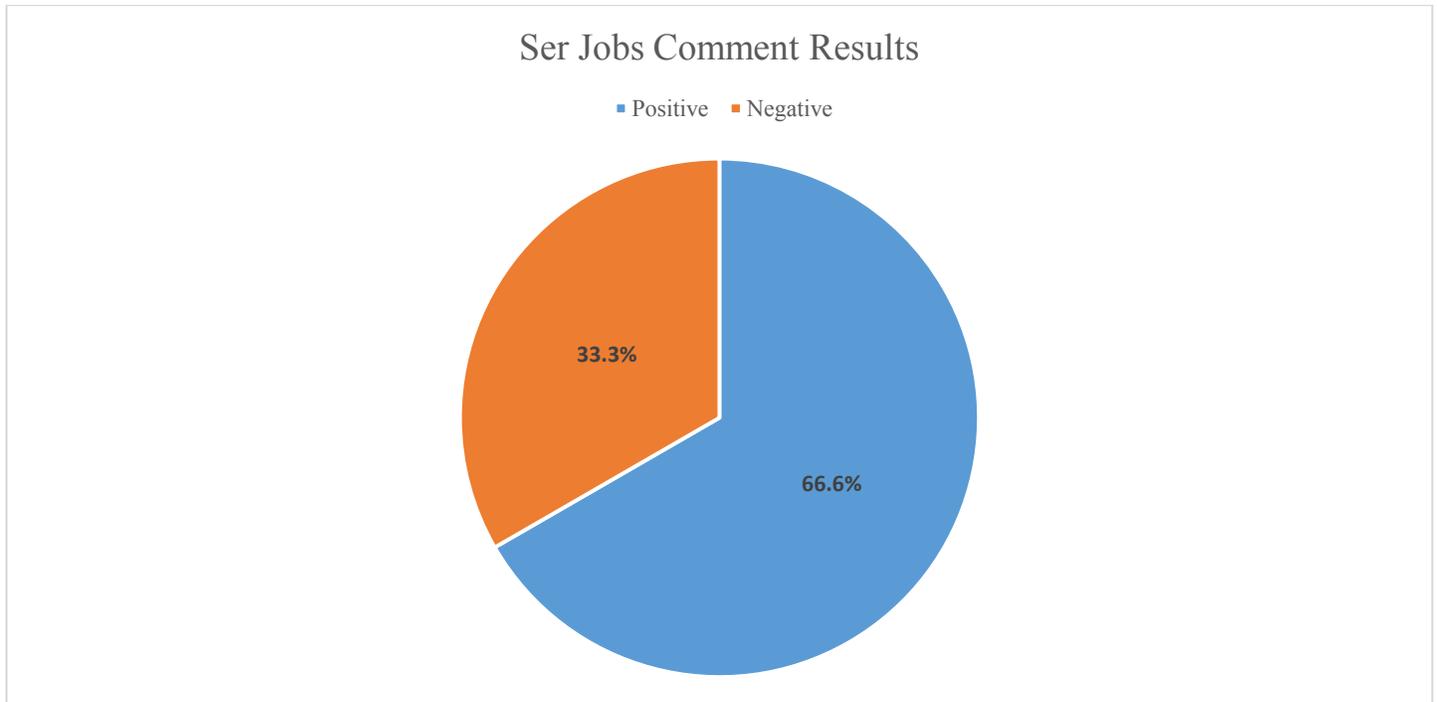
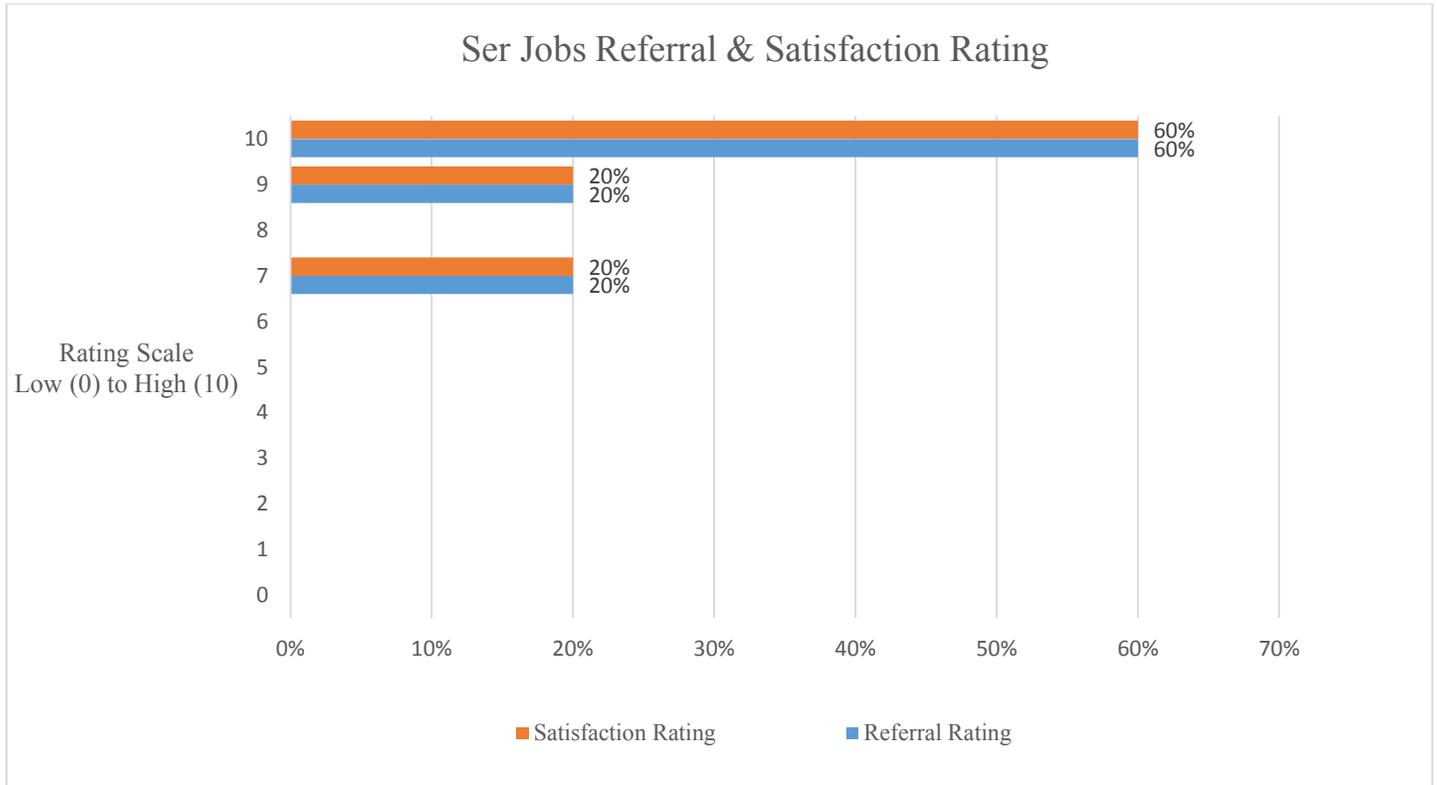
## Arbor E & T:

Response Rate of 1,475 surveys sent is 1.15% (50 completed surveys, 8 of which provided comments).



