



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL MEETING
Thursday, October 20, 2016
8:00 A.M.**

Doubletree by Hilton Miami Airport Hotel &
Exhibition Center
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. June 23, 2016
 - B. August 18, 2016
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Balanced Scorecard and Job Placements Update
6. Information – Workforce Services Regional Performance Overview
7. Information – Youth Partners Regional Performance
8. Information – Consumer Report Card Update

CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

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



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: August 18, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 23, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Gaber, Cynthia, Vice - Chairwoman 3. Chi, Joe 4. Clayton, Lovey 5. Fils-Aime, Daniel 6. Huston, Albert 7. Manrique, Carlos 	<p>Banks, Theron – <i>Greater Miami Services Corp.</i></p> <p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p> <p>Brito, Wilma – <i>Rescare, Inc.</i></p>	<p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 8. Diggs, Bill 9. Rod, Denis 10. Jordan, Comm. Barbara 11. Regueiro, Maria 	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Cela, Jose – <i>SER Jobs for Progress, Inc.</i></p> <p>Cordovi, Marylin – <i>Community Coalition, Inc.</i></p>	
<p>SFW STAFF Perrin, Yian Smith, Robert</p>		

1. Call to Order and Introductions

Chairwoman Maria Garza called the meeting to order at 8:20am, asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016

Minutes deferred due to lack of quorum.

Approved: Refer to page# 4 of the meeting minutes.

There was a brief discussion on how to navigate the newly implemented paperless agenda prior to discussing the next item.

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

Chairwoman Garza introduced the item and SFWIB Adults Program Manager, Robert Smith further presented the following RET program contractors' performance stats for the period of October 1, 2015 to May 26, 2016: the amount of job seekers for this program year had been more than last year.

A total of 6,135 refugee job seekers were assisted into employment compared to a 7,067 from the same prior Program Year (PY).

- 33,148 refugee job seekers enrolled in the RET program;
- 3,009 refugees are still working after 90 days of hire;
- 2,205 refugees are still working after 180 days of hire; and
- 2,369 refugees are receiving health benefits through their employer.

Chairwoman Garza inquired about the decrease in the number of placements. Mr. Smith explained.

No further questions or discussions.

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

Chairwoman Garza introduced the item. Mr. Robert Smith further presented the item and read into record the refugee employment and training program balanced scorecard summary report by noting that six (6) of the seven (7) contractors did not meet the required 65% performance measures.

Mr. Clayton inquired about Community Coalition's performance which did not meet the required 65% standard. Mr. Smith provided detailed results of its Entered Employment Rates (EER), placement and intake rates.

Mr. Huston asked whether if this was the same contractor of concern discussed at a prior meeting. Mr. Smith responded that he believe it is the same contractor.

Ms. Garza asked which of the two categories that Community Coalition failed performance. Mr. Smith responded Entered Employment Rates after 90 and 183 days of employment.

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

Mr. Smith introduced the item and further presented the PY 2015-16 Balanced Scorecard Performance Summary for the same period which indicated that six (6) of the seven (7) Workforce

Services contractors were meeting the required 65% performance measures. Additionally, for the period of July 1, 2016 through April 3, 2016 shows the Region had a total of 56,924 job placements.

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

He additionally noted that as a result of the report being real-time, the latest results showed that the little Havana and Northside centers have increased their performances from 11 of 18 to 12 of 18 resulting in a 66.7% performance achievement.

Chairwoman Garza requested verification as to which centers did not meet performances. Mr. Smith noted Opa-Locka, Transition, Inc. and the Florida Keys Centers. She further asked whether staff is assisting them with improving their performances. Mr. Smith responded, "Yes" and noted that both the Opa-Locka and Transition, Inc. centers current challenges are the populations being served. Nonetheless, Transition Inc.'s performances have improved. Florida Keys center, however, faces challenges with retaining talent. He noted that CSSF is in the process of expanding training services in the Keys, providing additional services via Mobile Units, implementing work from home and remote related employment.

Chairwoman Garza questioned the employment demand in the keys. Mr. Smith explained that those employed in the keys are not all residents of the keys; some reside outside of the keys due to high costs of living. Mr. Clayton added that some Florida Keys residents work in the keys. Mr. Smith explained that the employment numbers for the Keys only capture those residing in the Keys.

