



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, August 17, 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. April 20, 2017
 - B. June 15, 2017
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Program Year 2016-17 Recap
6. Information – Department of Economic Opportunity Performance Review
7. Information – Youth Partners Regional Performance
8. Information - Consumer Report Card
9. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard

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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 17, 2017 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 20, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Clayton, Lovey 2. Gaber, Cynthia, Vice - Chairwoman 3. Rod, Denis 	<p>Brito, Hilma – <i>Arbor E & T Rescare, Inc.</i></p> <p>Buitrigo, Jessica - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization, Inc. (AMO)</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Chi, Joe 5. Diggs, Bill 6. Garza, Maria, Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 	<p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p> <p>Lopez, Sonia - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Sellers, Robert – <i>City of Miami Center</i></p> <p>Velez, Paulina – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF Perrin, Yian Smith, Robert</p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Performance Council Vice-Chairwoman Cynthia Gaber called the meeting to order at 8:24am, noted those interested in speaking before the Council is required to complete a request to speak form. She asked all those present introduce themselves.

Dr. Denis Rod complimented Paulina Velez of Youth Co-Op, Inc. on the great work she’s doing.

2. Performance Council Meeting Minutes

2.a Approval of February 16, 2017

Deferred due to lack of quorum.

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

Vice-Chairwoman Gaber introduced the item and DEO Programs Manager further presented.

No further questions or discussions.

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

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

No further questions or discussions.

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

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

Mr. Clayton inquired about a breakdown of hourly wages and Mr. Smith responded a report would be provided at a later date.

6. Information – Workforce Services Regional Performance Overview

Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further discussed.

Mr. Smith provided a presentation in response to various questions related to training completions.

Mr. Clayton inquired about the type of jobs offered at \$20hr. Mr. Smith responded IT related fields. Mr. Clayton inquired about average wage for construction. Mr. Smith responded he would provide this information at a later date.

With regards to a particular company in the City of Homestead, Mr. Clayton asked whether the jobs were seasonal. Mr. Perrin responded, “Yes.”

No further questions or discussions.

Vice-Chairwoman thanked Mr. Smith for his presentation.

7. Information – Youth Partners Regional Performance

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

8. Information – Consumer Report Card Update

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

[Further introductions]

There being no further business to come before the Board, the meeting adjourned at 8:45am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: August 17, 2017, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 15, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Huston, Albert Jordan, Comm. Barbara 3. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Manrique, Carlos 9. Regueiro, Maria</p> <p>SFW STAFF Perrin, Yian Smith, Robert</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 8:23am, asked all those present introduce themselves and noted that a quorum had been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 6,185 refugee job seekers were placed into employment from October 1, 2016 to May 26, 2017
- 13, 998 refugee job seekers enrolled in the RET Program
- 3,373 refugees are still working after 90 days of hire
- 2,557 refugees are still working after 180 days of hire and
- 2,676 refugees are receiving health benefits through the employer

No further questions or discussions.

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

Chairwoman Garza introduced the item and Adults Program Supervisor Robert Smith further presented. He noted into record that six (6) of the seven (7) contractors have met or exceeded performance measures.

Mr. Huston asked which provider did not meet performance. Mr. Perrin responded Youth Co-Op, Inc.

Chairwoman Garza asked whether the provider would have an opportunity to attain the 65% prior to year-end. Mr. Perrin responded, “Yes”. Chairwoman Garza asked whether if this was the refugee contract being discussed. Mr. Perrin responded, “Yes”.

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

Mr. Perrin introduced and presented the item.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

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 – Youth Partners Regional Performance

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.

8. Information – Referral to Placement Report Enhancement

9. Information – Consumer Report Card

10. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard

There being no further business to come before the Board, the meeting adjourned at 8:45am.



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

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 7,334 refugee job seekers into employment from October 1, 2016 through June 30, 2017, as compared to 6,935 for the same period in the previous PY. This is an overall placement increase of 1.05 percent.