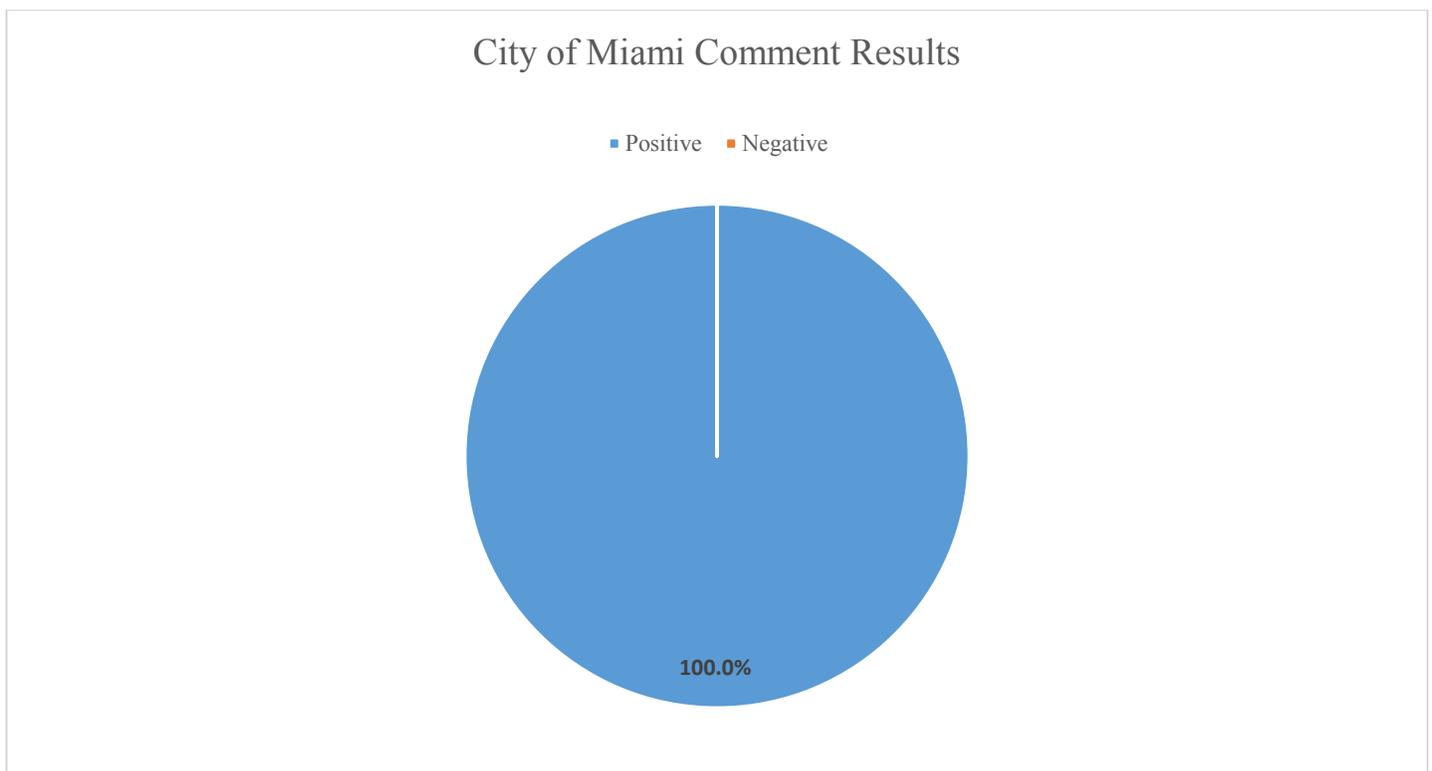
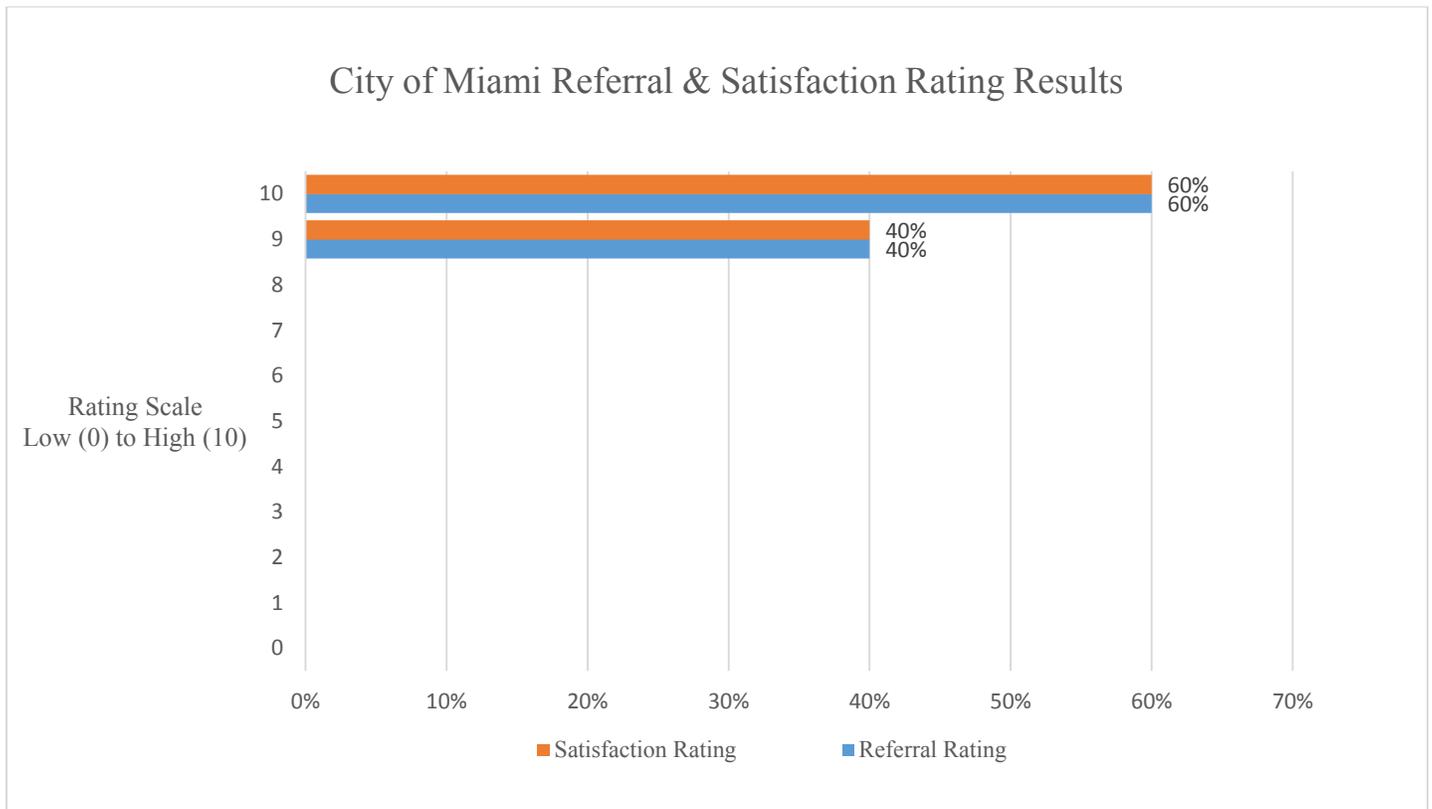
### Ser Jobs:

Response Rate of 528 surveys sent is 0.95% (5 completed surveys, 3 of which provided comments).



**City of Miami:**

Response Rate of 493 surveys sent is 1.01% (5 completed surveys, 2 of which provided comments).





**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 5c

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT & TRAINING PROGRAM

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval to allocate an amount not to exceed \$15,022,250 in Refugee Employment and Training funds.

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Improve employment outcomes**

**BACKGROUND:**

On June 23, 2016, the SFWIB approved the 2016/17 SFWIB fiscal year. The budget included an allocation of \$12,522,250 in Refugee Employment and Training Program (RET) funds. Additionally, on August 18, 2016, the SFWIB approved the renewal of RET Service Providers. The Department of Children and Families (DCF) has confirmed that the SFWIB will receive an additional \$2.5 million dollars in RET funding level for the program year 2016/17.

The Executive Committee recommends to accept the revised funding level and allocate the funds to the existing service providers as set forth in the attachment.

**FUNDING:** Refugee Employment and Training Funds

**PERFORMANCE:** N/A

*ATTACHMENT*

## 2016/17 REFUGEE PROGRAM ALLOCATIONS

Service Providers	2015/16 Budget				2016/17 Budget			
	%	Placement Allocation	Trans.	Total Allocation	Proportionate Allocation	Placement Allocation	Trans.	Total Allocation
Adults Mankind Organization, Inc.	18%	\$ 1,924,024	\$ 21,554	\$ 1,945,578	\$ 2,437,449	\$ 2,437,449	\$ 25,865	\$ 2,463,314
Arbor E & T, LLC	9%	\$ 955,402	\$ 10,703	\$ 966,105	\$ 1,210,351	\$ 1,210,351	\$ 12,843	\$ 1,223,194
Cuban American National Council, Inc.	9%	\$ 936,662	\$ 10,493	\$ 947,155	\$ 1,186,610	\$ 1,186,610	\$ 12,592	\$ 1,199,201
Community Coalition, Inc.	8%	\$ 826,607	\$ 9,260	\$ 835,867	\$ 1,047,186	\$ 1,047,186	\$ 11,112	\$ 1,058,298
Lutheran Services of Florida, Inc.	22%	\$ 2,355,291	\$ 26,385	\$ 2,381,676	\$ 2,983,799	\$ 2,983,799	\$ 31,662	\$ 3,015,461
Miami Beach Latin Chamber of Commerce, Inc.	3%	\$ 335,000	\$ 3,753	\$ 338,753	\$ 424,395	\$ 424,395	\$ 4,503	\$ 428,898
Youth Co-Op, Inc.	32%	\$ 3,378,907	\$ 37,852	\$ 3,416,759	\$ 4,280,566	\$ 4,280,566	\$ 45,423	\$ 4,325,989
<b>Total Provider Costs</b>	<b>100%</b>	<b>\$ 10,711,892</b>	<b>\$ 120,000</b>	<b>\$ 10,831,892</b>	<b>\$ 13,570,355</b>	<b>\$ 13,570,355</b>	<b>\$ 144,000</b>	<b>\$ 13,714,355</b>
Intake Staff		\$ 271,440		\$ 271,440	\$ 279,583	\$ 279,583		\$ 279,583
Transportation		\$ 120,000	\$ (120,000)	\$ -	\$ 144,000	\$ 144,000	\$ (144,000)	\$ -
Training		\$ -		\$ -	\$ -	\$ -		\$ -
Summer Youth		\$ -		\$ -	\$ -	\$ -		\$ -
SFWIB HQ		\$ 1,418,918		\$ 1,418,918	\$ 1,028,312	\$ 1,028,312		\$ 1,028,312
<b>Total</b>		<b>\$12,522,250</b>	<b>\$ -</b>	<b>\$12,522,250</b>	<b>\$ 15,022,250</b>	<b>\$ 15,022,250</b>	<b>\$ -</b>	<b>\$ 15,022,250</b>



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 5d

**AGENDA ITEM SUBJECT:** TECHHIRE INITIATIVE FOR OVERTOWN

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval to allocate an amount not to exceed \$134,100 in Workforce Innovation and Opportunity Act (WIOA) Adult funds for an Overtown TechHire Training initiative (TechHire), as set forth below.