Mr. Clayton asked whether the Keys consist of Key Largo and Key West. Mr. Smith responded, "Yes." Mr. Clayton further asked whether the CSSF has a mobile unit that goes to Marathon. DEO Program Manager, Yian Perrin responded, "Yes" then further explained. Mr. Perrin additionally advised to the Council that with regards to Transition, Inc.'s performance both he and his staff have been providing technical assistance training.

6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item and Mr. Smith further presented.

For Program Year (PY) 2014-2015 (July 2015 – February 2016), the Workforce Services placed 44,553 job seekers into employment compared to 41,800 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 63.8% which resulted in 4th place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 68.7%, resulting in 4th place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.5% which resulted in 10th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 57.5% ranking 4th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance

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

- ✓ 332 of 338 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 1584 of 1796 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 202 of 206 in-school youth exited the program with a positive outcome
- ✓ 284 of 289 out-of-school youth exited the program with a positive outcome

Mr. Huston inquired about a tracking system that monitors outcome after earning a diploma. Staff further explained.

Mr. Clayton asked whether students who do not seek to attend college are being notified of an alternative opportunities of joining the military. Mr. Smith explained. He later provided information regarding CSSF's Ready to Work program.

Chairwoman Garza asked whether if the participants hold a high school diploma. Mr. Smith responded that the majority does.

Someone from the audience representing one of the centers appeared before the Council and explained the follow-up procedures. She furthermore explained the career exploration program which exposes individuals of the various career options through the attainment of of attending college or military.

8. Information – Consumer Report Card Update

Mr. Perrin introduced the item and further presented.

Mr. Clayton commented on the positive outcome of the reported Return on Investment (ROI).

[Chairwoman Garza recognized board member Joe Chi who arrived. Mr. Chi introduced himself before the Council members.]

Mr. Huston also commented on the positive average wage outcome provided in the report as well. Mr. Smith explained that the tech jobs have positively impacted the average wage.

Mr. Fils-Aime announced a quorum of members present. Staff confirmed that a quorum had been established.

2. Performance Council Meeting Minutes

2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016

Mr. Albert Huston moved the approval of June 17, 2015. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Albert Huston moved he approval of August 20, 2015 meeting minutes. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of October 15, 2015 meeting minutes. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

Mr. Albert Huston moved the approval of February 18, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of April 14, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

9. Recommendation as to Approval of the Subsequent Eligibility of Training Providers

Mr. Smith introduced and read the item into record.

Mr. Chi requested staff provide more details and Mr. Smith further explained.

Chairwoman Garza asked whether if staff is recommending the removal of programs or agencies. Mr. Smith explained that both could possibly be removed in some cases. He provided further details.

Mr. Chi requested staff explain the reason for contractors not meeting placement rates. Mr. Smith explained it is a constant fluctuation of supply and demand.

Mr. Huston inquired about the appeal process. Mr. Smith explained. He further verified whether staff thoroughly reviewed and notified the providers of their individual performances. Mr. Perrin confirmed that had been done. Mr. Huston commented that he wanted to ensure that providers were given reasonable opportunity.

Mr. Clayton inquired about incentives for providers to participate in the programs. Mr. Smith explained there are no additional incentives other than payment.

Chairwoman Garza inquired about the reason for eliminating the heavy equipment operator program taught by Miami-Dade County Public Schools. She specifically requested where within the district this particular program is slated to be eliminated. Ms. Smith explained that although there were enough participants, the elimination had been due to a lack of placements. He provided further details regarding a construction project and CSSF's effort to remain well-informed of current market demands.

[Mr. Carlos Manrique arrived]

Mr. Chi shared his concern regarding various programs listed having low placement rates. He asked whether if the economy had something to do with it. Mr. Chi subsequently asked could the also challenge be due a potentially low recruitment of jobs (not reaching out to as many employers as needed to place participants).

Mr. Albert Huston moved the approval of the subsequent eligibility of training providers. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

**10. Recommendation as to Approval to Renew Existing Workforce Services Contractors
Deferred Item (s):**

Chairwoman Garza introduced the item. Mr. Smith further discussed and read the item into record.

Mr. Chi inquired about supporting documents for that particular item. Mr. Smith referenced the second page of agenda item#5.

Chairwoman Garza verified into record the contractor's performances and Mr. Smith explained. Executive Director Rick Beasley appeared the Council and provided further explained as well.

Mr. Carlos Manrique moved the approval to renew existing workforce services contractors. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

11. Recommendation as to Approval to Renew Existing Youth Services Contractors

Mr. Smith presented and read the item into record.