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

- 14,968 refugee job seekers enrolled in the RET Program
- 4,031 refugees are still working after 90 days of hire
- 2,988 refugees are still working after 180 days of hire
- 3,221 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 6/30/2017

Regional

Regional		
	Measure	Region
1	Entered Employment Rate	23.38% 
2	Employed on the 90th Day	83.857% 
3	Employed on the 180th Day	89.973% 
4	Health Benefits	45.649% 
5	Placements	7,334
6	Intakes (YTD)	14,968
7	EFM Placements (YTD)	84.088% 

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 6/30/2017

AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	28.078%	↑
2	Employed on the 90th Day	83.857%	90.89%	↓
3	Employed on the 180th Day	89.973%	96.404%	↑
4	Health Benefits	45.649%	51.091%	↑
5	Placements	7,334	1,292	
6	Intakes (YTD)	14,968	2,265	
7	EFM Placements (YTD)	84.088%	83.66%	↓

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 6/30/2017

Arbor E&T, LLC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	29.77%	↑
2	Employed on the 90th Day	83.857%	86.145%	↓
3	Employed on the 180th Day	89.973%	95.588%	↑
4	Health Benefits	45.649%	41.006%	↓
5	Placements	7,334	661	
6	Intakes (YTD)	14,968	2,001	
7	EFM Placements (YTD)	84.088%	79.487%	↓

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 6/30/2017

CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	16.657%	↑
2	Employed on the 90th Day	83.857%	84.242%	↓
3	Employed on the 180th Day	89.973%	86.528%	↓
4	Health Benefits	45.649%	53.485%	↑
5	Placements	7,334	710	
6	Intakes (YTD)	14,968	1,605	
7	EFM Placements (YTD)	84.088%	86.667%	↓

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 6/30/2017

Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	17.861%	↑
2	Employed on the 90th Day	83.857%	77.778%	
3	Employed on the 180th Day	89.973%	76.471%	↓
4	Health Benefits	45.649%	41.256%	↓
5	Placements	7,334	640	
6	Intakes (YTD)	14,968	1,032	
7	EFM Placements (YTD)	84.088%	75.714%	↓

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 6/30/2017

Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	20.752%	↑
2	Employed on the 90th Day	83.857%	87.753%	↑
3	Employed on the 180th Day	89.973%	93.176%	↓
4	Health Benefits	45.649%	42.848%	↓
5	Placements	7,334	1,596	
6	Intakes (YTD)	14,968	3,153	
7	EFM Placements (YTD)	84.088%	83.422%	↑

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 6/30/2017

Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	39.352%	↑
2	Employed on the 90th Day	83.857%	81.529%	↓
3	Employed on the 180th Day	89.973%	87.963%	↑
4	Health Benefits	45.649%	76.136%	↑
5	Placements	7,334	200	
6	Intakes (YTD)	14,968	291	
7	EFM Placements (YTD)	84.088%	88.889%	↑

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 6/30/2017

Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	23.38%	24.76%	↑
2	Employed on the 90th Day	83.857%	78.385%	↑
3	Employed on the 180th Day	89.973%	86.036%	↑
4	Health Benefits	45.649%	42.322%	↓
5	Placements	7,334	2,235	
6	Intakes (YTD)	14,968	4,621	
7	EFM Placements (YTD)	84.088%	80.816%	↓

ND = No data

NA = Region performance not applicable for this measure

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SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

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 June 30, 2017.

The RET Services Contractors Balanced Scorecard Performance Summary, for the same period, shows that seven of the 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 June 30, 2017) *****A Contractor must meet or exceed 65% of the Balanced Scorecard Performance**

Refugee Services Contractors	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
AMO	6	7	85.7%
Arbor	5	7	71.4%
Cuban American	6	7	85.7%
Community Coalition	5	7	71.4%
Luthern Services	6	7	85.7%
Miami Beach	7	7	100.0%
Youth Co-Op, Inc.	6	7	85.7%
Region	6	7	85.7%



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: WORKFORCE SERVICES PROGRAM YEAR 2016-2017 RECAP

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 June 30, 2017.

The 2016-17 Balanced Scorecard Year End Performance Summary indicates 6 of the 14 Workforce Services locations either met or exceeded 65 percent of the required performance measures.

The region's Balanced Scorecard Job Placements Year End summary for 2017 shows the region had 60,270 total job placements, which exceeded the minimum standard by 1.6 percent and is 6.8 percent below the maximum standard.

