



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL MEETING
Thursday, December 15, 2016
8:00 A.M.**

Doubletree by Hilton Miami Airport Hotel &
Convention 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
 - C. October 20, 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

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



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: 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.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: December 15, 2016, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 20, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Exhibition Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Gaber, Cynthia, Vice - Chairwoman 2. Clayton, Lovey 	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 3. Chi, Joe 4. Diggs, Bill 5. Garza, Maria, Chairwoman 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 10. Rod, Denis <p>SFW STAFF Perrin, Yian Smith, Robert</p>	<p>Dorsett, Deborah – <i>Greater Miami Services Corp</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>Ser Jobs for Progress, Inc.</i></p> <p>Kos, Claudia – <i>Youth Co-Op, Inc.</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Someillan, Ana – <i>Adults Mankind Organization, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Vice-Chairwoman Cynthia Gaber called the meeting to order at 8:24am, 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

2.b Approval of August 18, 2016

Minutes deferred due to lack of quorum.

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

Vice-Chairwoman Cynthia Gaber introduced the item and SFWIB Department of Economic Opportunity (DEO) Program Manager Yian Perrin further presented the following:

- ✓ RET program contractors assisted in placing a total of 9,165 refugee job seekers into employment from October 1, 2015 through September 30, 2016
- ✓ 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; and
- ✓ 4,054 refugees are receiving health benefits through their employer

No further questions or discussions.

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

Vice-Chairwoman Gaber introduced the item. Mr. Perrin further presented 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.

No further questions or discussions.

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

Vice-Chairwoman Gaber introduced the item. Adults Programs Supervisor, Robert Smith presented and read the item into record that the PY 2015-16 Balanced Scorecard Performance Summary for the same period indicated 10 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 October 11, 2016 showed the Region had a total of 16,417 job placements which is a 97.9 percent of the minimum standard and 90.5 percent of the maximum standard. Furthermore:

- 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.

Mr. Clayton asked whether if the Homestead career center provides services to those residing in Florida City. Mr. Smith responded, “Yes.”

6. Information – Workforce Services Regional Performance Overview

Vice-Chairwoman Gaber introduced the item. Mr. Smith further presented and read into record the following information:

- 9,548 job seekers placed into jobs exited the system as compared to 8,236 for the same period during the previous PY (15.9 percent increase).
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 60.2% which resulted in 4th place ranking out of the 24 Regional Workforce Boards in the State.

- Veterans Program: - EER is at 77.1%, resulted in 2nd 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 44.9% which resulted in 7th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 72.7% ranking in 14th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance

Vice-Chairwoman Gaber introduced the item. Mr. Perrin further presented and read into record the following stats:

- ✓ 47 of 47 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 204 of 254 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 38 of 38 in-school youth exited the program with a positive outcome
- ✓ 21 of 21 out-of-school youth exited the program with a positive outcome

Mr. Clayton asked whether data is captured showing the number of youth participants that joined the military. Staff responded, “No.”

No further questions or discussions.

8. Information – Consumer Report Card update

Vice-Chairwoman Gaber introduced the item. Mr. Smith further presented.

Mr. Clayton inquired about the average wage of occupations that are paying over \$20.00 an hour. Mr. Smith responded the technical and medical related occupations. He briefly advised of the new TechHire initiative.

No further questions or discussions.

There being no further business to come before the Board, the meeting adjourned at 8:35am.



SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2016

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) 2016-17, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 419 refugee job seekers into employment from October 1, 2016 through November 28, 2016, as compared to 723 for the same period in the previous PY. This is an overall placement decrease of 58 percent.

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

- 1,955 refugee job seekers enrolled in the RET Program
- 710 refugees are still working after 90 days of hire
- 506 refugees are still working after 180 days of hire
- 443 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: 12/15/2016

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) 2016-17, is from October 1, 2016 through November 28, 2016.