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Close the digital skills gap**

### **BACKGROUND:**

On March 9, 2016, the White House announced Miami-Dade County as one of two “TechHire” communities designated in the State of Florida; representing the only TechHire community in the South Florida. The TechHire initiative is a bold multi-sector initiative and call to action to empower Americans with the skills they need, through universities and community colleges, but also non-traditional approaches such as “coding boot camps”, and high-quality online courses that can rapidly train workers for a well-paying job, often in just a few months.

At its April 21, 2016 meeting the SFWIB approved TechHire training for students in Overtown with the anticipation of the Miami Community Redevelopment Agency approving the remain half of the project. The CRA did not approve the project. The SFWIB, Neighbors and Neighbors Association (NANA), and Florida Vocational Institute (FVI) formed a specialized collaborative partnership to provide training opportunities for the residents of the Southeast Overtown and Park West communities, which creates pathways to economic opportunity and upward mobility through job placement in technology.

The goal of the TechHire Overtown initiative is to train 18 high school students to become entry level professionals in high demand IT careers. Each candidate will be enrolled in four weeks of Work Readiness training prior to attending the four week IT certification portion of the program. A stipend will be provided to each student throughout the training. Upon successful completion, participants will have the opportunity to be employed by four employers focused on hiring the 18 TechHire graduates with a target wage rate of \$15.00 an hour. Partner companies that have committed to the project are:

- CompuCare Systems
- Nerd Support
- Conquest

- OpticalTel

FVI Career Services will work with each graduate to identify employment opportunities with the identified partners. This training and employment opportunity is a unique pathway into employment for the unemployed and underemployed who would traditionally be excluded due to a lack of formal credentials.

The IT Help Desk program is a 12-week course that will utilize courseware and content specifically designed to provide individuals with hands-on basic computer skills. Participants will be provided with the following:

CompTIA A+ Overview - Validates understanding of the most common hardware and software technologies in business and certifies the skills necessary to support complex IT infrastructures

CompTIA Net+ - Validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless devices.

Windows Server Administration Fundamentals- This course helps participants prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of topics such as: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance.

NANA will provide funding for work readiness and stipends. FVI will provide relevant training services. FVI will provide the instruction, computers, courseware, test preparation and review tools, and a test voucher for the A+ and Net+ exams.

**FUNDING:** Workforce Innovation and Opportunity Act (WIOA) Adult

**PERFORMANCE:** The following are the performance outcomes for the Total Project:

Training Participants - 18

Training Completion - 15

Placement - 15

Wage per placement \$15.00

Cost per placement \$8,940

Net Economic Benefit - \$22,260

Net Economic Benefit to the Community - \$333,900

ROI - \$2.48

*ATTACHMENT*

# Creating Career Pathways

## Florida Vocational Institute IT Certification Project



**CareerSource South Florida and local community  
partners**



7757 West Flagler ST, Suite 220 Miami, FL 33144  
Office 305-665-1911  
Email: [info@fvi.edu](mailto:info@fvi.edu) | [www.fvi.edu](http://www.fvi.edu)

**Vision:**

The vision is for CareerSource South Florida and local community organizations to leverage resources to provide TechHire.Miami opportunities for the residents of Overtown. CareerSource is working with partners to bring opportunities created by TechHire to under-resourced communities across Miami-Dade and Monroe counties. This project will serve as a pilot for future projects.

**Career Training Approach:**

The organizations involved in TechHire.Miami in Overtown will work together to identify candidates and assist candidates to enroll in a work readiness training program. Once the candidates have completed the work readiness-training program, they will apply for the IT certification-training program. The work readiness program will be conducted over four weeks and provide core training to ensure the clients receive the skills necessary to ensure career readiness.

**IT Certification Training**

Following the completion and graduation from the career readiness program, FVI will provide contracted IT certification based training. The training will utilize courseware and content specifically designed to provide individuals with technology skills to perform basic PC repair and network troubleshooting. The structure of the training will be hands on and applied learning including IT Industry certification preparation. The format of the learning will focus on helping individuals prepare for and pass industry standard IT certifications while ensuring the student gains the core skills for a career requiring IT knowledge.

The training will take place on-site at a location that is convenient for the participants in Overtown to attend. FVI will provide the instruction, computers, courseware, test preparation and review tools, and a test voucher for the A+ and Net+ exams.

Additionally, local agencies and CareerSource will provide a stipend to students while attending the career readiness and IT certification based training. The stipends will include incentives for test pass accomplishments.

**Career Opportunities:**

All parties will work with local employers to help them leverage local incentives such as On the Job Training incentives to hire the graduates of the program.

## Key Success Factors:

CareerSource South Florida and local agencies will work with FVI to identify, promote and assist in providing the participants for this initiative. FVI will assist in the assessment and interview process to ensure that all participants are positioned for successful attendance and completion of the program.

In summary, we look forward to bringing the vision of TechHire.Miami to a reality for the residents of Overtown.

## Program and Course Information:

### IT Help Desk Program:

- **CompTIA A+** Overview - Validates understanding of the most common hardware and software technologies in business and certifies the skills necessary to support complex IT infrastructures
- **CompTIA Net+** - Validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless devices.
- **Windows Server Administration Fundamentals**- This course helps you prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of these topics: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance.

### Schedule:

- The first four weeks will consist of career readiness training provided through local community organizations.
- The help desk course will run for a total of 12 weeks.
- The training will be conducted from Monday to Friday 9:00AM until 1:00PM.

### Pricing:

Pricing is based on at least 18 participants

- Total training program cost is \$69,300 (18 participants @ \$3,850)
- Total employer incentives is \$64,800 (18 participants earning \$15.00 @240 hours on-the-job-training)
- NANA / Miami-Dade County will provide \$24,840 for the Work Readiness Training (18 participants @ \$1,380 cost per participant)
- NANA / Miami-Dade County will provide \$38,000 in participants Stipends - \$38,000

Total Cost - \$196,940



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6a

**AGENDA ITEM SUBJECT:** FINANCIAL REPORT

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

**BACKGROUND:**

The Finance and Efficiency Council's primary goal is to work to ensure that the Board is in good financial health, its assets are protected, and its resources are used appropriately and accounted for sufficiently. Accordingly, the attached un-audited financial report for the month of August 2016 is being presented for review by the Board members.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6b

**AGENDA ITEM SUBJECT:** AUGUST 2016 AND SEPTEMBER 2016 BANK RECONCILIATION

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

**BACKGROUND:**

The Finance and Efficiency Council's primary goal is to work to ensure that the Board is in good financial health, its assets are protected, and its resources are used appropriately and accounted for sufficiently.

Based on the Internal Control Procedures recommended by the Department of Economic Opportunity of the State of Florida, the Finance Committee, at its April 2, 2009 meeting, requested a monthly cash reconciliation report be provided at every committee meeting. Accordingly, the attached cash reconciliations for the month of August 2016 and September 2016 is being presented for review by the Council members.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**South Florida Workforce Investment Board  
Reconcile Cash Accounts**

**Reconciliation Date: 8/31/16**

**Cash Account: 1102 Cash -General Operating Account**

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	(520,170.66)	
Less Checks/Vouchers Drawn	(5,389,708.20)	330
Plus Deposits		
Checks Voided	5,650.00	3
Deposits	8,211,390.69	44
Plus Other Items	(216.07)	1
Unreconciled Items:		
<b>Ending Book Balance</b>	<u><u>2,306,945.76</u></u>	
Bank Balance	3,989,371.43	
Less Checks/Vouchers Outstanding	(1,682,425.67)	62
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
<b>Reconciled Bank Balance</b>	<u><u>2,306,945.76</u></u>	
<b>Unreconciled difference</b>	<u><u>0.00</u></u>	

Prepared by: Odell J. Ford Jr. 9/9/16  
Odell J. Ford Jr.

Approved by: [Signature] 9/12/16

**South Florida Workforce Investment Board  
Reconcile Cash Accounts**

**Reconciliation Date: 9/30/16  
Cash Account: 1102 Cash -General Operating Account**

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	2,306,945.76	
Less Checks/Vouchers Drawn	(3,384,622.13)	207
Plus Deposits		
Checks Voided	11,490.94	1
Deposits	4,450,795.38	22
Plus Other Items	(109.11)	1
Unreconciled Items:		
<b>Ending Book Balance</b>	<u><u>3,384,500.84</u></u>	
Bank Balance	3,746,017.97	
Less Checks/Vouchers Outstanding	(361,517.13)	56
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
<b>Reconciled Bank Balance</b>	<u><u>3,384,500.84</u></u>	
<b>Unreconciled difference</b>	<u><u>0.00</u></u>	

Prepared by: Odell J. Ford Jr. 10/12/16  
Odell J. Ford Jr.