Mr. Lovey Clayton moved the approval to renew existing youth services contractors. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

12. Recommendation as to Approval for TANF Participation Rate for Contract Renewal

Chairwoman Garza introduced the item and Mr. Smith further presented.

Mr. Manrique inquired about the adjustment of 50% participation rate. Mr. Beasley further explained. Mr. Manrique specifically requested information on Transition, Inc.'s performance. Mr. Beasley further explained that Transition Inc. doesn't receive TANF funds. He further announced that nonetheless, its performance has been "fantastic."

Mr. Carlos Manrique moved the approval for TANF Participation Rate for Contract Renewal. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

There being no further business to come before the Board, the meeting adjourned at 9:22am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: October 20, 2016, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 18, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Chi, Joe 3. Manrique, Carlos 4. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>5. Gaber, Cynthia, Vice - Chairwoman 6. Clayton, Lovey 7. Diggs, Bill 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria</p> <p>SFW STAFF Perrin, Yian Smith, Robert</p>	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairwoman Garza called the meeting to order at 8:25am, asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 23, 2016

Minutes deferred due to lack of quorum.

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

Chairwoman Garza introduced the item and SFWIB Department of Economic Opportunity Program Manager Yian Perrin further presented. He stated into record that the most up-to-date figures as of July 1, 2015 to July 28, 2016 showed a total of 7,968 refugees entered into employment and training program and a total of 7,429 were placed.

He furthermore read the following information into record:

- 37,362 refugee job seekers enrolled in the RET program;
- 4,036 refugees are still working after 90 days of hire;
- 2,898 refugees are still working after 180 days of hire; and

No further questions or discussions.

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

Chairwoman Garza introduced the item. Mr. Perrin further presented the item and read into record the refugee employment and training program balanced scorecard summary report. He noted that four (4) of the seven (7) contractors have met or exceeded performance measures.

He additionally noted into record the following three contractors that did not meet performances:

- Community Coalition at 38%
- Lutheran Services at 63%
- Youth Co-Op, Inc. at 50%

Chairwoman Garza requested information on performances reported in the prior period. SFWIB Adults Program Manager, Robert Smith read into record the following information reported from the prior quarter on the number of performances met by each contractor:

- Adults Mankind Organization (AMO) – Five (5) of eight (8)
- Arbor, E& T - Six (6) of eight (8)
- Cuban American Council - Six (6) of eight (8)
- Community Coalition - Four (4) of Eight (8)
- Lutheran Services - Five (5) of eight (8)
- Miami Beach - Six (6) of eight (8)
- Youth Co-Op, Inc. – Six (6) of eight (8)

Mr. Smith noted the goal of increasing the number of Haitian refugees in the North Miami-Beach area by providing refugee services at career centers located in the northern part of Miami-Dade County. He additionally noted a problem in bringing in new hire information in Employ Florida Marketplace (EFM).

Mr. Manrique inquired about the current item and Mr. Smith explained.

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

Mr. Smith presented and read the item into record that the PY 2015-16 Balanced Scorecard Performance Summary for the same period indicated nine (9) of the 14 Workforce Services locations met the required 65% performance measures.

Additionally, the year-to-date job placement scorecard for the period of July 1, 2015 through May 31, 2016 showed the Region had a total of 6,357 job placements which is a 126 percent of the minimum standard and 116.9 percent of the maximum standard. Furthermore:

- Ten of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standards
- Nine of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Mr. Smith presented the item and read the following into record:

For Program Year (PY) 2014-2015 (July 2015 – February 2016), the Workforce Services placed 54,686 job seekers into employment compared to 50,739 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 62.3% which resulted in 3rd place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 68.7%, resulting in 3rd place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 41.6% which resulted in 10th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 35.5% ranking 9th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance

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

- ✓ 343 of 349 in-school and out-of-school younger youth participants excited the program with positive outcomes.
- ✓ 1781 of 2016 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 209 of 213 in-school youth exited the program with a positive outcome
- ✓ 298 of 303 out-of-school youth exited the program with a positive outcome

Chairwoman Garza inquired about the age limit for the out-of-school program. Mr. Smith responded 21 years of age.

8. Information – Consumer Report Card update

Ms. Smith presented the item and provided a brief overview of Program Year (PY) 15-16 consumer report card table.

No further questions or discussions.