The RET Services Contractors Balanced Scorecard Performance Summary, for the same period, shows that one of seven Contractors have either met or exceeded 65 percent of the PY 2016-17 performance measures.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY

Balanced Scorecard PY '16-'17
October 1, 2016 -November 28, 2016

RET Services Contractors	# of Performance Measures Standards Met *	# of Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	4	8	50%
Arbor E & T, LLC	5	8	63%
Cuban American National Council, Inc.	6	8	75%
Community Coalition, Inc.	3	8	38%
Lutheran Services of Florida, Inc.	3	8	38%
Miami Beach Latin Chamber of Commerce, Inc.	5	8	63%
Youth Co-Op, Inc.	3	8	38%
Region	4	8	50%

ND = No data







NA = Region performance not applicable for this measure

11/29/2016 10:37:44 AM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Regional

Regional		
	Measure	Region
1	Entered Employment Rate	4.276% 
2	Entered Employment Rate LTY	3.527% 
3	Employed on the 90th Day	58.054% 
4	Employed on the 180th Day	55.422% 
5	Health Benefits	51.273% 
6	Placements (YTD)	1,219
7	Intakes (YTD)	4,348
8	EFM Placements (YTD)	84.413% 

ND = No data

NA = Region performance not applicable for this measure

11/29/2016 10:37:44 AM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	4.276%	5.093%	↑
2	Entered Employment Rate LTY		4.168%	↑
3	Employed on the 90th Day		72.139%	↓
4	Employed on the 180th Day		75.676%	↓
5	Health Benefits	51.273%	47.651%	↓
6	Placements (YTD)	1,219	207	
7	Intakes (YTD)	4,348	578	
8	EFM Placements (YTD)	84.413%	79.104%	↓

ND = No data

NA = Region performance not applicable for this measure

11/29/2016 10:37:44 AM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Arbor E&T, LLC

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	4.276%	8.265%
2	Entered Employment Rate LTY		7.081%
3	Employed on the 90th Day		71.622%
4	Employed on the 180th Day		65.217%
5	Health Benefits	51.273%	49.091%
6	Placements (YTD)	1,219	140
7	Intakes (YTD)	4,348	558
8	EFM Placements (YTD)	84.413%	88.06%

ND = No data

NA = Region performance not applicable for this measure

11/29/2016 10:37:44 AM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	4.276%	2.785%	↑
2	Entered Employment Rate LTY		2.464%	↑
3	Employed on the 90th Day		80.531%	↓
4	Employed on the 180th Day		77.419%	↓
5	Health Benefits	51.273%	58.228%	↑
6	Placements (YTD)	1,219	128	
7	Intakes (YTD)	4,348	490	
8	EFM Placements (YTD)	84.413%	95.918%	↑

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	4.276%	2.319%	↑
2	Entered Employment Rate LTY		1.893%	↑
3	Employed on the 90th Day		40.909%	↓
4	Employed on the 180th Day		30.952%	↓
5	Health Benefits	51.273%	48.148%	↓
6	Placements (YTD)	1,219	116	
7	Intakes (YTD)	4,348	296	
8	EFM Placements (YTD)	84.413%	67.273%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	4.276%	3.333%	↑
2	Entered Employment Rate LTY		3.06%	↑
3	Employed on the 90th Day		49.64%	↓
4	Employed on the 180th Day		57.143%	↓
5	Health Benefits	51.273%	41.818%	↑
6	Placements (YTD)	1,219	274	
7	Intakes (YTD)	4,348	974	
8	EFM Placements (YTD)	84.413%	77.885%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Miami Beach Latin Chamber

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	4.276%	3.636%
2	Entered Employment Rate LTY		2.97%
3	Employed on the 90th Day		70.455%
4	Employed on the 180th Day		68.421%
5	Health Benefits	51.273%	72.727%
6	Placements (YTD)	1,219	35
7	Intakes (YTD)	4,348	103
8	EFM Placements (YTD)	84.413%	100.00%

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 11/28/2016

Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	4.276%	5.02%	↑
2	Entered Employment Rate LTY		3.803%	↑
3	Employed on the 90th Day		51.365%	↓
4	Employed on the 180th Day		42.988%	↓
5	Health Benefits	51.273%	57.095%	↑
6	Placements (YTD)	1,219	319	
7	Intakes (YTD)	4,348	1,349	
8	EFM Placements (YTD)	84.413%	62.121%	↓

ND = No data

NA = Region performance not applicable for this measure

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SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2016

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 Workforce Development Area's (WDA) Service Partners. The report for Program Year (PY) 2016-17, is from July 1, 2016 through November 28, 2016.

The PY 2016-17 Balanced Scorecard Performance Summary for the same period indicates 9 of the 14 Workforce Services locations are meeting the required 65 percent of the measures.

The WDA's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report, for the period of July 1, 2016 through November 28, 2016, shows the area had a total of 27,891 job placements; which is 111.8 percent of the minimum standard and 103.4 percent of the maximum standard.