Approved by: [Signature] 10/13/16



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6c

**AGENDA ITEM SUBJECT:** FISCAL AUDIT UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

**BACKGROUND:**

On December 17, 2015, the South Florida Workforce Investment Board (SFWIB) approved the negotiation of a contract with TCBA Watson Rice, LLP for the performance of an external independent audit of the agency's financial records and reports for Program Year 2015-16. The attached Audit Status Update is being provided for the Committee to review.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6d

**AGENDA ITEM SUBJECT:** ACTIVITY REPORT -- INTERNAL MONITORING RESULTS

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

**BACKGROUND:**

At the request of the SFWIB Audit Committee, SFWIB staff prepared the attached Internal Fiscal Monitoring Activity Reports for Program Year 2016-2017 for the period of July 1, 2016 through September 30, 2016. The report is a summary of the Service Providers monitored, and the findings resulting from the Internal Fiscal Monitoring activities.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

CareerSource South Florida (CSSF) Board of Directors Meeting October 20, 2016  
Office of Continuous Improvement (OCI) Fiscal Unit  
Fiscal Monitoring Activity Report from July 1, 2016 to September 30, 2016  
Program Year 2016-2017

Service Provider	Programs	Contracts Amount	Disallowed Costs	Deficiencies	Repeat Findings	Plan of Corrective Actions (POCA) Received
<b>FINANCIAL MONITORING</b>						
<b>Arbor E &amp; T, LLC.</b>	Career Centers	\$3,505,536	\$ 263.11	Client not registered in the Employ Florida Marketplace (EFM) database.	No	POCA accepted
	Refugee	\$ 966,106	None	The Cost Allocation Plan (CAP) was not developed in conformity with requirements	Yes	
				Credit card and PCard transactions misclassified, incorrectly allocated and erroneously recorded in the general ledger.	Yes	
				Expenditures for home office expenses not properly explained in budget narratives.	No	
				Vendor payments not remitted timely.	No	
				Personnel files incomplete.	Yes	
				Required reporting not completed and uploaded to CSSF's Intranet	No	
<b>City of Miami</b>	Career Centers	\$1,377,320	None	Numerous discrepancies between the individual attendance leave, the personal activity reports and the payroll	Yes	POCA accepted
	Employ Miami-Dade	\$ 150,000	None	The accounting system does not currently have a general ledge account set up to record unallowable costs.	No	
				Sampled payments were not remitted to vendors in a timely manner.	No	
				Level 2 background screenings for new employees, volunteers and subcontractors were not submitted to CSSF as required.	No	
<b>Community Coalition, Inc.</b>	Out of School Youth	\$ 595,620	\$ 81.66	Insufficient segregation of duties.	No	POCA is not due yet
	Refugee	\$ 835,867	None	Bank reconciliations not signed and dated by the preparer.	No	
				Issuing checks not in number sequence	Yes	
				Expenditures incorrectly allocated and recorded.	Yes	
				Payments to vendors were not remitted in a timely manner	Yes	
				Bank charges for non-sufficient funds, which are unallowable.	No	
				Not adequately monitoring budget variances	No	
				Weekly time sheets, personnel activity reports, and the payroll registers did not agree.	Yes	
				Personnel files were incomplete or missing required documentation .	No	
				Required reports not timely upload to CSSF's Intranet .	No	
				Electronic records being backed up inconsistently.	No	
				Level 2 background screenings for new employees, volunteers and subcontractors were not submitted to CSSF as required.	Yes	
				The Financial Closeout Package was not submitted timely	No	
<b>Cuban American National Council,</b>	In-School Youth	\$ 290,976		Expenditures were incorrectly allocated, misclassified, and recorded in the general ledger.	Yes	POCA is not due yet
Report issued on 9/29/16	Out of School Youth	\$ 568,861		Sampled payments were not remitted to vendors in a timely manner.	Yes	
	Refugee	\$ 947,155		Required reports not timely upload to CSSF's Intranet .	No	
				Board meeting minutes not prepared (executive, audit, finance, strategic, governance, nominating and polices and programs)	No	
<b>OFFICE OF MANAGEMENT AND BUDGET (OMB) A-133 REVIEWS</b>						
<b>Final Management Decision Letters were issued for:</b> Adults Mankind Organization, Inc., City of Miami, Community Coalition, Inc., Greater Miami Services Corporation, KRA Corporation and Florida Memorial University.						
<b>PLAN OF CORRECTIVE ACTIONS (POCA) REVIEWED DURING THIS REPORTING PERIOD</b>						
<b>Plan of Corrective Actions (POCAs) were reviewed for:</b> Miami Beach Latin Chamber of Commerce, Inc., Ser Jobs for Progress, Inc, Miami Beach Latin Chamber of Commerce, Inc., Youth Co-Op, Inc., City of Miami and Arbor E & T, LLC.						



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6e

**AGENDA ITEM SUBJECT:** ALLOCATION OF FUNDS FOR TRANSPORTATION AND SUPPORT SERVICES TO TRANSITIONS INC.

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Finance and Efficiency Council recommends to the Board the approval to allocate \$13,000 in Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker funds to Transitions, Inc. for transportation and support services, as set forth below.

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

On June 23, 2016 the SFWIB approved the SFWIB Budget and the corresponding Provider allocations for the contract year 2016-2017. Subsequent to the budget approval, Transitions, Inc. requested an allocation of \$8,000 for supportive services and \$5,000 for transportation passes.

Currently, Transitions, Inc. has participants enrolled at Miami Dade College in the Training for Manufactured Construction (TRAMCON) program. Transitions, Inc. is requesting \$13,000 in supportive services funding for registration, books, fees, and transportation to complement the training for the participants.

The Finance and Efficiency Council recommends to the Board to re-allocate \$13,000 in set-aside funds to Transitions, Inc. for the requested supportive services.

**FUNDING:** Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Funds

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6f

**AGENDA ITEM SUBJECT:** EMPLOYEE MIAMI DADE INITIATIVE

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Finance and Efficiency Council recommends to the Board the approval to allocate an amount not to exceed \$350,000 dollars to the City of Miami for the Employ Miami-Dade Project, as set forth below.

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

**STRATEGIC PROJECT:** **Expand Career exploration pathway programs**

### **BACKGROUND:**

On December 14, 2014, the Honorable Mayor Carlos Gimenez launched the Employ Miami Dade (EMD) Project to provide training and employment opportunities for Miami-Dade County residents. The intent of this initiative is to strengthen the economic development of the community by educating and providing employment to unemployed residents. Employ Miami-Dade focuses on the targeted industry sectors of the One Community One Goal strategic plan.

Mayor Gimenez has partnered with the business community, CareerSource South Florida (CSSF), Neighbors and Neighbors Association, Associated Builders and Contractors – Florida East Coast Chapter, Circle of Brotherhood, and others to leverage resources in addressing unemployment in areas throughout Miami Dade County that need assistance by offering skills and work readiness training.

The role of the SFWIB is to coordinate EMD service delivery with its partners and enroll all eligible Miami Dade County residents through the CSSF center operated by the City of Miami. CSSF center staff will conduct assessments, provide case management, and refer participants to work readiness, skills training and job placement.

The Finance and Efficiency Council recommends to the Board the approval to allocate to \$200,000 for training services and \$150,000 in programmatic and administrative funds to the City of Miami.

**FUNDING:** Workforce Innovation and Opportunity (WIOA) Adult and Dislocated Worker, Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP)

**PERFORMANCE:**

Number of Served - 170

Number of Placed into Jobs - 144

Cost Per Placement - 2,063

Average Wage - \$9.72

Net Economic Benefit - \$18,154.60

Return-On-Investment - \$8.80

Economic Impact - \$2.61 million dollars in salaries generated

*NO ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 6g

**AGENDA ITEM SUBJECT:** ACCEPTANCE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) FUNDS

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Finance and Efficiency Council recommends to the Board the approval to accept \$22,392 in Welfare Transitions program funds, as set forth below

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Emphasize work-based learning and training**

**BACKGROUND:**

On August 24, 2016 the SFWIB received a Notice of Funds Availability from the Department of Economic Opportunity (DEO) of the State of Florida for a total award of \$22,392.27 in Welfare Transition program funds.

Use of these funds must follow all applicable U.S. Department of Health and Human Services (USDHHS) laws, rules and regulations and must be consistent with the Program Year 2016 Annual Funding Agreement between the USDHHS and DEO.

**FUNDING:** Temporary Assistance for Needy Families (TANF)

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 7a

**AGENDA ITEM SUBJECT:** CAREER PATHWAYS REENTRY TRAINING PROGRAM

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Global Talent Competitive Council recommends to the Board the approval to allocate up to \$250,000 in Workforce Investment and Opportunity Act (WIOA) Adult Training Funds to Florida Keys Community College for a Career Pathways Reentry Training, as set forth below.

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Expand Career exploration pathway programs**

### **BACKGROUND:**

The Hospitality and Tourism industry continues to be faced with entry level labor and skills readiness shortages. In an effort to address this deficiency, providing access to workforce and employability skills training to individuals reentering the community is critical. This will not only help improve the economy and close the skills gap, but will greatly impact the lives of individuals facing challenges in the region.

The Career Pathways Reentry Training (CPRT) program will provide qualified individuals currently serving in the Jail In-house (Drug Offender Rehabilitation) Program, Monroe County Drug Offender Probation program, and the Monroe County Drug Court Program with an alternative to criminal activities by offering support and education through retraining.

Participants will explore the hospitality and tourism fields and examine the various postsecondary options and careers available to them. The CPRT is a collaborative partnership between the South Florida Workforce Investment Board (SFWIB), Florida Keys Community College (FKCC), and the Florida Department of Corrections (FDC), that will assist program participants in entering or returning to the workforce. The SFWIB will provide training and training related funding; FKCC will provide relevant training services; and the FDC will refer applicants for eligibility determination.

The CPRT consists of 40 hours of instruction for each of the two training tracks – Maintenance and Restaurant. The program will provide targeted training for up to 178 participants that is portable, stackable and culminates in industry-recognized certifications. Upon successful completion, participants will receive practical experience in hospitality positions, a Certified Guest Service Professional Certificate from the American Hotel and Lodging Association, and an interview to be placed in an internship with the local hospitality industry.

