



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, April 20, 2017  
8:00 A.M.**

Doubletree by Hilton Miami Airport  
Convention Center  
711 NW 72nd Avenue  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. February 16 , 2017
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:** April 20, 2017, 2016 at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

February 16, 2016 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> <li>1. Clayton, Lovey</li> <li>2. Gaber, Cynthia, Vice - Chairwoman</li> <li>3. Garza, Maria, Chairwoman</li> <li>4. Huston, Albert</li> <li>5. Rod, Denis</li> </ol>	<p>Banks, Theron – <i>Greater Miami Services Corp.</i>            Brito, Hilma – <i>Arbor E &amp; T Rescare, Inc.</i>            Buitrigo, Jessica - <i>Cuban American National Council Inc. (CNC)</i>            Buttacavoli, Jose – <i>Community Coalition, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>6. Chi, Joe</li> <li>7. Diggs, Bill</li> <li>8. Jordan, Comm. Barbara</li> <li>9. Manrique, Carlos</li> <li>10. Regueiro, Maria</li> </ol>	<p>Collazo, Janet – <i>Cuban American National Council Inc. (CNC)</i>            Farinas, Irene – <i>Adult Mankind Organization, Inc.</i>            Flores, Oscar – <i>Computed Vocational Careers</i>            Lopez, Sonia - <i>Cuban American National Council Inc. (CNC)</i>            Mendez, Jesse – <i>Community Coalition, Inc.</i></p>
<p><b>SFW STAFF</b>            Perrin, Yian            Smith, Robert</p>	<p>Prieto, Susana – <i>Future Tech Institute</i>            Rodriguez, Maria – <i>Youth Co-Op, Inc.</i>            Ruiz, Julio - <i>Cuban American National Council Inc. (CNC)</i>            Sante, Alicia – <i>Youth Co-Op, Inc.</i>            Velez, Paulina – <i>Youth Co-Op, Inc.</i>            Wilkins, Adrian – <i>All Construction Inc.</i></p>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Performance Council Chairwoman Maria Garza called the meeting to order at 8:10am, asked all those present introduce themselves and noted that a quorum had been achieved.

**2. Performance Council Meeting Minutes**

**2.a Approval of June 23, 2016**

**2.b Approval of August 18, 2016**

**2.c October 20, 2016**

**2.d December 15, 2016**

Mr. Albert Huston moved the approval of June 23, 2016, August 18, 2016, October 20, 2016, and December 15, 2016 meeting minutes. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

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

Chairwoman Garza introduced the item and Mr. Smith further presented the most current data into record:

No further questions or discussions.

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

Chairwoman Garza introduced the item and Mr. Smith further presented. He noted into record that three (3) of the seven (7) contractors have met or exceeded performance measures.

Chairwoman Garza inquired about how far off were the contractors short from achieving their individual goals. Mr. Smith explained.

[Dr. Denis Rod arrived]

Mr. Huston inquired about potential workforce related impacts as a result of recent laws that were implemented. Mr. Smith further explained.

Mr. Clayton inquired about the Temporary Protected Status (TPS). Mr. Smith responded that currently TPS is not being impacted by any legislation.

Chairwoman Garza opened the discussion to those seated in the audience requiring their feedback related to the refugee program.

Youth Co-Op, Inc. Executive Director Maria Rodriguez appeared before the Council and gave an update on a new House Bill related to refugee program.

SFWIB Executive Director Rick Beasley appeared before the Council and further explained the Bill.

Chairwoman Garza inquired about the impact of the “wet foot dry foot” policy that ended.

Dr. Denis Rod shared his comments and concerns.

Cuban National Council Executive Director Sonia Lopez appeared before the Council and advised that there has been no current financial impact. She provided further details.

Mr. Beasley provided information on services and resources.

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

Mr. Smith introduced the item and further presented.

No further questions or discussions.

**5. Information – Youth Partners & Regional Performance**

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

**6. Information – Consumer Report Card update**

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

Mr. Clayton requested additional information on the formula used to calculate the average wage.

Mr. Smith explained.

Chairwoman Garza inquired about the median and negotiated. Mr. Smith explained.

Mr. Huston shared his comments regarding the realistic point of those achieving \$17 an hour wage rate.

Dr. Rod shared his comments as well.

Mr. Smith assured that a more detailed report (providing information on wages by industry and area) would be provided at a later date.

There was continued discussion related to average wage.

No further questions or discussions.

**7. Information – DEO Quality Assurance Report for Program Year 2016-2017**

Chairwoman Garza introduced the item. Mr. Smith further presented and Mr. Beasley provided details on a new tool.

Chairwoman Garza inquired about training and Mr. Beasley explained.

There being no further business to come before the Board, the meeting adjourned at 8:52am.



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 4,664 refugee job seekers into employment from October 1, 2016 through March 31, 2017, as compared to 4,532 for the same period in the previous PY. This is an overall placement increase of 2.8 percent.