- Six of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standard
- Ten 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 Nov 28, 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	14	18	77.8%
	Miami Beach Career Center	11	18	61.1%
	Opa-Locka Career Center	10	18	55.6%
City of Miami	City of Miami Career Center	10	18	55.6%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	10	18	55.6%
Transition, Inc.	Transition ** Offender Service Center	5	16	31.3%
Youth Co-Op, Inc.	Florida Keys Career Center	11	18	61.1%
	Homestead Career Center	13	18	72.2%
	Little Havana Career Center	13	18	72.2%
	Northside Career Center	13	18	72.2%
	Perrine Career Center	16	18	88.9%
	South Miami Career Center	11	15	73.3%
	West Dade Career Center	12	18	66.7%
Region	All	13	18	72.2%

** 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 11/29/2016

Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	92.958%
3	Training Completion Placement Rate	70%	93.939%
4	Training Related Placements	70%	83.871%
5	Job Openings Index	4,006	13,085
6	WP Entered Employment Rate	55%	55.20%
7	WIA Adult & Dislocated Worker EER	93%	99.936%
8	CAP Entered Employment Rate	38%	43.085%
9	CAP Participation Rate	55%	45.28%
10	Short-Term Veterans EER	51%	50.94%
11	SNAP EER	30%	3.14%
12	Number of Training Enrollments	948	836
13	Employment (Obtained and Direct)	26,961	27,891
14	Employment Average Wage	\$13.87	\$10.48
15	Employers Served	8,048	11,562
16	Employer Services (Level 1)	3,911	6,434
Economic Impact			
17	Cost Per Placement	\$576.61	\$327.92
18	Net Economic Benefit	\$27,452.54	\$21,475.35
19	Return on the Investment	\$43.75	\$65.67

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 11/29/2016

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.627%	100.00%	8.181%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	80.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	343	13,085	954
6	WP Entered Employment Rate	55%	55.20%	71.907%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	50.233%
9	CAP Participation Rate	55%	45.28%	50.78%
10	Short-Term Veterans EER	51%	50.94%	46.154%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	75	836	81
13	Employment (Obtained and Direct)	2,498	27,891	2,786
14	Employment Average Wage	\$13.87	\$10.48	\$10.26
15	Employers Served	689	11,562	895
16	Employer Services (Level 1)	335	6,434	459
Economic Impact				
17	Cost Per Placement	\$524.91	\$327.92	\$301.80
18	Net Economic Benefit	\$27,494.27	\$21,475.35	\$21,045.66
19	Return on the Investment	\$46.94	\$65.67	\$69.73

Number of Performance Measures Met	14
Number of Performance Measures	18
Percent of Performance Measures Met	77.8%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.15%	100.00%	7.202%
2	Training Completion Rate	70%	92.958%	83.333%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	363	13,085	2,511
6	WP Entered Employment Rate	55%	55.20%	66.295%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	44.444%
9	CAP Participation Rate	55%	45.28%	64.371%
10	Short-Term Veterans EER	51%	50.94%	63.158%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	65	836	58
13	Employment (Obtained and Direct)	2,012	27,891	2,439
14	Employment Average Wage	\$13.87	\$10.48	\$10.25
15	Employers Served	730	11,562	1,106
16	Employer Services (Level 1)	355	6,434	635
Economic Impact				
17	Cost Per Placement	\$530.62	\$327.92	\$328.65
18	Net Economic Benefit	\$27,493.47	\$21,475.35	\$20,991.97
19	Return on the Investment	\$46.87	\$65.67	\$63.87

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 11/29/2016

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.599%	100.00%	5.125%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	0.00%
5	Job Openings Index	239	13,085	622
6	WP Entered Employment Rate	55%	55.20%	39.334%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	54.286%
9	CAP Participation Rate	55%	45.28%	45.122%
10	Short-Term Veterans EER	51%	50.94%	60.465%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	25	836	20
13	Employment (Obtained and Direct)	853	27,891	799
14	Employment Average Wage	\$13.87	\$10.48	\$11.23
15	Employers Served	480	11,562	556
16	Employer Services (Level 1)	233	6,434	295
Economic Impact				
17	Cost Per Placement	\$530.60	\$327.92	\$369.06
18	Net Economic Benefit	\$27,486.82	\$21,475.35	\$22,996.41
19	Return on the Investment	\$46.34	\$65.67	\$62.31