The only proven method of combating recidivism is to end the cycle of criminal behavior. The goal of the CPRT is to work closely with local businesses and community leaders to break the stigma that frequently acts as a barrier to those with a criminal record seeking employment. The SFWIB partnered with FKCC on this initiative in program year 2015-2016 with ten in-house participants; two of which have no reported outcomes. However, four of the remaining eight are currently working with career advisors to be placed while awaiting release and the remaining four are currently employed full-time with salaries ranging from \$8 to \$10 dollars per hour.

In the following procurement process of Miami-Dade County Administrative Order No. 3-38, it is recommended that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of SFWIB. A Two-Thirds (2/3) vote of a quorum present is required to waive the competitive procurement process and award Florida Keys Community College, an allocation not to exceed \$250,000 in WIOA Adult Training Funds to train ex-offenders in the hospitality industry.

**FUNDING:** Workforce Innovation and Opportunity Act (WIOA) Adult

**PERFORMANCE:**

Number of Participants to be trained: Minimum 150 up to 378

Number of Cohorts: 10

Number Placed in Jobs: minimum 105 up to 264

Cost per Participant:

- \$694.00 per student for Guest Services and Maintenance Employee
- \$627.00 per student for Guest Services and Restaurant Server

Return on Investment: 19.37

**CURRENT PERFORMANCE:**

Number of Participants trained: 10

Number of Cohorts: 1

Cost per Participant: - \$627.00 per student for Guest Services and Restaurant Server

Return-On-Investment: \$9.23 (4 of 10 Placements)

Projected Return on Investment: \$19.46 (8 of 10 Placements)

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 7b

**AGENDA ITEM SUBJECT:** TAKE STOCK IN CHILDREN SCHOLARSHIP PROGRAM

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the Board the approval to allocate an amount not to exceed \$175,000 in Temporary Assistance for Needy Families (TANF) funds to Take Stock in Children, Inc. (TSIC), to support the programmatic and administrative costs of managing the Take Stock in Children Scholarship Program, as set forth below.

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

**STRATEGIC PROJECT:** **Maximizing collaborative partnerships**

### **BACKGROUND:**

At the February 18, 2016 Board meeting, the South Florida Workforce Investment Board (SFWIB) approved the allocation amount not to exceed \$500,000 in Temporary Assistance to Needy Families (TANF) funds to purchase Take Stock in Children Scholarships.

In addition, at its most recent meeting on June 23, 2016, the SFWIB approved an allocation in an amount not to exceed \$1,058,098 in TANF funds to purchase 2+2 Florida College Plan scholarships. However, the aforementioned allocations did not include the administrative costs for the program.

The Take Stock in Children (TSIC) Scholarship Program works with economically disadvantaged youth and their families. The program's main mission is to keep youth in school and offer scholarships to those who successfully complete high school.

The scholarship program was previously managed by Miami-Dade College; however, TSIC, Inc. currently serves as the administrator and fiscal agent, and will continue in that capacity on behalf of four other organizations. Each participating organization is responsible for program implementation and case management, as well as, educational, social, and mentoring services to youth who are classified as at-risk and not likely to enroll in a post-secondary institution. In order to ensure the multiple services offered by each organization and TSIC, Inc. are received, youth participate in dual activities with the respective organizations.

In following the procurement process of Miami-Dade County, Administrative Order No.: 3-38, it is recommended that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interests of SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award an allocation not to exceed \$175,000 in TANF funding to TSIC, Inc. for the programmatic and administrative cost of the Take Stock Children Scholarship Program.

**FUNDING:** Temporary Assistance for Needy Families (TANF)

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8a

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Improve employment outcomes**

### **BACKGROUND:**

For Program Year (PY) 2015-16, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 9,165 refugee job seekers into employment from October 1, 2015 through September 30, 2016, as compared to 10,365 for the same period in the previous PY. This is an overall placement decrease of 11.8 percent.

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

- 31,153 refugee job seekers enrolled in the RET Program
- 7,663 refugees are still working after 90 days of hire
- 8,137 refugees are still working after 180 days of hire
- 4,054 refugees are receiving health benefits through the employer

Through the efforts of the Performance Improvement Team (PIT), the RET Program Contractors and SFWIB staff continues to work diligently to enhance the quality of services offered to refugee job seekers and overall performance improvement.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8b

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

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

**STRATEGIC PROJECT:** **Improve employment outcomes**

**BACKGROUND:**

The Refugee Employment and Training (RET) Balanced Scorecard Report measures the performance of RET Service Contractors. The report for Program Year (PY) 2015-16, is from October 1, 2015 through September 30, 2016.

The RET Services Contractors Balanced Scorecard Performance Summary, for the same period, shows that four of seven Contractors have either met or exceeded 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 -September 30, 2016

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>5</b>	<b>8</b>	<b>63%</b>
<b>Arbor E &amp; T, LLC</b>	<b>6</b>	<b>8</b>	<b>75%</b>
<b>Cuban American National Council, Inc.</b>	<b>6</b>	<b>8</b>	<b>75%</b>
<b>Community Coalition, Inc.</b>	<b>5</b>	<b>8</b>	<b>63%</b>
<b>Lutheran Services of Florida, Inc.</b>	<b>6</b>	<b>8</b>	<b>75%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>8</b>	<b>8</b>	<b>100%</b>
<b>Youth Co-Op, Inc.</b>	<b>5</b>	<b>8</b>	<b>63%</b>
<b>Region</b>	<b>5</b>	<b>8</b>	<b>63%</b>

*\* 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 9/30/2016

## Regional

Regional			
	Measure	Region	
1	Entered Employment Rate	20.38%	↑
2	Entered Employment Rate LTY	18.102%	↑
3	Employed on the 90th Day	83.614%	↓
4	Employed on the 180th Day	88.776%	↓
5	Health Benefits	44.227%	↓
6	Placements (YTD)	9,165	
7	Intakes (YTD)	31,153	
8	EFM Placements (YTD)	73.912%	↓

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	22.28%	↑
2	Entered Employment Rate LTY		19.607%	↑
3	Employed on the 90th Day	83.614%	93.994%	↓
4	Employed on the 180th Day	88.776%	96.174%	↑
5	Health Benefits	44.227%	51.531%	↓
6	Placements (YTD)	9,165	1,672	
7	Intakes (YTD)	31,153	4,006	
8	EFM Placements (YTD)		78.261%	↑

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## Arbor E&T, LLC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	24.873%	↑
2	Entered Employment Rate LTY		23.094%	↑
3	Employed on the 90th Day	83.614%	87.196%	↓
4	Employed on the 180th Day	88.776%	91.857%	↑
5	Health Benefits	44.227%	42.326%	↑
6	Placements (YTD)	9,165	874	
7	Intakes (YTD)	31,153	4,584	
8	EFM Placements (YTD)		90.00%	↑

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	18.098%	↑
2	Entered Employment Rate LTY		16.801%	↑
3	Employed on the 90th Day	83.614%	84.233%	↓
4	Employed on the 180th Day	88.776%	94.186%	↓
5	Health Benefits	44.227%	45.176%	↓
6	Placements (YTD)	9,165	906	
7	Intakes (YTD)	31,153	3,141	
8	EFM Placements (YTD)		90.141%	↓

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	16.764%	↑
2	Entered Employment Rate LTY		13.933%	↑
3	Employed on the 90th Day	83.614%	78.866%	↓
4	Employed on the 180th Day	88.776%	82.645%	↓
5	Health Benefits	44.227%	39.481%	↑
6	Placements (YTD)	9,165	737	
7	Intakes (YTD)	31,153	2,370	
8	EFM Placements (YTD)		83.333%	↓

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	19.941%	↑
2	Entered Employment Rate LTY		18.842%	↑
3	Employed on the 90th Day	83.614%	85.354%	↓
4	Employed on the 180th Day	88.776%	88.971%	↑
5	Health Benefits	44.227%	41.976%	↑
6	Placements (YTD)	9,165	1,971	
7	Intakes (YTD)	31,153	6,636	
8	EFM Placements (YTD)		85.03%	↑

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	35.278%	↑
2	Entered Employment Rate LTY		30.956%	↑
3	Employed on the 90th Day	83.614%	82.915%	↑
4	Employed on the 180th Day	88.776%	89.474%	↓
5	Health Benefits	44.227%	66.038%	↓
6	Placements (YTD)	9,165	279	
7	Intakes (YTD)	31,153	583	
8	EFM Placements (YTD)		80.952%	↓

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2015 To 9/30/2016

## Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.38%	18.939%	↑
2	Entered Employment Rate LTY		15.943%	↑
3	Employed on the 90th Day	83.614%	76.87%	↓
4	Employed on the 180th Day	88.776%	83.738%	↓
5	Health Benefits	44.227%	40.948%	↓
6	Placements (YTD)	9,165	2,726	
7	Intakes (YTD)	31,153	9,817	
8	EFM Placements (YTD)		78.68%	↑



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8c

**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 measures the performance of the region's Service Partners. The report for Program Year (PY) 2016-17, is from July 1, 2016 through October 11, 2016.

The PY 2016-17 Balanced Scorecard Performance Summary for the same period indicates 10 of the 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, for the period of July 1, 2016 through October 11, 2016, shows the Region had a total of 16,417 job placements; which is 97.9 percent of the minimum standard and 90.5 percent of the maximum standard.

- Five of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standard
- Five of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

<b>WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY</b>				
<b>Balanced Scorecard PY '16-'17 (July 1, 2016 through Oct 11, 2016) *</b>				
<b>A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures</b>				
<b>Workforce Services Contractors</b>	<b>Workforce Services Locations</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Arbor E &amp; T, LLC</b>	<b>Hialeah Downtown Career Center</b>	15	18	<b>83.3%</b>
	<b>Carol City Career Center</b>	13	18	<b>72.2%</b>
	<b>Miami Beach Career Center</b>	12	18	<b>66.7%</b>
	<b>Opa-Locka Career Center</b>	8	18	<b>44.4%</b>
<b>City of Miami</b>	<b>City of Miami Career Center</b>	11	18	<b>61.1%</b>
<b>Ser Jobs for Progress, Inc.</b>	<b>North Miami Beach Career Center</b>	12	18	<b>66.7%</b>
<b>Transition, Inc.</b>	<b>Transition ** Offender Service Center</b>	7	16	<b>43.8%</b>
<b>Youth Co-Op, Inc.</b>	<b>Florida Keys Career Center</b>	12	18	<b>66.7%</b>
	<b>Homestead Career Center</b>	12	18	<b>66.7%</b>
	<b>Little Havana Career Center</b>	12	18	<b>66.7%</b>
	<b>Northside Career Center</b>	10	15	<b>66.7%</b>
	<b>Perrine Career Center</b>	15	18	<b>83.3%</b>
	<b>South Miami Career Center</b>	8	15	<b>53.3%</b>
	<b>West Dade Career Center</b>	11	18	<b>61.1%</b>
<b>Region</b>	<b>All</b>	13	18	<b>72.2%</b>

\* Draft

\*\* Transition Inc. doesn't have 2 CAP and 1 SNAP for a total of 16 performance measures.

\*\*\* The SNAP EER is not calculated as the program is currently under review.

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

## Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	94.286%
3	Training Completion Placement Rate	70%	96.97%
4	Training Related Placements	70%	100.00%
5	Job Openings Index	2,698	9,605
6	WP Entered Employment Rate	55%	58.307%
7	WIA Adult & Dislocated Worker EER	93%	99.905%
8	CAP Entered Employment Rate	38%	41.143%
9	CAP Participation Rate	55%	44.908%
10	Short-Term Veterans EER	51%	54.396%
11	SNAP EER	30%	27.66%
12	Number of Training Enrollments	638	553
13	Employment (Obtained and Direct)	18,138	16,417
14	Employment Average Wage	\$13.87	\$10.56
15	Employers Served	5,416	9,469
16	Employer Services (Level 1)	2,632	4,715
Economic Impact			
17	Cost Per Placement	\$576.61	\$356.84
18	Net Economic Benefit	\$27,452.54	\$21,612.75
19	Return on the Investment	\$43.75	\$60.71

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>72.2%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.627%	100.00%	8.399%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	231	9,605	775
6	WP Entered Employment Rate	55%	58.307%	74.398%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	50.898%
9	CAP Participation Rate	55%	44.908%	52.991%
10	Short-Term Veterans EER	51%	54.396%	47.619%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	50	553	70
13	Employment (Obtained and Direct)	1,680	16,417	1,627
14	Employment Average Wage	\$13.87	\$10.56	\$10.35
15	Employers Served	464	9,469	753
16	Employer Services (Level 1)	225	4,715	313
Economic Impact				
17	Cost Per Placement	\$524.91	\$356.84	\$350.14
18	Net Economic Benefit	\$27,494.27	\$21,612.75	\$21,185.97
19	Return on the Investment	\$46.94	\$60.71	\$60.51

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>72.2%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.15%	100.00%	7.889%
2	Training Completion Rate	70%	94.286%	75.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	244	9,605	1,773
6	WP Entered Employment Rate	55%	58.307%	73.114%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	49.438%
9	CAP Participation Rate	55%	44.908%	62.048%
10	Short-Term Veterans EER	51%	54.396%	71.429%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	44	553	42
13	Employment (Obtained and Direct)	1,354	16,417	1,428
14	Employment Average Wage	\$13.87	\$10.56	\$10.30
15	Employers Served	491	9,469	843
16	Employer Services (Level 1)	239	4,715	369
Economic Impact				
17	Cost Per Placement	\$530.62	\$356.84	\$379.12
18	Net Economic Benefit	\$27,493.47	\$21,612.75	\$21,041.55
19	Return on the Investment	\$46.87	\$60.71	\$55.50

<b>Number of Performance Measures Met</b>	<b>15</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>83.3%</b>

ND = No Data

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Last Run Date: 10/11/2016 9:15:02 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.599%	100.00%	5.324%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	161	9,605	505
6	WP Entered Employment Rate	55%	58.307%	38.779%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	61.538%
9	CAP Participation Rate	55%	44.908%	34.091%
10	Short-Term Veterans EER	51%	54.396%	56.25%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	17	553	15
13	Employment (Obtained and Direct)	574	16,417	466
14	Employment Average Wage	\$13.87	\$10.56	\$10.43
15	Employers Served	323	9,469	431
16	Employer Services (Level 1)	157	4,715	183
Economic Impact				
17	Cost Per Placement	\$530.60	\$356.84	\$437.52
18	Net Economic Benefit	\$27,486.82	\$21,612.75	\$21,258.34
19	Return on the Investment	\$46.34	\$60.71	\$48.59

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.038%	100.00%	2.023%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	126	9,605	258
6	WP Entered Employment Rate	55%	58.307%	46.324%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	32.258%
9	CAP Participation Rate	55%	44.908%	34.234%
10	Short-Term Veterans EER	51%	54.396%	27.273%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	14	553	20
13	Employment (Obtained and Direct)	450	16,417	330
14	Employment Average Wage	\$13.87	\$10.56	\$10.75
15	Employers Served	254	9,469	240
16	Employer Services (Level 1)	123	4,715	190
Economic Impact				
17	Cost Per Placement	\$522.08	\$356.84	\$468.48
18	Net Economic Benefit	\$27,493.27	\$21,612.75	\$21,893.18
19	Return on the Investment	\$46.86	\$60.71	\$46.73

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>44.4%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.714%	100.00%	8.536%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	193	9,605	343
6	WP Entered Employment Rate	55%	58.307%	67.948%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	30.693%
9	CAP Participation Rate	55%	44.908%	32.558%
10	Short-Term Veterans EER	51%	54.396%	80.00%
11	SNAP EER	30%	27.66%	0.00%
12	Number of Training Enrollments	37	553	105
13	Employment (Obtained and Direct)	1,260	16,417	1,072
14	Employment Average Wage	\$13.87	\$10.56	\$10.52
15	Employers Served	387	9,469	559
16	Employer Services (Level 1)	188	4,715	338
Economic Impact				
17	Cost Per Placement	\$525.97	\$356.84	\$805.01
18	Net Economic Benefit	\$27,498.01	\$21,612.75	\$21,081.37
19	Return on the Investment	\$47.25	\$60.71	\$26.19

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>61.1%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

SER-Jobs For Progress, Inc.

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	8.909%	100.00%	7.501%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	282	9,605	1,076
6	WP Entered Employment Rate	55%	58.307%	61.494%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	33.663%
9	CAP Participation Rate	55%	44.908%	39.444%
10	Short-Term Veterans EER	51%	54.396%	60.526%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	60	553	27
13	Employment (Obtained and Direct)	1,960	16,417	2,234
14	Employment Average Wage	\$13.87	\$10.56	\$11.11
15	Employers Served	566	9,469	1,272
16	Employer Services (Level 1)	275	4,715	618
Economic Impact				
17	Cost Per Placement	\$525.97	\$356.84	\$208.41
18	Net Economic Benefit	\$27,496.00	\$21,612.75	\$22,890.62
19	Return on the Investment	\$47.08	\$60.71	\$109.84

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.435%	100.00%	5.518%
2	Training Completion Rate	70%	94.286%	0.00%
3	Training Completion Placement Rate	70%	96.97%	0.00%
4	Training Related Placements	70%	100.00%	0.00%
5	Job Openings Index	19	9,605	167
6	WP Entered Employment Rate	55%	58.307%	71.525%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	50.00%
8	CAP Entered Employment Rate	38%	41.143%	16.667%
9	CAP Participation Rate	55%	44.908%	0.00%
10	Short-Term Veterans EER	51%	54.396%	75.00%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	34	553	25
13	Employment (Obtained and Direct)	264	16,417	211
14	Employment Average Wage	\$13.87	\$10.56	\$9.45
15	Employers Served	37	9,469	91
16	Employer Services (Level 1)	19	4,715	4
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$356.84	\$964.80
18	Net Economic Benefit	\$25,681.80	\$21,612.75	\$18,685.17
19	Return on the Investment	\$10.71	\$60.71	\$19.37

<b>Number of Performance Measures Met</b>	<b>7</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>43.8%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.675%	100.00%	2.112%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	50.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	53	9,605	243
6	WP Entered Employment Rate	55%	58.307%	55.594%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	58.333%
9	CAP Participation Rate	55%	44.908%	62.50%
10	Short-Term Veterans EER	51%	54.396%	54.545%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	67	553	5
13	Employment (Obtained and Direct)	514	16,417	387
14	Employment Average Wage	\$13.87	\$10.56	\$11.94
15	Employers Served	105	9,469	254
16	Employer Services (Level 1)	51	4,715	60
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$356.84	\$1,017.47
18	Net Economic Benefit	\$26,111.12	\$21,612.75	\$23,823.34
19	Return on the Investment	\$13.26	\$60.71	\$23.41

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.604%	100.00%	4.887%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	183	9,605	228
6	WP Entered Employment Rate	55%	58.307%	76.373%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	57.639%
9	CAP Participation Rate	55%	44.908%	51.584%
10	Short-Term Veterans EER	51%	54.396%	47.619%
11	SNAP EER	30%	27.66%	62.50%
12	Number of Training Enrollments	44	553	40
13	Employment (Obtained and Direct)	1,454	16,417	1,233
14	Employment Average Wage	\$13.87	\$10.56	\$10.64
15	Employers Served	367	9,469	419
16	Employer Services (Level 1)	179	4,715	180
Economic Impact				
17	Cost Per Placement	\$528.87	\$356.84	\$390.48
18	Net Economic Benefit	\$27,493.38	\$21,612.75	\$21,741.76
19	Return on the Investment	\$46.87	\$60.71	\$55.68

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.512%	100.00%	9.475%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	235	9,605	1,816
6	WP Entered Employment Rate	55%	58.307%	62.972%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	40.26%
9	CAP Participation Rate	55%	44.908%	51.773%
10	Short-Term Veterans EER	51%	54.396%	50.00%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	54	553	46
13	Employment (Obtained and Direct)	1,654	16,417	1,408
14	Employment Average Wage	\$13.87	\$10.56	\$9.76
15	Employers Served	473	9,469	1,301
16	Employer Services (Level 1)	230	4,715	487
Economic Impact				
17	Cost Per Placement	\$533.69	\$356.84	\$265.15
18	Net Economic Benefit	\$27,493.23	\$21,612.75	\$20,043.55
19	Return on the Investment	\$46.86	\$60.71	\$75.59

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.354%	100.00%	10.551%
2	Training Completion Rate	70%	94.286%	ND
3	Training Completion Placement Rate	70%	96.97%	ND
4	Training Related Placements	70%	100.00%	ND
5	Job Openings Index	359	9,605	623
6	WP Entered Employment Rate	55%	58.307%	58.289%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	36.022%
9	CAP Participation Rate	55%	44.908%	50.202%
10	Short-Term Veterans EER	51%	54.396%	54.545%
11	SNAP EER	30%	27.66%	100.00%
12	Number of Training Enrollments	64	553	63
13	Employment (Obtained and Direct)	2,060	16,417	1,576
14	Employment Average Wage	\$13.87	\$10.56	\$9.63
15	Employers Served	720	9,469	796
16	Employer Services (Level 1)	350	4,715	390
Economic Impact				
17	Cost Per Placement	\$526.51	\$356.84	\$266.66
18	Net Economic Benefit	\$27,494.27	\$21,612.75	\$19,766.24
19	Return on the Investment	\$46.94	\$60.71	\$74.13

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>15</b>
<b>Percent of Performance Measures Met</b>	<b>66.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.292%	100.00%	12.938%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	240	9,605	606
6	WP Entered Employment Rate	55%	58.307%	64.722%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	48.951%
9	CAP Participation Rate	55%	44.908%	58.59%
10	Short-Term Veterans EER	51%	54.396%	70.37%
11	SNAP EER	30%	27.66%	0.00%
12	Number of Training Enrollments	60	553	68
13	Employment (Obtained and Direct)	2,047	16,417	1,771
14	Employment Average Wage	\$13.87	\$10.56	\$10.70
15	Employers Served	482	9,469	742
16	Employer Services (Level 1)	234	4,715	400
Economic Impact				
17	Cost Per Placement	\$525.91	\$356.84	\$281.86
18	Net Economic Benefit	\$27,496.36	\$21,612.75	\$21,965.41
19	Return on the Investment	\$47.11	\$60.71	\$77.93

<b>Number of Performance Measures Met</b>	<b>15</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>83.3%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.86%	100.00%	2.832%
2	Training Completion Rate	70%	94.286%	ND
3	Training Completion Placement Rate	70%	96.97%	ND
4	Training Related Placements	70%	100.00%	ND
5	Job Openings Index	52	9,605	248
6	WP Entered Employment Rate	55%	58.307%	35.879%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	30.769%
9	CAP Participation Rate	55%	44.908%	15.625%
10	Short-Term Veterans EER	51%	54.396%	22.222%
11	SNAP EER	30%	27.66%	ND
12	Number of Training Enrollments	13	553	3
13	Employment (Obtained and Direct)	410	16,417	438
14	Employment Average Wage	\$13.87	\$10.56	\$9.50
15	Employers Served	104	9,469	464
16	Employer Services (Level 1)	50	4,715	283
Economic Impact				
17	Cost Per Placement	\$529.64	\$356.84	\$226.41
18	Net Economic Benefit	\$27,483.59	\$21,612.75	\$19,538.16
19	Return on the Investment	\$46.08	\$60.71	\$86.29

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>15</b>
<b>Percent of Performance Measures Met</b>	<b>53.3%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 10/11/2016

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.161%	100.00%	11.757%
2	Training Completion Rate	70%	94.286%	100.00%
3	Training Completion Placement Rate	70%	96.97%	100.00%
4	Training Related Placements	70%	100.00%	100.00%
5	Job Openings Index	320	9,605	944
6	WP Entered Employment Rate	55%	58.307%	53.189%
7	WIA Adult & Dislocated Worker EER	93%	99.905%	100.00%
8	CAP Entered Employment Rate	38%	41.143%	36.207%
9	CAP Participation Rate	55%	44.908%	52.381%
10	Short-Term Veterans EER	51%	54.396%	52.727%
11	SNAP EER	30%	27.66%	0.00%
12	Number of Training Enrollments	80	553	24
13	Employment (Obtained and Direct)	2,457	16,417	2,236
14	Employment Average Wage	\$13.87	\$10.56	\$11.81
15	Employers Served	643	9,469	1,303
16	Employer Services (Level 1)	312	4,715	900
Economic Impact				
17	Cost Per Placement	\$535.26	\$356.84	\$269.65
18	Net Economic Benefit	\$27,493.71	\$21,612.75	\$24,302.22
19	Return on the Investment	\$46.89	\$60.71	\$90.13

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>61.1%</b>



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8d

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

The Florida Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the state's 24 Regional Workforce Boards, reveal the following 2016-17 Program Year (PY) performance statistics for the Region during the period of July 1, 2016 through August 30, 2016:

- 9,548 job seekers placed into jobs exited the system as compared to 8,236 for the same period during the previous PY. This is a 15.9 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 60.2 percent and is ranked 4<sup>th</sup>.
- The Veterans Program EER is 77.1 percent and is ranked 2<sup>nd</sup>.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 44.9 percent and is ranked 7<sup>th</sup>.
- The CAP / WT Program EER is 72.7 percent and is ranked 14<sup>th</sup>.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 23,171 job seekers into jobs for PY 2016-2017 from July through September as compared to 20,625 for the same period in PY 2015-2016. This is a 12.3 percent increase. Region 23 (CareerSource South Florida) makes up 22.5 percent of the State's total number of placements.

Through the efforts of the Performance Improvement Teams (PIT), the Workforce Services Contractors and SFWIB staff continues to work diligently to enhance the quality of the Workforce Services delivery system and overall performance improvement.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**DEO Monthly Management Report**  
**July 1, 2016 through August 30, 2016 (Year-to-Date)**

**Wagner-Peyser Entered Employment Rate**

Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	6	9	629	714	88.1 %
2	1	14	3,376	4,720	71.5 %
3	2	16	1,379	2,222	62.1 %
4	3	23	9,548	15,868	60.2 %
5	4	15	4,367	7,339	59.5 %
6	10	13	972	1,805	53.9 %
7	7	19	529	1,219	43.4 %
8	8	10	699	1,698	41.2 %
9	9	7	276	687	40.2 %
10	12	24	1,291	3,529	36.6 %
11	14	2	343	939	36.5 %
12	17	12	3,106	8,658	35.9 %
13	21	3	277	787	35.2 %
14	11	11	912	2,633	34.6 %
15	22	6	395	1,187	33.3 %
16	15	4	425	1,285	33.1 %
17	18	17	840	2,537	33.1 %
18	13	18	777	2,364	32.9 %
19	16	20	707	2,147	32.9 %
20	5	5	1,012	3,248	31.2 %
21	19	21	1,666	5,462	30.5 %
22	23	8	1,355	4,749	28.5 %
23	24	1	646	2,402	26.9 %
24	20	22	2,426	9,396	25.8 %
		SW	37,953	87,595	43.3 %