9. Recommendation as to the Approval to Renew Existing Refugee Services Contractors

Mr. Smith presented the item.

Mr. Manrique inquired about the formula and the four agencies that did not meet performance. Mr. Smith responded by explaining the important factors.

Chairwoman Garza asked whether the performance report only covers the refugee program. Mr. Smith responded that it only covers the refugee component.

Mr. Manrique requested verification on staff's recommendation for a one year extension. Mr. Smith confirmed it was correct.

The consensus of the members present recommended this item to the full board for approval.

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



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 3

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



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 4

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

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

** 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%	↑



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 5

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

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

* 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

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

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

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

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

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

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

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

Number of Performance Measures Met	8
Number of Performance Measures	18
Percent of Performance Measures Met	44.4%

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

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

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

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

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

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

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

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

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

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

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

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

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

Number of Performance Measures Met	10
Number of Performance Measures	15
Percent of Performance Measures Met	66.7%

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

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

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

Number of Performance Measures Met	8
Number of Performance Measures	15
Percent of Performance Measures Met	53.3%

ND = No Data

Copyright © 2012 South Florida Workforce Investment Board - All Rights Reserved.

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

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

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



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 6

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 4th.
- The Veterans Program EER is 77.1 percent and is ranked 2nd.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 44.9 percent and is ranked 7th.
- The CAP / WT Program EER is 72.7 percent and is ranked 14th.

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

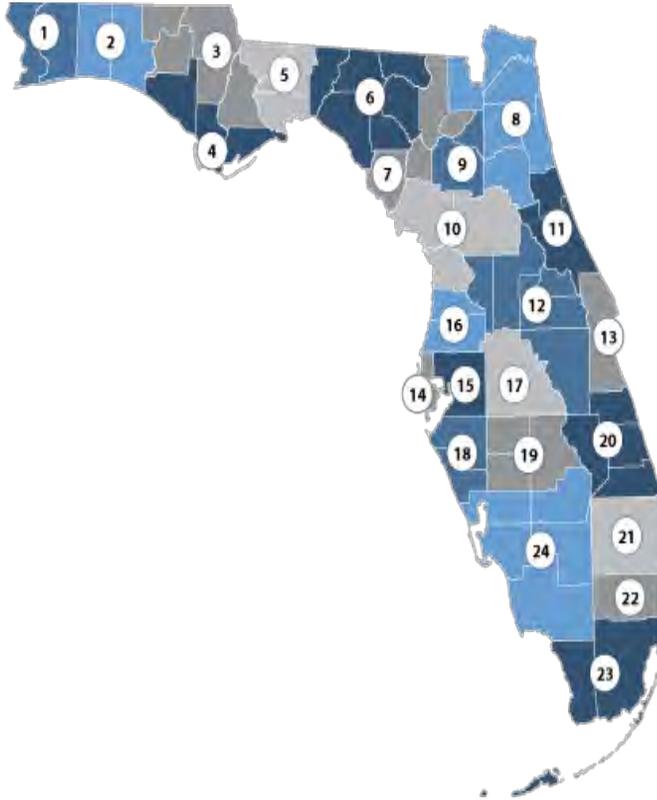
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	6	9	39	47	83.0 %
2	3	23	155	201	77.1 %
3	1	16	83	111	74.8 %
4	2	14	149	241	61.8 %
5	7	13	109	194	56.2 %
6	21	3	30	59	50.8 %
7	8	7	25	54	46.3 %
8	10	20	53	132	40.2 %
9	4	15	207	538	38.5 %
10	14	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 %
		SW	5,314	12,417	42.8 %

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 %
		SW	\$ 10.28	\$ 13.94	73.7 %

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





SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 7

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
<i>IN-SCHOOL PROGRAM</i>												
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%			
YEAR-TO-DATE PERFORMANCE	37	37	100%	90	78	87%	38	38	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
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%
YEAR-TO-DATE PERFORMANCE	10	10	100%	164	126	77%				21	21	100%
REGIONAL PERFORMANCE	47	47	100%	254	204	80%	38	38	100%	21	21	100%



SFWIB PERFORMANCE COUNCIL

DATE: 10/20/2016

AGENDA ITEM NUMBER: 8

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
	36	34	32	94.12 %	32	100.00 %	\$ 7,626.17	\$ 259,289.82	\$ 8,102.81	\$ 20.49	\$ 42,616.60	\$ 34,513.79	\$ 4.26