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 11/29/2016

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.038%	100.00%	2.229%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	188	13,085	359
6	WP Entered Employment Rate	55%	55.20%	51.878%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	32.609%
9	CAP Participation Rate	55%	45.28%	38.247%
10	Short-Term Veterans EER	51%	50.94%	30.769%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	20	836	23
13	Employment (Obtained and Direct)	669	27,891	499
14	Employment Average Wage	\$13.87	\$10.48	\$10.66
15	Employers Served	377	11,562	284
16	Employer Services (Level 1)	183	6,434	235
Economic Impact				
17	Cost Per Placement	\$522.08	\$327.92	\$412.56
18	Net Economic Benefit	\$27,493.27	\$21,475.35	\$21,765.65
19	Return on the Investment	\$46.86	\$65.67	\$52.76

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

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.714%	100.00%	8.806%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	286	13,085	471
6	WP Entered Employment Rate	55%	55.20%	57.922%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	26.994%
9	CAP Participation Rate	55%	45.28%	25.21%
10	Short-Term Veterans EER	51%	50.94%	62.50%
11	SNAP EER	30%	32.143%	0.00%
12	Number of Training Enrollments	55	836	199
13	Employment (Obtained and Direct)	1,873	27,891	1,779
14	Employment Average Wage	\$13.87	\$10.48	\$10.51
15	Employers Served	575	11,562	828
16	Employer Services (Level 1)	279	6,434	591
Economic Impact				
17	Cost Per Placement	\$525.97	\$327.92	\$652.35
18	Net Economic Benefit	\$27,498.01	\$21,475.35	\$21,216.57
19	Return on the Investment	\$47.25	\$65.67	\$32.52

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

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

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%	7.487%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	90.00%
4	Training Related Placements	70%	83.871%	66.667%
5	Job Openings Index	418	13,085	1,477
6	WP Entered Employment Rate	55%	55.20%	53.156%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	35.252%
9	CAP Participation Rate	55%	45.28%	38.402%
10	Short-Term Veterans EER	51%	50.94%	64.706%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	90	836	33
13	Employment (Obtained and Direct)	2,914	27,891	3,592
14	Employment Average Wage	\$13.87	\$10.48	\$11.57
15	Employers Served	841	11,562	1,475
16	Employer Services (Level 1)	408	6,434	732
Economic Impact				
17	Cost Per Placement	\$525.97	\$327.92	\$189.79
18	Net Economic Benefit	\$27,496.00	\$21,475.35	\$23,874.97
19	Return on the Investment	\$47.08	\$65.67	\$125.79

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

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.435%	100.00%	6.105%
2	Training Completion Rate	70%	92.958%	50.00%
3	Training Completion Placement Rate	70%	93.939%	66.667%
4	Training Related Placements	70%	83.871%	50.00%
5	Job Openings Index	28	13,085	231
6	WP Entered Employment Rate	55%	55.20%	52.759%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	50.00%
8	CAP Entered Employment Rate	38%	43.085%	14.286%
9	CAP Participation Rate	55%	45.28%	0.00%
10	Short-Term Veterans EER	51%	50.94%	50.00%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	50	836	47
13	Employment (Obtained and Direct)	392	27,891	384
14	Employment Average Wage	\$13.87	\$10.48	\$9.99
15	Employers Served	55	11,562	112
16	Employer Services (Level 1)	27	6,434	7
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$327.92	\$901.25
18	Net Economic Benefit	\$25,681.80	\$21,475.35	\$19,878.57
19	Return on the Investment	\$10.71	\$65.67	\$22.06

Number of Performance Measures Met	5
Number of Performance Measures	16
Percent of Performance Measures Met	31.3%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.675%	100.00%	2.25%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	66.667%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	78	13,085	359
6	WP Entered Employment Rate	55%	55.20%	56.522%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	75.00%
9	CAP Participation Rate	55%	45.28%	57.143%
10	Short-Term Veterans EER	51%	50.94%	48.276%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	100	836	6
13	Employment (Obtained and Direct)	764	27,891	621
14	Employment Average Wage	\$13.87	\$10.48	\$11.59
15	Employers Served	156	11,562	285
16	Employer Services (Level 1)	76	6,434	85
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$327.92	\$941.86
18	Net Economic Benefit	\$26,111.12	\$21,475.35	\$23,174.49
19	Return on the Investment	\$13.26	\$65.67	\$24.61