**Veterans Entered Employment Rate**

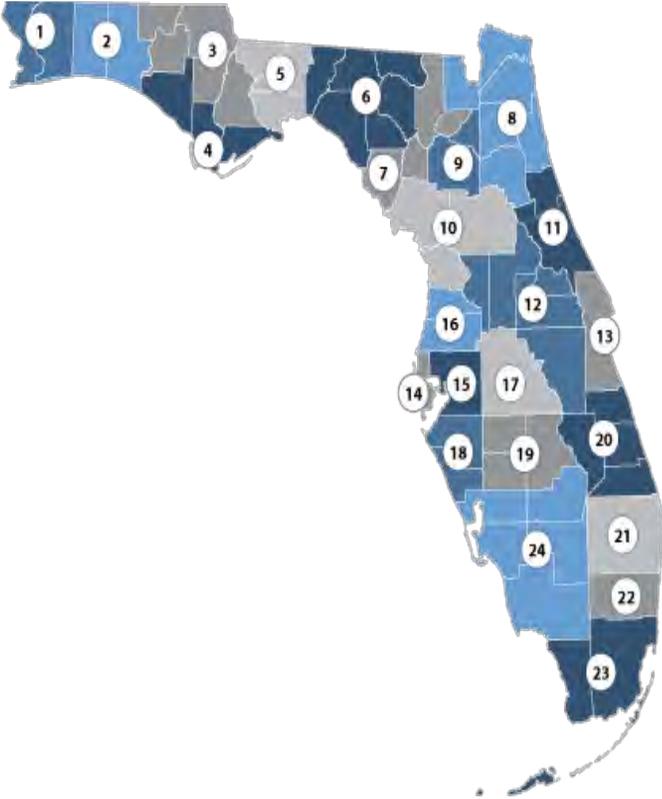
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	6	9	39	47	83.0 %
2	3	23	155	201	77.1 %
3	1	16	83	111	74.8 %
4	2	14	149	241	61.8 %
5	7	13	109	194	56.2 %
6	21	3	30	59	50.8 %
7	8	7	25	54	46.3 %
8	10	20	53	132	40.2 %
9	4	15	207	538	38.5 %
10	14	24	52	147	35.4 %
11	17	10	44	127	34.6 %
12	13	17	43	127	33.9 %
13	24	1	56	168	33.3 %
14	15	4	45	138	32.6 %
15	22	22	114	350	32.6 %
16	12	18	38	117	32.5 %
17	19	21	70	220	31.8 %
18	20	12	144	455	31.6 %
19	11	19	20	64	31.3 %
20	9	11	58	191	30.4 %
21	18	2	56	190	29.5 %
22	23	8	134	456	29.4 %
23	5	5	53	195	27.2 %
24	16	6	16	60	26.7 %
		SW	1,793	4,582	39.1 %

**DEO Monthly Management Report**  
**July 1, 2016 through August 30, 2016 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	2	22	676	1,135	59.6 %
2	3	14	351	650	54.0 %
3	1	21	179	334	53.6 %
4	4	15	411	799	51.4 %
5	5	11	361	734	49.2 %
6	8	16	202	420	48.1 %
7	10	23	957	2,131	44.9 %
8	7	12	659	1,474	44.7 %
9	9	17	184	425	43.3 %
10	20	6	29	68	42.6 %
11	6	5	212	539	39.3 %
12	13	1	95	274	34.7 %
13	14	9	78	230	33.9 %
14	11	24	87	260	33.5 %
15	15	8	503	1,566	32.1 %
16	12	10	110	343	32.1 %
17	17	7	28	93	30.1 %
18	19	4	16	63	25.4 %
19	16	13	26	104	25.0 %
20	24	3	13	53	24.5 %
21	21	20	39	176	22.2 %
22	18	18	77	382	20.2 %
23	22	19	9	66	13.6 %
24	23	2	12	98	12.2 %
		<b>SW</b>	<b>5,314</b>	<b>12,417</b>	<b>42.8 %</b>

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	22	3	\$ 10.78	\$ 12.65	85.2 %
2	18	20	\$ 11.68	\$ 13.84	84.4 %
3	16	19	\$ 10.59	\$ 13.18	80.3 %
4	3	14	\$ 10.94	\$ 14.05	77.8 %
5	15	5	\$ 10.27	\$ 13.32	77.1 %
6	13	10	\$ 10.12	\$ 13.12	77.1 %
7	24	6	\$ 9.73	\$ 12.65	76.9 %
8	23	9	\$ 10.13	\$ 13.36	75.8 %
9	5	12	\$ 10.47	\$ 13.89	75.4 %
10	17	4	\$ 9.93	\$ 13.19	75.3 %
11	11	18	\$ 10.40	\$ 14.03	74.1 %
12	6	11	\$ 9.73	\$ 13.27	73.3 %
13	1	22	\$ 10.54	\$ 14.39	73.2 %
14	9	23	\$ 10.39	\$ 14.30	72.7 %
15	12	24	\$ 10.23	\$ 14.15	72.3 %
16	2	15	\$ 10.16	\$ 14.08	72.2 %
17	4	21	\$ 10.57	\$ 14.70	71.9 %
18	21	1	\$ 9.60	\$ 13.36	71.8 %
19	14	8	\$ 10.04	\$ 14.04	71.5 %
20	8	16	\$ 9.74	\$ 13.63	71.5 %
21	20	7	\$ 9.08	\$ 13.02	69.7 %
22	7	17	\$ 9.34	\$ 13.43	69.6 %
23	10	13	\$ 9.42	\$ 13.74	68.5 %
24	19	2	\$ 8.75	\$ 13.58	64.4 %
		<b>SW</b>	<b>\$ 10.28</b>	<b>\$ 13.94</b>	<b>73.7 %</b>

Regional CareerSource Workforce Boards		
Region		CareerSource Workforce Board
8		CareerSource Brevard
12		CareerSource Central Florida
14		CareerSource Pinellas
15		CareerSource Tampa Bay
21		CareerSource Palm Beach County
22		CareerSource Broward
23		CareerSource South Florida
24		CareerSource Southwest Florida





## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8e

**AGENDA ITEM SUBJECT:** YOUTH PARTNERS AND REGIONAL PERFORMANCE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

Performance measures for the Youth Partners in the region covering the reporting period from July 1, 2016 through September 27, 2016, as represented on the State's Monthly Management Report (MMR) are as follows:

- 47 of 47 In-School and Out of School Younger Youth (Column #1) exited the program with outcomes (obtained a credential/diploma, post-secondary education, advanced/training qualified apprenticeships, military, or employment). The Region's Younger Youth Positive Outcome Performance Measure is 100%.
- 204 of 254 In-School Youth (Column #2) attained and increased in their youth skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The Region's youth skill attainment performance measure is 80%.
- 38 of 38 In-School Youth (Column #3) exited the program with a positive outcome (obtained a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The Region's In-School Youth positive outcome performance measure is 100%.
- 21 of 21 Out of School Youth (Column #4) exited the program with a positive outcome (obtained a credential/diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The Region's Out of School youth positive outcome performance measure is 100%.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**WIOA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2016 - September 27, 2016**

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
<b><i>IN-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	8	8	100%	38	35	92%	8	8	100%			
Cuban National Council	22	22	100%	30	25	83%	23	23	100%			
Youth Co-Op Monroe	3	3	100%	8	8	100%	3	3	100%			
Youth Co-Op Miami-Dade	4	4	100%	14	10	71%	4	4	100%			
<b>YEAR-TO-DATE PERFORMANCE</b>	37	37	100%	90	78	87%	38	38	100%			
<b><i>OUT-OF-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	1	1	100%	41	33	80%				2	2	100%
Community Coalition	1	1	100%	18	15	83%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	22	9	41%				N/D	N/D	N/D
Greater Miami Service Corps	N/D	N/D	N/D	25	17	68%				N/D	N/D	N/D
Youth Co-Op Monroe	1	1	100%	4	4	100%				2	2	100%
Youth Co-Op Miami-Dade	7	7	100%	54	48	89%				16	16	100%
<b>YEAR-TO-DATE PERFORMANCE</b>	10	10	100%	164	126	77%				21	21	100%
<b>REGIONAL PERFORMANCE</b>	47	47	100%	254	204	80%	38	38	100%	21	21	100%



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 10/20/2016

**AGENDA ITEM NUMBER:** 8f

**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 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 Program Year (PY) 2016-2017 Consumer Report Card table, dated October 11, 2016, indicates that the South Florida Workforce Investment Board generated \$1,104,441.25 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.26. Eighty-nine percent of training services participants completed classroom training. Of those completing training, 94 percent have obtained employment with an average wage of \$20.49. One hundred percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$34,513.79.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2016 - 06/30/2017

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		
Dade Institute of Technology - Main Campus	3	3	3	100.00 %	3	100.00 %	\$ 6,850.00	\$ 20,550.00	\$ 6,850.00	\$ 9.00	\$ 18,720.00	\$ 11,870.00	\$ 1.73
Management Resources College	1	-	-	0.00 %	-	0.00 %	\$ 2,000.00	-	-	-	-	-	-
Metropolitan Trucking and Technical Institute	1	-	-	0.00 %	-	0.00 %	\$ 974.16	-	-	-	-	-	-
New Horizons	15	15	13	86.67 %	13	100.00 %	\$ 9,666.67	\$ 145,000.00	\$ 11,153.85	\$ 23.31	\$ 48,480.00	\$ 37,326.15	\$ 3.35
Sullivan & Cogliano Training Centers, Inc. Kendall	5	5	5	100.00 %	5	100.00 %	\$ 4,801.10	\$ 24,005.50	\$ 4,801.10	\$ 12.52	\$ 26,045.76	\$ 21,244.66	\$ 4.42
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10.00	\$ 20,800.00	\$ 10,800.00	\$ 1.08
The Academy -- Miami Campus	10	10	10	100.00 %	10	100.00 %	\$ 7,201.25	\$ 72,012.50	\$ 7,201.25	\$ 25.30	\$ 52,630.24	\$ 45,428.99	\$ 6.31
	<b>36</b>	<b>34</b>	<b>32</b>	<b>94.12 %</b>	<b>32</b>	<b>100.00 %</b>	<b>\$ 7,626.17</b>	<b>\$ 259,289.82</b>	<b>\$ 8,102.81</b>	<b>\$ 20.49</b>	<b>\$ 42,616.60</b>	<b>\$ 34,513.79</b>	<b>\$ 4.26</b>