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

- 12,301 refugee job seekers enrolled in the RET Program
- 2,618 refugees are still working after 90 days of hire
- 2,047 refugees are still working after 180 days of hire
- 1,973 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

*ATTACHMENT*

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 3/31/2017

## Regional

Regional		
	Measure	Region
1	Entered Employment Rate	16.026% 
2	Entered Employment Rate LTY	13.80% 
3	Employed on the 90th Day	79.793% 
4	Employed on the 180th Day	84.482% 
5	Health Benefits	45.799% 
6	Placements (YTD)	4,664
7	Intakes (YTD)	12,301
8	EFM Placements (YTD)	84.584% 

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 3/31/2017

## AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	19.237%	↑
2	Entered Employment Rate LTY		18.059%	↑
3	Employed on the 90th Day	79.793%	89.739%	↓
4	Employed on the 180th Day	84.482%	89.919%	↓
5	Health Benefits	45.799%	49.351%	↓
6	Placements (YTD)	4,664	828	
7	Intakes (YTD)	12,301	1,778	
8	EFM Placements (YTD)	84.584%	85.517%	↑

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 3/31/2017

## Arbor E&T, LLC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	21.031%	↑
2	Entered Employment Rate LTY		18.927%	↑
3	Employed on the 90th Day	79.793%	84.279%	↓
4	Employed on the 180th Day	84.482%	86.842%	↑
5	Health Benefits	45.799%	39.295%	↓
6	Placements (YTD)	4,664	427	
7	Intakes (YTD)	12,301	1,601	
8	EFM Placements (YTD)	84.584%	91.429%	↑

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 3/31/2017

## CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	10.256%	↑
2	Entered Employment Rate LTY		9.401%	↑
3	Employed on the 90th Day	79.793%	87.407%	↓
4	Employed on the 180th Day	84.482%	79.096%	↓
5	Health Benefits	45.799%	56.676%	↑
6	Placements (YTD)	4,664	417	
7	Intakes (YTD)	12,301	1,325	
8	EFM Placements (YTD)	84.584%	91.489%	↑

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 3/31/2017

## Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	11.788%	↑
2	Entered Employment Rate LTY		8.731%	↑
3	Employed on the 90th Day	79.793%	71.805%	↓
4	Employed on the 180th Day	84.482%	72.121%	↑
5	Health Benefits	45.799%	43.75%	↑
6	Placements (YTD)	4,664	415	
7	Intakes (YTD)	12,301	863	
8	EFM Placements (YTD)	84.584%	75.862%	↑

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 3/31/2017

## Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	13.639%	↑
2	Entered Employment Rate LTY		13.292%	↑
3	Employed on the 90th Day	79.793%	81.909%	↓
4	Employed on the 180th Day	84.482%	89.358%	↓
5	Health Benefits	45.799%	44.676%	↑
6	Placements (YTD)	4,664	1,019	
7	Intakes (YTD)	12,301	2,620	
8	EFM Placements (YTD)	84.584%	86.709%	↑

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 3/31/2017

## Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	27.532%	↑
2	Entered Employment Rate LTY		23.276%	↑
3	Employed on the 90th Day	79.793%	88.776%	↑
4	Employed on the 180th Day	84.482%	87.179%	↑
5	Health Benefits	45.799%	70.435%	↓
6	Placements (YTD)	4,664	139	
7	Intakes (YTD)	12,301	242	
8	EFM Placements (YTD)	84.584%	85.00%	↑

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 3/31/2017

## Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	16.026%	18.072%	↑
2	Entered Employment Rate LTY		13.824%	↑
3	Employed on the 90th Day	79.793%	71.234%	↓
4	Employed on the 180th Day	84.482%	80.864%	↓
5	Health Benefits	45.799%	42.049%	↑
6	Placements (YTD)	4,664	1,419	
7	Intakes (YTD)	12,301	3,872	
8	EFM Placements (YTD)	84.584%	87.317%	↓

ND = No data

NA = Region performance not applicable for this measure

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**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 March 31, 2017.

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 2016-17 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**REFUGEE SERVICES CONTRACTORS PERFORMANCE SUMMARY****Balanced Scorecard PY '16-'17 (October 1, 2016 through March 31, 2017)****A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures**

<b>Refugee Services Contractors</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>AMO</b>	6	8	<b>75.0%</b>
<b>Arbor</b>	5	8	<b>62.5%</b>
<b>Cuban American</b>	6	8	<b>75.0%</b>
<b>Community Coalition</b>	4	8	<b>50.0%</b>
<b>Luthern Services</b>	5	8	<b>62.5%</b>
<b>Miami Beach</b>	6	8	<b>75.0%</b>
<b>Youth Co-Op, Inc.</b>	5	8	<b>62.5%</b>
<b>Region</b>	6	8	<b>75.0%</b>



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 March 31, 2017.

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 March 31, 2017, shows the Region had a total of 47,839 job placements; which is 5.6 percent above the minimum standard and 2.3 percent below the maximum standard.

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



<b>WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY</b>				
<b>Balanced Scorecard PY '16-'17 (July 1, 2016 through March 31, 2017)</b>				
<b>A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures</b>				
<b>Workforce Services Contractors</b>	<b>Workforce Services Locations</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Arbor E &amp; T, LLC</b>	<b>Hialeah Downtown Career Center</b>	16	18	<b>88.9%</b>
	<b>Carol City Career Center</b>	13	19	<b>68.4%</b>
	<b>Miami Beach Career Center</b>	13	19	<b>68.4%</b>
	<b>Opa-Locka Career Center</b>	8	18	<b>44.4%</b>
<b>City of Miami</b>	<b>City of Miami Career Center</b>	11	19	<b>57.9%</b>
<b>Ser Jobs for Progress, Inc.</b>	<b>North Miami Beach Career Center</b>	10	19	<b>52.6%</b>
<b>Transition, Inc.</b>	<b>Transition ** Offender Service Center</b>	8	16	<b>50.0%</b>
<b>Youth Co-Op, Inc.</b>	<b>Florida Keys Career Center</b>	13	19	<b>68.4%</b>
	<b>Homestead Career Center</b>	15	19	<b>78.9%</b>
	<b>Little Havana Career Center</b>	14	19	<b>73.7%</b>
	<b>Northside Career Center</b>	14	19	<b>73.7%</b>
	<b>Perrine Career Center</b>	13	19	<b>68.4%</b>
	<b>South Miami Career Center</b>	12	18	<b>66.7%</b>
	<b>West Dade Career Center</b>	16	19	<b>84.2%</b>
<b>Region</b>	<b>All</b>	13	19	<b>68.4%</b>

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

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

## Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	82.298%
3	Training Completion Placement Rate	70%	93.836%
4	Training Related Placements	70%	92.701%
5	Job Openings Index	7,267	24,281
6	WP Entered Employment Rate	55%	54.976%
7	WIA Adult & Dislocated Worker EER	93%	99.897%
8	CAP Entered Employment Rate	38%	38.572%
9	CAP Participation Rate	50%	42.552%
10	Short-Term Veterans EER	51%	51.042%
11	SNAP EER	30%	50.575%
12	Number of Training Enrollments	1,709	1,647
13	Employment (Obtained and Direct)	48,960	47,839
14	Employment Average Wage	\$13.87	\$10.61
15	Employers Served	14,611	17,280
16	Employer Services (Level 1)	7,098	10,776
Economic Impact			
17	Cost Per Placement	\$576.61	\$355.69
18	Net Economic Benefit	\$27,452.54	\$21,703.40
19	Return on the Investment	\$43.75	\$61.14

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>68.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Arbor E&T, LLC

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.627%	100.00%	8.42%
2	Training Completion Rate	70%	82.298%	92.063%
3	Training Completion Placement Rate	70%	93.836%	92.308%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	622	24,281	2,995
6	WP Entered Employment Rate	55%	54.976%	70.083%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	40.492%
9	CAP Participation Rate	50%	42.552%	48.246%
10	Short-Term Veterans EER	51%	51.042%	46.835%
11	SNAP EER	30%	50.575%	0.00%
12	Number of Training Enrollments	135	1,647	143
13	Employment (Obtained and Direct)	4,536	47,839	4,650
14	Employment Average Wage	\$13.87	\$10.61	\$10.75
15	Employers Served	1,251	17,280	1,248
16	Employer Services (Level 1)	608	10,776	660
Economic Impact				
17	Cost Per Placement	\$524.91	\$355.69	\$333.16
18	Net Economic Benefit	\$27,494.27	\$21,703.40	\$22,016.44
19	Return on the Investment	\$46.94	\$61.14	\$66.08

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>68.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.15%	100.00%	6.313%
2	Training Completion Rate	70%	82.298%	87.273%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	91.667%
5	Job Openings Index	659	24,281	5,055
6	WP Entered Employment Rate	55%	54.976%	65.678%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	39.834%
9	CAP Participation Rate	50%	42.552%	61.377%
10	Short-Term Veterans EER	51%	51.042%	73.077%
11	SNAP EER	30%	50.575%	ND
12	Number of Training Enrollments	117	1,647	125
13	Employment (Obtained and Direct)	3,654	47,839	4,236
14	Employment Average Wage	\$13.87	\$10.61	\$10.43
15	Employers Served	1,326	17,280	1,674
16	Employer Services (Level 1)	644	10,776	1,171
Economic Impact				
17	Cost Per Placement	\$530.62	\$355.69	\$337.15
18	Net Economic Benefit	\$27,493.47	\$21,703.40	\$21,353.09
19	Return on the Investment	\$46.87	\$61.14	\$63.33

<b>Number of Performance Measures Met</b>	<b>16</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>88.9%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Arbor E&T, LLC

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.599%	100.00%	4.513%
2	Training Completion Rate	70%	82.298%	100.00%
3	Training Completion Placement Rate	70%	93.836%	85.714%
4	Training Related Placements	70%	92.701%	83.333%
5	Job Openings Index	434	24,281	855
6	WP Entered Employment Rate	55%	54.976%	40.394%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	50.847%
9	CAP Participation Rate	50%	42.552%	44.805%
10	Short-Term Veterans EER	51%	51.042%	48.101%
11	SNAP EER	30%	50.575%	100.00%
12	Number of Training Enrollments	45	1,647	47
13	Employment (Obtained and Direct)	1,548	47,839	1,324
14	Employment Average Wage	\$13.87	\$10.61	\$11.36
15	Employers Served	872	17,280	928
16	Employer Services (Level 1)	423	10,776	655
Economic Impact				
17	Cost Per Placement	\$530.60	\$355.69	\$408.50
18	Net Economic Benefit	\$27,486.82	\$21,703.40	\$23,216.97
19	Return on the Investment	\$46.34	\$61.14	\$56.84

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>68.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Arbor E&T, LLC

Opa Locka center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.038%	100.00%	2.273%
2	Training Completion Rate	70%	82.298%	90.00%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	340	24,281	488
6	WP Entered Employment Rate	55%	54.976%	49.516%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	98.485%
8	CAP Entered Employment Rate	38%	38.572%	32.317%
9	CAP Participation Rate	50%	42.552%	35.156%
10	Short-Term Veterans EER	51%	51.042%	37.50%
11	SNAP EER	30%	50.575%	ND
12	Number of Training Enrollments	36	1,647	37
13	Employment (Obtained and Direct)	1,215	47,839	784
14	Employment Average Wage	\$13.87	\$10.61	\$10.41
15	Employers Served	684	17,280	490
16	Employer Services (Level 1)	332	10,776	318
Economic Impact				
17	Cost Per Placement	\$522.08	\$355.69	\$469.74
18	Net Economic Benefit	\$27,493.27	\$21,703.40	\$21,177.65
19	Return on the Investment	\$46.86	\$61.14	\$45.08

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

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.714%	100.00%	9.032%
2	Training Completion Rate	70%	82.298%	76.316%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	519	24,281	906
6	WP Entered Employment Rate	55%	54.976%	54.722%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	99.16%
8	CAP Entered Employment Rate	38%	38.572%	28.302%
9	CAP Participation Rate	50%	42.552%	25.885%
10	Short-Term Veterans EER	51%	51.042%	57.576%
11	SNAP EER	30%	50.575%	31.25%
12	Number of Training Enrollments	99	1,647	448
13	Employment (Obtained and Direct)	3,402	47,839	2,756
14	Employment Average Wage	\$13.87	\$10.61	\$10.94
15	Employers Served	1,044	17,280	1,386
16	Employer Services (Level 1)	507	10,776	1,116
Economic Impact				
17	Cost Per Placement	\$525.97	\$355.69	\$558.87
18	Net Economic Benefit	\$27,498.01	\$21,703.40	\$22,192.79
19	Return on the Investment	\$47.25	\$61.14	\$39.71

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>57.9%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

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%	7.721%
2	Training Completion Rate	70%	82.298%	60.00%
3	Training Completion Placement Rate	70%	93.836%	88.889%
4	Training Related Placements	70%	92.701%	93.75%
5	Job Openings Index	759	24,281	2,433
6	WP Entered Employment Rate	55%	54.976%	45.578%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	26.582%
9	CAP Participation Rate	50%	42.552%	31.242%
10	Short-Term Veterans EER	51%	51.042%	58.163%
11	SNAP EER	30%	50.575%	0.00%
12	Number of Training Enrollments	162	1,647	62
13	Employment (Obtained and Direct)	5,292	47,839	5,778
14	Employment Average Wage	\$13.87	\$10.61	\$11.79
15	Employers Served	1,527	17,280	2,119
16	Employer Services (Level 1)	741	10,776	1,194
Economic Impact				
17	Cost Per Placement	\$525.97	\$355.69	\$197.70
18	Net Economic Benefit	\$27,496.00	\$21,703.40	\$24,331.32
19	Return on the Investment	\$47.08	\$61.14	\$123.07

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>52.6%</b>



# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Transition Inc

Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	3.435%	100.00%	7.453%
2	Training Completion Rate	70%	82.298%	53.061%
3	Training Completion Placement Rate	70%	93.836%	66.667%
4	Training Related Placements	70%	92.701%	50.00%
5	Job Openings Index	50	24,281	444
6	WP Entered Employment Rate	55%	54.976%	54.994%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	95.455%
8	CAP Entered Employment Rate	38%	38.572%	N/A
9	CAP Participation Rate	50%	42.552%	N/A
10	Short-Term Veterans EER	51%	51.042%	41.667%
11	SNAP EER	30%	50.575%	N/A
12	Number of Training Enrollments	90	1,647	130
13	Employment (Obtained and Direct)	711	47,839	667
14	Employment Average Wage	\$13.87	\$10.61	\$10.04
15	Employers Served	100	17,280	148
16	Employer Services (Level 1)	49	10,776	84
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$355.69	\$1,254.65
18	Net Economic Benefit	\$25,681.80	\$21,703.40	\$19,629.38
19	Return on the Investment	\$10.71	\$61.14	\$15.65

<b>Number of Performance Measures Met</b>	<b>8</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>50.0%</b>

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

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.675%	100.00%	2.386%
2	Training Completion Rate	70%	82.298%	100.00%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	141	24,281	745
6	WP Entered Employment Rate	55%	54.976%	60.197%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	56.25%
9	CAP Participation Rate	50%	42.552%	57.895%
10	Short-Term Veterans EER	51%	51.042%	52.50%
11	SNAP EER	30%	50.575%	0.00%
12	Number of Training Enrollments	180	1,647	15
13	Employment (Obtained and Direct)	1,386	47,839	1,078
14	Employment Average Wage	\$13.87	\$10.61	\$11.80
15	Employers Served	283	17,280	355
16	Employer Services (Level 1)	138	10,776	150
Economic Impact				
17	Cost Per Placement	\$1,649.85	\$355.69	\$961.56
18	Net Economic Benefit	\$26,111.12	\$21,703.40	\$23,581.82
19	Return on the Investment	\$13.26	\$61.14	\$24.52

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>68.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.604%	100.00%	7.399%
2	Training Completion Rate	70%	82.298%	92.00%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	493	24,281	666
6	WP Entered Employment Rate	55%	54.976%	61.902%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	48.831%
9	CAP Participation Rate	50%	42.552%	59.832%
10	Short-Term Veterans EER	51%	51.042%	34.783%
11	SNAP EER	30%	50.575%	69.231%
12	Number of Training Enrollments	117	1,647	122
13	Employment (Obtained and Direct)	3,924	47,839	3,734
14	Employment Average Wage	\$13.87	\$10.61	\$9.73
15	Employers Served	991	17,280	1,026
16	Employer Services (Level 1)	482	10,776	717
Economic Impact				
17	Cost Per Placement	\$528.87	\$355.69	\$404.97
18	Net Economic Benefit	\$27,493.38	\$21,703.40	\$19,832.60
19	Return on the Investment	\$46.87	\$61.14	\$48.97

<b>Number of Performance Measures Met</b>	<b>15</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>78.9%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.512%	100.00%	7.925%
2	Training Completion Rate	70%	82.298%	92.00%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	635	24,281	3,704
6	WP Entered Employment Rate	55%	54.976%	56.779%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	40.719%
9	CAP Participation Rate	50%	42.552%	41.283%
10	Short-Term Veterans EER	51%	51.042%	53.448%
11	SNAP EER	30%	50.575%	100.00%
12	Number of Training Enrollments	144	1,647	102
13	Employment (Obtained and Direct)	4,464	47,839	4,315
14	Employment Average Wage	\$13.87	\$10.61	\$10.58
15	Employers Served	1,276	17,280	1,763
16	Employer Services (Level 1)	620	10,776	718
Economic Impact				
17	Cost Per Placement	\$533.69	\$355.69	\$323.03
18	Net Economic Benefit	\$27,493.23	\$21,703.40	\$21,673.18
19	Return on the Investment	\$46.86	\$61.14	\$67.09

<b>Number of Performance Measures Met</b>	<b>14</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>73.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.354%	100.00%	10.048%
2	Training Completion Rate	70%	82.298%	79.07%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	967	24,281	1,600
6	WP Entered Employment Rate	55%	54.976%	58.259%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	30.92%
9	CAP Participation Rate	50%	42.552%	52.434%
10	Short-Term Veterans EER	51%	51.042%	53.704%
11	SNAP EER	30%	50.575%	90.909%
12	Number of Training Enrollments	171	1,647	117
13	Employment (Obtained and Direct)	5,562	47,839	4,384
14	Employment Average Wage	\$13.87	\$10.61	\$9.80
15	Employers Served	1,944	17,280	1,993
16	Employer Services (Level 1)	945	10,776	1,005
Economic Impact				
17	Cost Per Placement	\$526.51	\$355.69	\$271.23
18	Net Economic Benefit	\$27,494.27	\$21,703.40	\$20,108.19
19	Return on the Investment	\$46.94	\$61.14	\$74.14

<b>Number of Performance Measures Met</b>	<b>14</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>73.7%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.292%	100.00%	12.235%
2	Training Completion Rate	70%	82.298%	86.301%
3	Training Completion Placement Rate	70%	93.836%	91.176%
4	Training Related Placements	70%	92.701%	83.871%
5	Job Openings Index	646	24,281	1,587
6	WP Entered Employment Rate	55%	54.976%	61.977%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	45.70%
9	CAP Participation Rate	50%	42.552%	44.984%
10	Short-Term Veterans EER	51%	51.042%	54.93%
11	SNAP EER	30%	50.575%	0.00%
12	Number of Training Enrollments	162	1,647	142
13	Employment (Obtained and Direct)	5,526	47,839	6,116
14	Employment Average Wage	\$13.87	\$10.61	\$10.73
15	Employers Served	1,299	17,280	1,287
16	Employer Services (Level 1)	631	10,776	822
Economic Impact				
17	Cost Per Placement	\$525.91	\$355.69	\$349.11
18	Net Economic Benefit	\$27,496.36	\$21,703.40	\$21,973.03
19	Return on the Investment	\$47.11	\$61.14	\$62.94

<b>Number of Performance Measures Met</b>	<b>13</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>68.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

South Miami

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	1.86%	100.00%	2.38%
2	Training Completion Rate	70%	82.298%	100.00%
3	Training Completion Placement Rate	70%	93.836%	100.00%
4	Training Related Placements	70%	92.701%	100.00%
5	Job Openings Index	139	24,281	526
6	WP Entered Employment Rate	55%	54.976%	38.069%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	41.667%
9	CAP Participation Rate	50%	42.552%	37.872%
10	Short-Term Veterans EER	51%	51.042%	23.077%
11	SNAP EER	30%	50.575%	ND
12	Number of Training Enrollments	35	1,647	22
13	Employment (Obtained and Direct)	1,107	47,839	1,130
14	Employment Average Wage	\$13.87	\$10.61	\$10.06
15	Employers Served	279	17,280	545
16	Employer Services (Level 1)	135	10,776	357
Economic Impact				
17	Cost Per Placement	\$529.64	\$355.69	\$244.10
18	Net Economic Benefit	\$27,483.59	\$21,703.40	\$20,672.38
19	Return on the Investment	\$46.08	\$61.14	\$84.69

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

# CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 3/31/2017

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.161%	100.00%	11.493%
2	Training Completion Rate	70%	82.298%	91.892%
3	Training Completion Placement Rate	70%	93.836%	93.333%
4	Training Related Placements	70%	92.701%	92.857%
5	Job Openings Index	863	24,281	2,277
6	WP Entered Employment Rate	55%	54.976%	56.208%
7	WIA Adult & Dislocated Worker EER	93%	99.897%	100.00%
8	CAP Entered Employment Rate	38%	38.572%	38.202%
9	CAP Participation Rate	50%	42.552%	53.991%
10	Short-Term Veterans EER	51%	51.042%	54.438%
11	SNAP EER	30%	50.575%	42.857%
12	Number of Training Enrollments	216	1,647	135
13	Employment (Obtained and Direct)	6,633	47,839	6,887
14	Employment Average Wage	\$13.87	\$10.61	\$10.94
15	Employers Served	1,735	17,280	2,316
16	Employer Services (Level 1)	843	10,776	1,809
Economic Impact				
17	Cost Per Placement	\$535.26	\$355.69	\$304.07
18	Net Economic Benefit	\$27,493.71	\$21,703.40	\$22,449.67
19	Return on the Investment	\$46.89	\$61.14	\$73.83

<b>Number of Performance Measures Met</b>	<b>16</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>84.2%</b>





## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 February 28, 2017:

- 38,902 job seekers placed into jobs exited the system as compared to 35,497 for the same period during the previous PY. This is a 9.6 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 55.3 percent and is ranked 4<sup>th</sup>.
- The Veterans Program EER is 58.6 percent and is ranked 4<sup>th</sup>.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 42.7 percent and is ranked 9<sup>th</sup>.
- The CAP / WT Program EER is 35.5 percent and is ranked 8<sup>th</sup>.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 61,083 job seekers into jobs for PY 2016-2017 from July through February as compared to 53,440 for the same period in PY 2015-2016. This is a 14.3 percent increase. Region 23 (CareerSource South Florida) makes up 23.5 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 February 28, 2017 (Year-to-Date)**

**Wagner-Peyser Entered Employment Rate**

Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	1	15	20,163	29,203	69.0 %
2	3	9	2,394	3,502	68.4 %
3	2	14	13,129	19,375	67.8 %
4	5	23	38,902	70,345	55.3 %
5	4	16	5,849	10,708	54.6 %
6	6	13	5,209	10,936	47.6 %
7	8	19	2,104	4,738	44.4 %
8	7	7	1,142	2,784	41.0 %
9	10	24	6,437	16,079	40.0 %
10	9	10	3,808	9,769	39.0 %
11	12	20	3,202	8,757	36.6 %
12	11	2	1,419	3,978	35.7 %
13	13	11	4,121	11,584	35.6 %
14	14	12	12,371	34,762	35.6 %
15	16	17	4,022	11,750	34.2 %
16	17	21	8,112	23,945	33.9 %
17	15	3	1,048	3,144	33.3 %
18	18	18	3,439	10,339	33.3 %
19	20	22	9,794	29,665	33.0 %
20	19	4	1,786	5,445	32.8 %
21	21	6	1,348	4,138	32.6 %
22	23	8	6,019	20,067	30.0 %
23	22	1	3,162	10,831	29.2 %
24	24	5	2,895	10,453	27.7 %
		<b>SW</b>	<b>161,875</b>	<b>366,297</b>	<b>44.2 %</b>

**Veterans Entered Employment Rate**

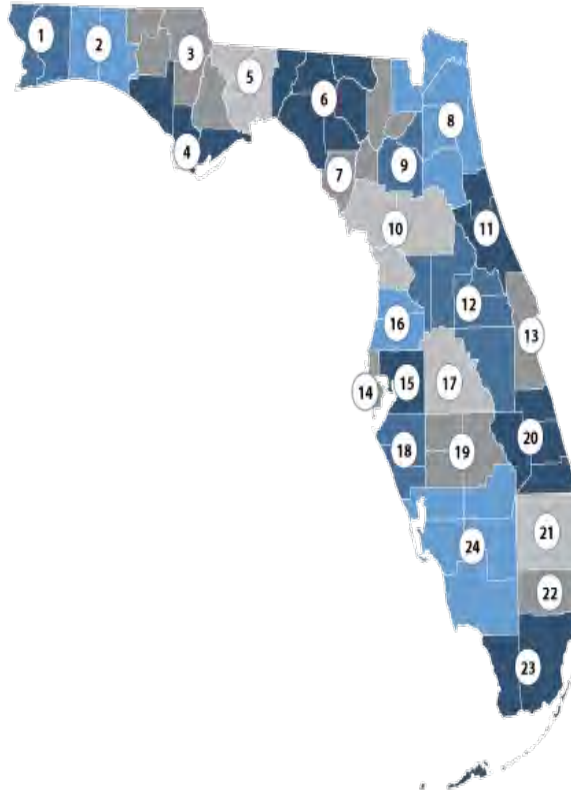
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	1	9	151	223	67.7 %
2	4	14	608	1,015	59.9 %
3	2	16	365	619	59.0 %
4	3	23	582	994	58.6 %
5	5	15	765	1,314	58.2 %
6	6	13	484	1,072	45.1 %
7	8	3	104	254	40.9 %
8	7	20	211	531	39.7 %
9	9	22	480	1,254	38.3 %
10	10	7	72	193	37.3 %
11	11	1	671	1,904	35.2 %
12	16	21	329	935	35.2 %
13	12	17	222	639	34.7 %
14	14	10	236	684	34.5 %
15	15	11	281	843	33.3 %
16	13	24	200	604	33.1 %
17	17	19	75	229	32.8 %
18	19	12	669	2,054	32.6 %
19	18	2	274	858	31.9 %
20	20	4	169	531	31.8 %
21	23	6	61	199	30.7 %
22	21	18	158	518	30.5 %
23	22	8	643	2,120	30.3 %
24	24	5	184	664	27.7 %
		<b>SW</b>	<b>7,994</b>	<b>20,251</b>	<b>39.5 %</b>

**DEO Monthly Management Report**  
**July 1, 2016 through February 28, 2017 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	2	21	778	1,343	57.9 %
2	1	22	2,316	4,029	57.5 %
3	3	14	1,210	2,296	52.7 %
4	4	11	1,344	2,564	52.4 %
5	5	15	1,390	2,897	48.0 %
6	6	16	713	1,488	47.9 %
7	7	17	745	1,604	46.4 %
8	8	12	2,258	5,129	44.0 %
9	9	23	3,293	7,711	42.7 %
10	10	9	292	724	40.3 %
11	11	6	96	252	38.1 %
12	13	5	672	1,899	35.4 %
13	12	24	310	891	34.8 %
14	15	8	1,698	5,318	31.9 %
15	14	1	352	1,112	31.7 %
16	16	10	391	1,328	29.4 %
17	17	4	76	284	26.8 %
18	18	7	90	339	26.5 %
19	19	13	87	401	21.7 %
20	20	20	131	610	21.5 %
21	23	19	35	199	17.6 %
22	21	3	41	248	16.5 %
23	22	2	63	389	16.2 %
24	24	18	175	1,186	14.8 %
		<b>SW</b>	<b>18,556</b>	<b>44,241</b>	<b>41.9 %</b>

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	601	1,270	47.3 %
2	2	22	836	1,947	42.9 %
3	3	15	733	1,751	41.9 %
4	4	17	357	881	40.5 %
5	5	16	282	729	38.7 %
6	6	11	398	1,035	38.5 %
7	7	12	991	2,738	36.2 %
8	8	23	1,343	3,780	35.5 %
9	12	9	99	286	34.6 %
10	9	21	249	719	34.6 %
11	10	24	200	609	32.8 %
12	11	7	60	185	32.4 %
13	13	8	806	2,538	31.8 %
14	14	5	206	663	31.1 %
15	20	4	55	180	30.6 %
16	15	20	102	334	30.5 %
17	16	10	209	695	30.1 %
18	17	2	66	223	29.6 %
19	18	13	82	284	28.9 %
20	19	19	42	150	28.0 %
21	21	18	229	827	27.7 %
22	22	6	30	115	26.1 %
23	23	1	210	824	25.5 %
24	24	3	29	164	17.7 %
		<b>SW</b>	<b>7,308</b>	<b>20,226</b>	<b>36.1 %</b>

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





**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 March 31, 2017, 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:

- 115/115 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%.
- 836/986 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 85%.
- 84/84 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%.
- 41/41 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 - March 31, 2017**

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
<b><i>IN-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	9	9	100%	180	146	81%	9	9	100%			
Cuban National Council	44	44	100%	124	104	84%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	14	14	100%	3	3	100%			
Youth Co-Op Miami-Dade	18	18	100%	174	162	93%	28	28	100%			
<b>YEAR-TO-DATE PERFORMANCE</b>	74	74	100%	492	426	87%	84	84	100%			
<b><i>OUT-OF-SCHOOL PROGRAM</i></b>												
Adult Mankind Organization	3	3	100%	97	60	62%				3	3	100%
Community Coalition	1	1	100%	68	63	93%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	72	52	72%				N/D	N/D	N/D
Greater Miami Service Corps	3	3	100%	60	54	90%				3	3	100%
Youth Co-Op Monroe	3	3	100%	21	20	95%				3	3	100%
Youth Co-Op Miami-Dade	31	31	100%	176	161	91%				31	31	100%
<b>YEAR-TO-DATE PERFORMANCE</b>	41	41	100%	494	410	83%				41	41	100%
<b>REGIONAL PERFORMANCE</b>	115	115	100%	986	836	85%	84	84	100%	41	41	100%



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/20/2017

**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 January 27, 2017, indicates that the South Florida Workforce Investment Board generated \$4,059,197.66 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.20. Ninety percent of training services participants completed classroom training. Of those completing training, 92 percent have obtained employment with an average wage of \$17.64. Ninety-two percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,629.18.

**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		
Advanced Technical Centers	1	-	-	0.00 %	-	0.00 %	\$ 3,006.83	-	-	-	-	-	-
Compu-Med Vocational Career Corp - Hialeah	3	3	3	100.00 %	3	100.00 %	\$ 780.72	\$ 2,342.17	\$ 780.72	\$ 9.17	\$ 19,066.67	\$ 18,285.94	\$ 23.42
Dade Institute of Technology - Main Campus	5	5	5	100.00 %	4	80.00 %	\$ 6,884.94	\$ 34,424.72	\$ 6,884.94	\$ 10.90	\$ 22,672.00	\$ 15,787.06	\$ 2.29
Florida International University (RDB1003)	2	2	2	100.00 %	2	100.00 %	\$ 5,577.58	\$ 11,155.16	\$ 5,577.58	\$ 13.90	\$ 28,912.00	\$ 23,334.42	\$ 4.18
Florida Vocational Institute	7	4	4	100.00 %	4	100.00 %	\$ 3,421.01	\$ 13,684.05	\$ 3,421.01	\$ 9.70	\$ 20,176.00	\$ 16,754.99	\$ 4.90
Life-Line Med Training -Main Campus	3	3	3	100.00 %	2	66.67 %	\$ 2,655.00	\$ 7,965.00	\$ 2,655.00	\$ 10.33	\$ 21,493.33	\$ 18,838.33	\$ 7.10
Management Resources College	4	1	1	100.00 %	1	100.00 %	\$ 5,083.33	\$ 5,083.33	\$ 5,083.33	\$ 25.00	\$ 52,000.00	\$ 46,916.67	\$ 9.23
Metropolitan Trucking and Technical Institute	14	10	9	90.00 %	8	88.89 %	\$ 1,182.91	\$ 11,829.09	\$ 1,314.34	\$ 12.65	\$ 26,305.07	\$ 24,990.72	\$ 19.01
Miami-Dade College	9	7	2	28.57 %	2	100.00 %	\$ 2,376.88	\$ 16,638.16	\$ 8,319.08	\$ 17.50	\$ 36,400.00	\$ 28,080.92	\$ 3.38
New Horizons	42	42	40	95.24 %	39	97.50 %	\$ 9,880.95	\$ 415,000.00	\$ 10,375.00	\$ 19.61	\$ 40,782.04	\$ 30,407.04	\$ 2.93
Sullivan & Cogliano Training Centers, Inc. Kendall	31	28	25	89.29 %	20	80.00 %	\$ 5,946.81	\$ 166,510.58	\$ 6,660.42	\$ 16.60	\$ 34,532.16	\$ 27,871.74	\$ 4.18
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 20.40	\$ 42,432.00	\$ 32,432.00	\$ 3.24
The Academy -- Miami Campus	33	32	31	96.88 %	30	96.77 %	\$ 9,087.95	\$ 290,814.55	\$ 9,381.11	\$ 22.07	\$ 45,904.26	\$ 36,523.14	\$ 3.89
The CDL School, Inc.	11	11	11	100.00 %	11	100.00 %	\$ 2,386.36	\$ 26,250.00	\$ 2,386.36	\$ 14.44	\$ 30,037.09	\$ 27,650.73	\$ 11.59
	<b>166</b>	<b>149</b>	<b>137</b>	<b>91.95 %</b>	<b>127</b>	<b>92.70 %</b>	<b>\$ 6,485.73</b>	<b>\$ 966,373.09</b>	<b>\$ 7,053.82</b>	<b>\$ 17.64</b>	<b>\$ 36,683.00</b>	<b>\$ 29,629.18</b>	<b>\$ 4.20</b>