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 11/29/2016

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.604%	100.00%	5.987%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	272	13,085	496
6	WP Entered Employment Rate	55%	55.20%	59.15%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	57.353%
9	CAP Participation Rate	55%	45.28%	56.798%
10	Short-Term Veterans EER	51%	50.94%	28.125%
11	SNAP EER	30%	32.143%	71.429%
12	Number of Training Enrollments	65	836	71
13	Employment (Obtained and Direct)	2,161	27,891	1,825
14	Employment Average Wage	\$13.87	\$10.48	\$9.83
15	Employers Served	546	11,562	600
16	Employer Services (Level 1)	266	6,434	342
Economic Impact				
17	Cost Per Placement	\$528.87	\$327.92	\$364.16
18	Net Economic Benefit	\$27,493.38	\$21,475.35	\$20,079.74
19	Return on the Investment	\$46.87	\$65.67	\$55.14

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 11/29/2016

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.512%	100.00%	8.89%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	350	13,085	2,278
6	WP Entered Employment Rate	55%	55.20%	59.742%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	42.857%
9	CAP Participation Rate	55%	45.28%	53.676%
10	Short-Term Veterans EER	51%	50.94%	50.00%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	80	836	63
13	Employment (Obtained and Direct)	2,458	27,891	2,370
14	Employment Average Wage	\$13.87	\$10.48	\$9.95
15	Employers Served	703	11,562	1,460
16	Employer Services (Level 1)	342	6,434	561
Economic Impact				
17	Cost Per Placement	\$533.69	\$327.92	\$281.77
18	Net Economic Benefit	\$27,493.23	\$21,475.35	\$20,407.37
19	Return on the Investment	\$46.86	\$65.67	\$72.43

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 11/29/2016

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.354%	100.00%	10.577%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	100.00%
5	Job Openings Index	533	13,085	894
6	WP Entered Employment Rate	55%	55.20%	59.562%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	35.223%
9	CAP Participation Rate	55%	45.28%	52.692%
10	Short-Term Veterans EER	51%	50.94%	58.333%
11	SNAP EER	30%	32.143%	100.00%
12	Number of Training Enrollments	95	836	84
13	Employment (Obtained and Direct)	3,062	27,891	2,668
14	Employment Average Wage	\$13.87	\$10.48	\$9.69
15	Employers Served	1,071	11,562	1,078
16	Employer Services (Level 1)	520	6,434	561
Economic Impact				
17	Cost Per Placement	\$526.51	\$327.92	\$235.56
18	Net Economic Benefit	\$27,494.27	\$21,475.35	\$19,915.06
19	Return on the Investment	\$46.94	\$65.67	\$84.54

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 11/29/2016

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.292%	100.00%	12.619%
2	Training Completion Rate	70%	92.958%	93.75%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	86.667%
5	Job Openings Index	356	13,085	936
6	WP Entered Employment Rate	55%	55.20%	63.357%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	53.191%
9	CAP Participation Rate	55%	45.28%	55.063%
10	Short-Term Veterans EER	51%	50.94%	62.766%
11	SNAP EER	30%	32.143%	0.00%
12	Number of Training Enrollments	90	836	90
13	Employment (Obtained and Direct)	3,043	27,891	3,515
14	Employment Average Wage	\$13.87	\$10.48	\$10.65
15	Employers Served	716	11,562	866
16	Employer Services (Level 1)	348	6,434	513
Economic Impact				
17	Cost Per Placement	\$525.91	\$327.92	\$323.00
18	Net Economic Benefit	\$27,496.36	\$21,475.35	\$21,825.88
19	Return on the Investment	\$47.11	\$65.67	\$67.57

Number of Performance Measures Met	16
Number of Performance Measures	18
Percent of Performance Measures Met	88.9%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.86%	100.00%	2.632%
2	Training Completion Rate	70%	92.958%	ND
3	Training Completion Placement Rate	70%	93.939%	ND
4	Training Related Placements	70%	83.871%	ND
5	Job Openings Index	77	13,085	290
6	WP Entered Employment Rate	55%	55.20%	33.55%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	30.435%
9	CAP Participation Rate	55%	45.28%	31.304%
10	Short-Term Veterans EER	51%	50.94%	23.077%
11	SNAP EER	30%	32.143%	ND
12	Number of Training Enrollments	19	836	5
13	Employment (Obtained and Direct)	610	27,891	684
14	Employment Average Wage	\$13.87	\$10.48	\$9.45
15	Employers Served	154	11,562	477
16	Employer Services (Level 1)	75	6,434	293
Economic Impact				
17	Cost Per Placement	\$529.64	\$327.92	\$175.07
18	Net Economic Benefit	\$27,483.59	\$21,475.35	\$19,490.08
19	Return on the Investment	\$46.08	\$65.67	\$111.33

Number of Performance Measures Met	11
Number of Performance Measures	15
Percent of Performance Measures Met	73.3%

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 11/29/2016

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.161%	100.00%	11.626%
2	Training Completion Rate	70%	92.958%	100.00%
3	Training Completion Placement Rate	70%	93.939%	100.00%
4	Training Related Placements	70%	83.871%	75.00%
5	Job Openings Index	475	13,085	1,207
6	WP Entered Employment Rate	55%	55.20%	54.176%
7	WIA Adult & Dislocated Worker EER	93%	99.936%	100.00%
8	CAP Entered Employment Rate	38%	43.085%	34.375%
9	CAP Participation Rate	55%	45.28%	53.012%
10	Short-Term Veterans EER	51%	50.94%	53.659%
11	SNAP EER	30%	32.143%	0.00%
12	Number of Training Enrollments	119	836	56
13	Employment (Obtained and Direct)	3,652	27,891	3,930
14	Employment Average Wage	\$13.87	\$10.48	\$11.40
15	Employers Served	955	11,562	1,538
16	Employer Services (Level 1)	464	6,434	1,125
Economic Impact				
17	Cost Per Placement	\$535.26	\$327.92	\$262.25
18	Net Economic Benefit	\$27,493.71	\$21,475.35	\$23,451.00
19	Return on the Investment	\$46.89	\$65.67	\$89.42

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



SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2016

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 statics for the Region during the period of July 1, 2016 through October 31, 2016:

- A total of 19,664 job seekers placed into jobs exited the system as compared to 17,872 for the same period during the previous PY. This is a 10 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 57.2 percent and is ranked 5th.
- The Veterans Program EER is 64.8 percent and is ranked 3rd.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 45.3 percent and is ranked 8th.
- The CAP / WT Program EER is 36.9 percent and is ranked 8th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 31,229 job seekers into jobs for PY 2016-2017 from July through October as compared to 26,819 for the same period in PY 2015-2016. This is a 16.5 percent increase. Region 23 (CareerSource South Florida) makes up 21.2 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 October 31, 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	2	14	6,406	8,894	72.0 %
2	1	9	1,187	1,685	70.4 %
3	5	15	9,267	14,441	64.2 %
4	3	16	2,637	4,395	60.0 %
5	4	23	19,664	34,397	57.2 %
6	6	13	2,678	6,551	40.9 %
7	7	19	1,022	2,508	40.7 %
8	9	7	620	1,565	39.6 %
9	11	2	820	2,127	38.6 %
10	8	10	2,278	6,023	37.8 %
11	10	24	2,946	8,295	35.5 %
12	12	12	6,830	19,281	35.4 %
13	13	3	667	1,893	35.2 %
14	19	20	1,756	4,994	35.2 %
15	14	11	2,074	6,069	34.2 %
16	12	17	2,153	6,398	33.7 %
17	15	6	815	2,434	33.5 %
18	16	4	940	2,857	32.9 %
19	18	18	1,834	5,633	32.6 %
20	21	21	4,095	12,893	31.8 %
21	24	22	5,983	18,859	31.7 %
22	23	1	1,942	6,318	30.7 %
23	22	8	3,422	12,142	28.2 %
24	20	5	2,024	7,308	27.7 %
		SW	84,060	197,960	42.5 %

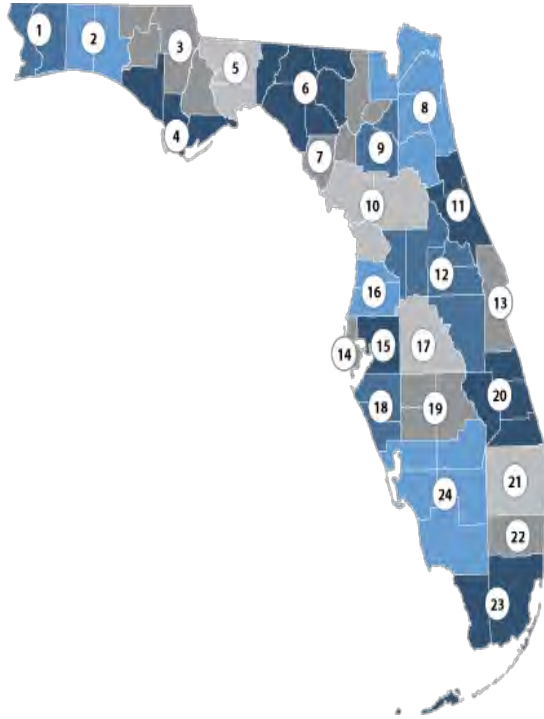
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	3	16	169	242	69.8 %
2	1	9	74	111	66.7 %
3	2	23	307	474	64.8 %
4	4	14	306	531	57.6 %
5	9	15	376	784	48.0 %
6	6	3	77	180	42.8 %
7	8	20	116	287	40.4 %
8	5	13	254	647	39.3 %
9	13	1	541	1,390	38.9 %
10	7	7	44	113	38.9 %
11	15	22	264	709	37.2 %
12	19	19	46	125	36.8 %
13	11	10	143	396	36.1 %
14	17	21	167	489	34.2 %
15	18	12	363	1,082	33.5 %
16	12	17	108	322	33.5 %
17	21	2	152	455	33.4 %
18	20	11	137	414	33.1 %
19	10	24	114	344	33.1 %
20	14	4	96	292	32.9 %
21	16	18	82	258	31.8 %
22	24	6	33	117	28.2 %
23	22	8	340	1,227	27.7 %
24	23	5	127	464	27.4 %
		SW	4,436	11,453	38.7 %

DEO Monthly Management Report
July 1, 2016 through October 31, 2016 (Year-to-Date)

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	22	1,392	2,325	59.9 %
2	3	21	416	740	56.2 %
3	2	14	712	1,331	53.5 %
4	4	15	835	1,612	51.8 %
5	5	11	745	1,480	50.3 %
6	6	16	419	868	48.3 %
7	9	17	409	888	46.1 %
8	7	23	2,005	4,430	45.3 %
9	8	12	1,259	2,872	43.8 %
10	10	6	62	151	41.1 %
11	13	9	162	429	37.8 %
12	11	5	388	1,093	35.5 %
13	14	24	182	529	34.4 %
14	12	1	208	611	34.0 %
15	15	8	988	3,061	32.3 %
16	16	10	218	711	30.7 %
17	18	4	37	128	28.9 %
18	17	7	53	197	26.9 %
19	21	20	81	361	22.4 %
20	20	3	28	127	22.0 %
21	19	13	50	232	21.6 %
22	22	18	128	730	17.5 %
23	24	2	35	210	16.7 %
24	23	19	19	115	16.5 %
		SW	10,831	25,231	42.9 %

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	309	651	47.5 %
2	5	22	433	965	44.9 %
3	2	15	380	878	43.3 %
4	10	17	169	413	40.9 %
5	3	16	148	375	39.5 %
6	4	11	205	537	38.2 %
7	8	12	505	1,331	37.9 %
8	6	23	695	1,885	36.9 %
9	9	24	104	294	35.4 %
10	7	19	26	77	33.8 %
11	14	8	429	1,324	32.4 %
12	12	21	106	335	31.6 %
13	19	2	29	93	31.2 %
14	17	20	53	170	31.2 %
15	22	4	23	74	31.1 %
16	11	9	44	143	30.8 %
17	15	10	104	343	30.3 %
18	13	18	129	429	30.1 %
19	16	13	44	147	29.9 %
20	18	5	92	314	29.3 %
21	20	1	108	382	28.3 %
22	21	7	24	86	27.9 %
23	24	6	17	69	24.6 %
24	23	3	16	76	21.1 %
		SW	4,192	11,391	36.8 %

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: 12/15/2016

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 Workforce Development Area (WDA) covering the reporting period from July 1, 2016 through November 28, 2016, as represented on the State's Monthly Management Report (MMR). The MMR provides a snapshot of the performance data present in the Management Information System on the last day of each month.