- Eight of the 14 Workforce Services contractors met or exceeded their minimum 2017 Job Placements standard
- Four of the 14 Workforce Services contracts met or exceeded their maximum 2017 Job Placements standard

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2016 To 6/30/2017

Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	88.929%	100.00%
2	Training Completion Rate	70%	81.504%
3	Training Completion Placement Rate	70%	86.538%
4	Training Related Placements	70%	87.556%
5	Job Openings Index	9,684	31,832
6	WP Entered Employment Rate	55%	53.346%
7	WIA Adult & Dislocated Worker EER	93%	99.935%
8	CAP Entered Employment Rate	38%	36.961%
9	CAP Participation Rate	50%	43.871%
10	Short-Term Veterans EER	51%	49.962%
11	SNAP EER	30%	50.467%
12	Number of Training Enrollments	2,278	2,156
13	Employment (Obtained and Direct)	64,668	60,270
14	Employment Average Wage	\$13.87	\$10.57
15	Employers Served	19,473	21,246
16	Employer Services (Level 1)	9,456	13,501
Economic Impact			
17	Cost Per Placement	\$576.61	\$375.04
18	Net Economic Benefit	\$27,452.54	\$21,603.94
19	Return on the Investment	\$43.75	\$57.61

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY				
Balanced Scorecard PY '16-'17 (July 1, 2016 through June 30, 2017) *				
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	19	78.9%
	Carol City Career Center	11	19	57.9%
	Miami Beach Career Center	12	19	63.2%
	Opa-Locka Career Center	9	19	47.4%
City of Miami	City of Miami Career Center	11	19	57.9%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	11	19	57.9%
Transition, Inc.	Transition ** Offender Service Center	11	16	68.8%
Youth Co-Op, Inc.	Florida Keys Career Center	12	19	63.2%
	Homestead Career Center	13	19	68.4%
	Little Havana Career Center	12	19	63.2%
	Northside Career Center	14	19	73.7%
	Perrine Career Center	14	19	73.7%
	South Miami Career Center	11	18	61.1%
	West Dade Career Center	16	19	84.2%
Region	All	11	19	57.9%

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



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: WORKFORCE SERVICES REGIONAL PERFORMANCE RECAP

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 end of the year performance statics for the Region during the 2016-2017 program year:

- 51,915 job seekers placed into jobs exited the system as compared to 54,686 for the same period during the previous PY. This is a 5.2 percent decrease.
- The Wagner-Peyser Entered Employment Rate (EER) is 53.5 percent and is ranked 5th.
- The Veterans Program EER is 57 percent and is ranked 4th.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 43.9 percent and is ranked 7th.
- The CAP / WT Program EER is 35.5 percent and is ranked 9th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 84,063 job seekers into jobs for PY 2016-2017 as compared to 84,584 for last program year. This is a .06 percent decrease. Region 23 (CareerSource South Florida) makes up 23.2 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
2016-17 Program Year**

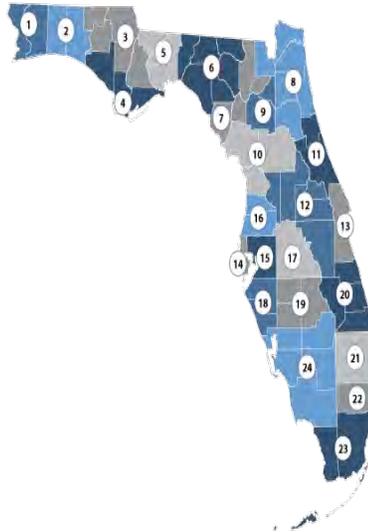
Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	2	9	3,272	4,508	72.6 %
2	1	14	18,467	26,073	70.8 %
3	3	15	30,037	43,663	68.8 %
4	4	16	7,773	14,002	55.5 %
5	5	23	51,915	97,033	53.5 %
6	6	13	6,828	15,008	45.5 %
7	7	19	2,478	5,531	44.8 %
8	8	24	8,659	20,960	41.3 %
9	10	10	4,605	11,475	40.1 %
10	9	7	1,531	3,937	38.9 %
		SW	214,806	478,621	44.9 %

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	201	284	70.8 %
2	2	14	898	1,420	63.2 %
3	3	15	1,191	1,996	59.7 %
4	5	23	793	1,392	57.0 %
5	4	16	553	1,029	53.7 %
6	6	13	648	1,523	42.5 %
7	9	20	279	683	40.8 %
8	7	22	680	1,669	40.7 %
9	8	3	124	308	40.3 %
10	10	17	292	809	36.1 %
		SW	10,892	27,172	40.1 %

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	21	1,263	2,158	58.5 %
2	2	22	3,697	6,406	57.7 %
3	3	14	1,911	3,635	52.6 %
4	4	11	2,153	4,215	51.1 %
5	5	15	2,377	4,793	49.6 %
6	6	16	1,123	2,289	49.1 %
7	8	23	5,433	12,386	43.9 %
8	7	17	1,146	2,623	43.7 %
9	9	12	3,560	8,338	42.7 %
10	10	6	165	405	40.7 %
		SW	29,986	71,208	42.1 %