The details are as follows:

- 92/92 Credential Attainment Measure (Column 1) exited the program with outcomes (obtained a credential/diploma, post-secondary education, advanced/training qualified apprenticeships, military, employment). The WDA's credential attainment positive outcome performance measure is 100%.
- 392/470 Measurable Skills Gain (Column 2) attained and increased in their youth skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The WDA's youth skill attainment performance measure is 83%.
- 66/66 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 WDA's In-School Youth positive outcome performance measure is 100%.
- 26/26 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 WDA'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 - November 28, 2016

Youth Service Partners	Credential Attainment Measure (100%) COLUMN #1			Measurable Skills Gain (Youth Skill Attainment Performance Measure) (90%) 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	9	9	100%	82	69	84%	9	9	100%			
Cuban National Council	44	44	100%	58	49	84%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	11	11	100%	3	3	100%			
Youth Co-Op Miami-Dade	10	10	100%	61	56	92%	10	10	100%			
YEAR-TO-DATE PERFORMANCE	66	66	100%	212	185	87%	66	66	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	3	3	100%	60	44	73%				3	3	100%
Community Coalition	1	1	100%	33	30	91%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	39	20	51%				N/D	N/D	N/D
Greater Miami Service Corps	N/D	N/D	N/D	36	32	89%				N/D	N/D	N/D
Youth Co-Op Monroe	2	2	100%	9	9	100%				2	2	100%
Youth Co-Op Miami-Dade	20	20	100%	81	72	89%				20	20	100%
YEAR-TO-DATE PERFORMANCE	26	26	100%	258	207	80%				26	26	100%
REGIONAL PERFORMANCE	92	92	100%	470	392	83%	66	66	100%	26	26	100%



SFWIB PERFORMANCE COUNCIL

DATE: 12/15/2016

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 December 1, 2016, indicates that the South Florida Workforce Investment Board generated \$1,982,668.52 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.23. Eighty-nine percent of training services participants completed classroom training. Of those completing training, 92 percent have obtained employment with an average wage of \$17.33. Eighty-three percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,156.89.

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		
Compu-Med Vocational Career Corp - Hialeah	1	1	1	100.00 %	1	100.00 %	\$ 1,171.09	\$ 1,171.09	\$ 1,171.09	\$ 8.50	\$ 17,680.00	\$ 16,508.91	\$ 14.10
Dade Institute of Technology - Main Campus	4	4	4	100.00 %	1	25.00 %	\$ 6,893.68	\$ 27,574.72	\$ 6,893.68	\$ 8.88	\$ 18,460.00	\$ 11,566.32	\$ 1.68
Florida International University (RDB1003)	1	1	1	100.00 %	1	100.00 %	\$ 5,420.16	\$ 5,420.16	\$ 5,420.16	\$ 8.05	\$ 16,744.00	\$ 11,323.84	\$ 2.09
Florida Vocational Institute	5	3	3	100.00 %	3	100.00 %	\$ 2,859.17	\$ 8,577.51	\$ 2,859.17	\$ 9.43	\$ 19,621.33	\$ 16,762.16	\$ 5.86
Life-Line Med Training	1	1	1	100.00 %	-	0.00 %	\$ 465.00	\$ 465.00	\$ 465.00	\$ 10.00	\$ 20,800.00	\$ 20,335.00	\$ 43.73
Management Resources College	1	-	-	0.00 %	-	0.00 %	\$ 2,000.00	-	-	-	-	-	-
Metropolitan Trucking and Technical Institute	3	1	-	0.00 %	-	0.00 %	\$ 1,298.88	\$ 1,298.88	-	-	-	-	-
Miami-Dade College	5	3	-	0.00 %	-	0.00 %	\$ 2,641.86	\$ 7,925.58	-	-	-	-	-
New Horizons	19	19	17	89.47 %	16	94.12 %	\$ 9,736.84	\$ 185,000.00	\$ 10,882.35	\$ 21.54	\$ 44,798.31	\$ 33,915.95	\$ 3.12
Sullivan & Cogliano Training Centers, Inc. Kendall	17	15	15	100.00 %	12	80.00 %	\$ 5,808.65	\$ 87,129.71	\$ 5,808.65	\$ 15.75	\$ 32,757.23	\$ 26,948.58	\$ 4.64
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	-	0.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10.00	\$ 20,800.00	\$ 10,800.00	\$ 1.08
The Academy -- Miami Campus	16	16	16	100.00 %	14	87.50 %	\$ 9,028.44	\$ 144,455.00	\$ 9,028.44	\$ 21.45	\$ 44,616.00	\$ 35,587.56	\$ 3.94
The CDL School, Inc.	9	9	9	100.00 %	9	100.00 %	\$ 2,222.22	\$ 20,000.00	\$ 2,222.22	\$ 14.76	\$ 30,703.11	\$ 28,480.89	\$ 12.82
	83	74	68	91.89 %	57	83.82 %	\$ 6,340.18	\$ 469,173.16	\$ 6,899.61	\$ 17.33	\$ 36,056.49	\$ 29,156.89	\$ 4.23