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	829	1,813	45.7 %
2	3	22	1,180	2,773	42.6 %
3	2	15	1,083	2,567	42.2 %
4	4	17	533	1,290	41.3 %
5	6	16	400	1,044	38.3 %
6	5	11	578	1,513	38.2 %
7	9	9	156	429	36.4 %
8	7	12	1,431	4,009	35.7 %
9	8	23	1,924	5,417	35.5 %
10	10	21	343	1,032	33.2 %
		SW	11,840	33,157	35.7 %

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





SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

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 Workforce Development Area (WDA) covering the reporting period from July 1, 2016 through June 30, 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:

- 118/118 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%.
- 1,068/1,317 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 skills attainment performance measure is 81%.
- 85/85 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%.
- 44/44 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 - June 30, 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
<i>IN-SCHOOL PROGRAM</i>												
Adult Mankind Organization	9	9	100%	220	168	76%	9	9	100%			
Cuban National Council	44	44	100%	183	134	73%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	16	16	100%	3	3	100%			
Youth Co-Op Miami-Dade	18	18	100%	243	224	92%	30	30	100%			
YEAR-TO-DATE PERFORMANCE	74	74	100%	662	542	82%	86	86	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	3	3	100%	123	75	61%				3	3	100%
Community Coalition	1	1	100%	98	89	91%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	102	62	61%				N/D	N/D	N/D
Greater Miami Service Corps	3	3	100%	105	92	88%				3	3	100%
Youth Co-Op Monroe	4	4	100%	24	23	96%				4	4	100%
Youth Co-Op Miami-Dade	33	33	100%	203	185	91%				33	33	100%
YEAR-TO-DATE PERFORMANCE	44	44	100%	655	526	80%				44	44	100%
REGIONAL PERFORMANCE	118	118	100%	1,317	1,068	81%	86	86	100%	44	44	100%



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

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 May 25, 2017, indicates that the South Florida Workforce Investment Board generated \$258,784 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$2.55. One hundred percent of training services participants completed classroom training. Of those completing training, 100 percent have obtained employment with an average wage of \$15.74. One hundred percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$23,526.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2017 - 06/30/2018

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		
New Horizons	4	4	4	100.00 %	4	100.00 %	\$ 10,000.00	\$ 40,000.00	\$ 10,000.00	\$ 14.96	\$ 31,111.60	\$ 21,111.60	\$ 2.11
Sullivan & Cogliano Training Centers, Inc. Kendall	2	2	2	100.00 %	2	100.00 %	\$ 7,814.50	\$ 15,629.00	\$ 7,814.50	\$ 11.71	\$ 24,346.40	\$ 16,531.90	\$ 2.12
The Academy -- Miami Campus	5	5	5	100.00 %	5	100.00 %	\$ 9,160.26	\$ 45,801.31	\$ 9,160.26	\$ 17.99	\$ 37,415.04	\$ 28,254.78	\$ 3.08
	11	11	11	100.00 %	11	100.00 %	\$ 9,220.94	\$ 101,430.31	\$ 9,220.94	\$ 15.74	\$ 32,746.76	\$ 23,525.83	\$ 2.55



SFWIB PERFORMANCE COUNCIL

DATE: 8/17/2017

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: MODIFICATIONS TO THE BALANCED SCORECARD

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval to make the following Process and Outcome Measure changes to the Balanced Scorecard, as set forth below.

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The region's Balanced Scorecard is a tool that is used to measure and monitor the daily performance of the contracted service providers for the current program year. The tool is a combination of performance and process measures. The proposed modifications will include a standard that will be viewed from two vantage points, increasing the tool's total number of measures from 19 to 21.

SFWIB staff recommends the following changes to the Balanced Scorecard:

1. Employment Retention Follow Up: This measure will indicate the percentage of participants who obtain employment, exited the system and are either still employed or earned wages in the quarters following their exit from the system. The state measures the benchmarks at the second and fourth quarter as depicted on the Balance Scorecard; however, SFWIB staff will monitor the measure on a continuous basis.

Continuous monitoring and follow up allows the service provider to track employer retention rates, update information on the gainfully employed, and re-engage job seekers in need of additional services.

The new measure will also provide an indicator when a process may need to be adjusted in order to ensure Workforce Development Area 23 meets the State mandated requirements.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT