



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, December 14, 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
  - C. August 17, 2017
  - D. October 19, 2017
3. Information - Refugee Employment and Training Program Performance Overview
4. Information - Workforce Services Balanced Scorecard and Job Placements Update
5. Information - Referral to Placement Report – Distinct Referrals
6. Information - Service Provider Staff Productivity Analysis
7. Information - Consumer Report Card
8. Information – System Review of Exiting Wagner-Peyser (WP) Participants

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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: December 14, 2017 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

April 20, 2017 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. Rod, Denis</li> </ol>	<p>Brito, Hilma – <i>Arbor E &amp; 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><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Diggs, Bill</li> <li>6. Garza, Maria, Chairwoman</li> <li>7. Huston, Albert Jordan, Comm. Barbara</li> <li>8. Manrique, Carlos</li> <li>9. Regueiro, Maria</li> </ol>	<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><b>SFW STAFF</b>          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: December 14, 2017, 2016 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 15, 2017 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
<p>1. Garza, Maria, Chairwoman            2. Huston, Albert Jordan, Comm. Barbara            3. Rod, Denis</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>4. Chi, Joe            5. Clayton, Lovey            6. Diggs, Bill            7. Gaber, Cynthia, Vice - Chairwoman            8. Manrique, Carlos            9. Regueiro, Maria</p> <p><b>SFW STAFF</b>            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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2C**

**DATE: December 14, 2017, 2016 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

August 17, 2017 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. Garza, Maria, Chairwoman</li> <li>2. Rod, Denis</li> <li>3. Manrique, Carlos</li> </ol>	<p>Buitrigo, Jessica – <i>Cuban American National Council, Inc.</i></p> <p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i>            Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Clayton, Lovey</li> <li>6. Diggs, Bill</li> <li>7. Gaber, Cynthia, Vice - Chairwoman</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p> <p>Porro, William – <i>City of Miami</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian</p>	<p>Someillian, Ana – <i>Adults Mankind Organization, Inc.</i></p> <p>Taylor, Kelvin – <i>Cuban American National Council, 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 8:23am, asked all those present introduce themselves and noted that a quorum had not been achieved.

[Mr. Carlos Manrique arrived]

**2. Performance Council Meeting Minutes**

**2.a Approval of April 20, 2017**

**2.b June 15, 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 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 14, 968 refugee job seekers enrolled in the RET Program
- 4,031 refugees are still working after 90 days of hire
- 2,998 refugees are still working after 180 days of hire and
- 3,221 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 Mr. Perrin further presented. He noted into record that all seven (7) contractors have met or exceeded performance measures.

Chairwoman Garza asked whether if this is the first time that all seven contractors met or exceeded performance measures. Mr. Perrin responded, “Yes.”

No further questions or discussions.

**5. Information– Workforce Services Program Year 2016-17 Recap**

Mr. Perrin introduced and presented the item.

No further questions or discussions.

**6. Information – Department of Economic Opportunity Performance Review**

Chairwoman Garza introduced the item and SFWIB Adults Program Manager David Gilbert further presented the following updates:

For Program Year 2016-17:

**Year End Performance Summary:**

- Six (6) of 14 Workforce Services locations either met or exceeded 65 percent of the required performance measures
- This region achieved a total of 60,270 job placements (exceeded the minimum standard by 1.6% and 6.8% below maximum standard)

**Balanced Scorecard Job Placements Year End Summary:**

- Eight (8) 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

No further questions or discussions.

**7. Information – Youth Partners Regional Performance**

Mr. Yian Perrin introduced and presented the item.

- 118/118 - Credential Attainment Measure exited the program with positive outcome and WDA's credential attachment positive outcome performance measure is 100%
- 1,068/1,317 - Measureable Skills Gain attained and increased in their youth skill attainment performance measure. WDA's credential attachment positive outcome performance measure is 81%
- 85/85 - In-School Youth exited the program with a positive outcome and WDA's In-School youth positive outcome performance measure is 100%
- 44/44 - Out-of-School Youth exited the program with a positive outcome and the WDA's Out-of-School Youth positive outcome performance measure is 100%

No further questions or discussions.

**8. Information – Consumer Report Card**

Mr. Perrin introduced and presented the item.

No further questions or discussions.

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

Mr. Gilbert presented and read the item into record staff's recommendation for the Council's approval to recommend to the Board to accept process and performance revisions to the balanced scorecard.

Mr. Manrique asked who would be responsible to conduct follow-ups. Mr. Gilbert responded that service providers would be responsible for this particular task.

There was continued discussion regarding a tracking system.

Mr. Manrique inquired about current performance standards and Mr. Gilbert explained that providers must meet the required 90% of retention rate that exit the system in the two new performance standards.

There was continued discussion regarding the requirements of meeting performance in each quarter.

The Garza asked whether if CSSF is currently following a guideline that had been implemented by the Federal Government for several years. Mr. Gilbert responded, "Yes." Ms. Garza later recommended additional time for providers to adjust to this new law/policy. She explained that "it's not easy to help job seekers with employment during third and fourth quarters". Mr. Manrique also shared his concerns. After continued discussions, Mr. Gilbert explained in great detail and noted that \$125 would be given per follow-up for each individual.

Mr. Manrique inquired about the scorecard. Mr. Gilbert explained.

There being no further business to come before the Board, the meeting adjourned at 8:41am.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2D**

**DATE:** December 14, 2017, 2016 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

October 19, 2017 at 8:00am  
 Doubletree Miami Airport Hotel -  
 Convention Center  
 711 NW 72<sup>nd</sup> Avenue  
 Miami, FL 33128

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>OTHER ATTENDEES</b>
<p>1. Clayton, Lovey</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>2. Garza, Maria, Chairwoman            3. Rod, Denis            4. Manrique, Carlos            5. Chi, Joe            6. Diggs, Bill            7. Gaber, Cynthia, Vice - Chairwoman            8. Huston, Albert            9. Jordan, Comm. Barbara            10. Regueiro, Maria</p> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian</p>	<p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Hernandez, Ana – Cuban National Council, Inc.</p> <p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Mendez, Jessy – <i>Community Coalition, Inc.</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Lovey Clayton as Acting Chairman on behalf of Performance Council Chairwoman Maria Garza called the meeting to order at 8:25a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

**2. Performance Council Meeting Minutes**

**2.a Approval of August 17, 2017**

Deferred due to lack of quorum

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

Acting Performance Council Chairman Lovey Clayton introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 16, 771 refugee job seekers enrolled in the RET Program
- 5,308 refugees are still working after 90 days of hire
- 3,953 refugees are still working after 180 days of hire and
- 4,255 refugees are receiving health benefits through the employer

No further questions or discussions.

**4. Information– Workforce Services Program Year 2016-17 Recap**

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Manager David Gilbert further presented. He noted into record the following as of September 30, 2017:

- One (1) of the 14 centers is meeting the required 65 percent of the measures.
- A total of 11,871 job placements; which is 17.8 percent below the minimum standard and 21.1 percent below the maximum standard
- Five of the 14 workforce services contracts have met or exceeded their minimum YTD Job Placements standard
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

No further questions or discussions.

**5. Information– Direct Placement Analysis Update**

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton had questions regarding the reason Direct Job Placement (DJPs) percentages were low and Mr. Smith further explained. Mr. Clayton inquired about any correlation between what had been stated / approved by the Florida Governor and what is being presented. Mr. Gilbert responded, “Yes” and further explained.

Acting Chairman Clayton inquired about programs available for the veteran population and Mr. Smith responded, “Yes” then explained the various programs and current partnerships.

Acting Chairman Clayton inquired about job fairs for potential referrals to his veteran clients. Mr. Perrin provided details.

**6. Information – Referral to Placement Report**

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton recommended sending out directives.

Mr. Gilbert explained the various tools and performance benchmarks offered to service providers.

**There was continued discussion.**

No further questions or discussions.

[Introductions]

There being no further business to come before the Board, the meeting adjourned at 8:50am.



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**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 2017-18, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 888 refugee job seekers into employment from October 1, 2017 through November 20, 2017, as compared to 1,332 for the same period in the previous program year. This is an overall placement decrease of 36 percent.

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

- 1,052 refugee job seekers were enrolled in the Program Year
- 662 refugees were still working after 90 days of hire
- 589 refugees were still working after 180 days of hire
- 483 refugees were still 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: 10/1/2017 To 11/20/2017

## Regional

Regional			
	Measure	Region	
1	Entered Employment Rate	13.053%	↑
2	Employed on the 90th Day	62.988%	↓
3	Employed on the 180th Day	56.061%	↓
4	Health Benefits	45.821%	↓
5	Placements	888	
6	Intakes (YTD)	1,052	
7	EFM Placements (YTD)	68.468%	↓

ND = No data

NA = Region performance not applicable for this measure

11/21/2017 5:36:15 PM



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**AGENDA ITEM NUMBER:** 4

**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 2017-18, is from July 1, 2017 through November 20, 2017.

The region's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report, for the period of July 1, 2017 through November 20, 2017, shows the Region had a total of 17,077 job placements; which is 24.3 percent below the minimum standard and 27.3 percent below the maximum standard.

- Three of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standard: Hialeah Downtown, Transition Offender Service, and Perrine.
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Hialeah Downtown and Transition Offender Service.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	92.13%
2	Training Completion Placement Rate	70%	88.46%
3	Training Related Placements	70%	93.48%
4	Number of Training Enrollments	780	510
5	CAP Participation Rate	50%	29.7%
6	CAP Entered Employment Rate	40%	43.96%
7	WP Entered Employment Rate	50%	22.65%
8	Short-Term Veterans EER	50%	13.49%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%
10	Employers Served	8,709	8,165
11	Employer Services (Level 1)	5,532	5,131
12	Jobs Openings Filled Rate	65%	37.94%
13	Referral Job Skills Match Average	80%	87.86%
Outcome Measures			
14	Employment (Obtained and Direct)	46,986	17,077
15	Employed 2nd Qtr After Exit	90%	50%
16	Employed 4th Qtr After Exit	90%	53%
17	Average Days to Employment	145	230
17a	DJP Average Days to Employment	60	108
17b	Obtained Average Days to Employment	167	249
18	Employment Average Wage	\$14.58	\$11.26
19	Cost Per Placement	\$566.18	\$373.64
20	Net Economic Benefit	\$29,177.02	\$23,049.67
21	Return on the Investment	\$51.53	\$61.80

ND = No Data

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Last Run Date: 11/21/2017 8:54:15 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Arbor E&T, LLC

Hialeah Downtown center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	83.33%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	57	510	58
5	CAP Participation Rate	50%	29.7%	63.45%
6	CAP Entered Employment Rate	40%	43.96%	66.27%
7	WP Entered Employment Rate	50%	22.65%	21.52%
8	Short-Term Veterans EER	50%	13.49%	12.0%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	641	8,165	933
11	Employer Services (Level 1)	407	5,131	593
12	Jobs Openings Filled Rate	65%	37.94%	40.61%
13	Referral Job Skills Match Average	80%	87.86%	95.82%
Outcome Measures				
14	Employment (Obtained and Direct)	1,869	17,077	1,863
15	Employed 2nd Qtr After Exit	90%	50%	43%
16	Employed 4th Qtr After Exit	90%	53%	44%
17	Average Days to Employment	145	230	230
17a	DJP Average Days to Employment	60	108	93
17b	Obtained Average Days to Employment	167	249	277
18	Employment Average Wage	\$14.58	\$11.26	\$10.92
19	Cost Per Placement	\$526.25	\$373.64	\$330.63
20	Net Economic Benefit	\$29,216.95	\$23,049.67	\$22,388.80
21	Return on the Investment	\$55.52	\$61.80	\$67.72

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

City of Miami

City of Miami center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	43	510	89
5	CAP Participation Rate	50%	29.7%	16.49%
6	CAP Entered Employment Rate	40%	43.96%	38.79%
7	WP Entered Employment Rate	50%	22.65%	24.17%
8	Short-Term Veterans EER	50%	13.49%	23.4%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	529	8,165	814
11	Employer Services (Level 1)	336	5,131	658
12	Jobs Openings Filled Rate	65%	37.94%	39.31%
13	Referral Job Skills Match Average	80%	87.86%	87.42%
Outcome Measures				
14	Employment (Obtained and Direct)	1,541	17,077	1,111
15	Employed 2nd Qtr After Exit	90%	50%	37%
16	Employed 4th Qtr After Exit	90%	53%	37%
17	Average Days to Employment	145	230	271
17a	DJP Average Days to Employment	60	108	168
17b	Obtained Average Days to Employment	167	249	276
18	Employment Average Wage	\$14.58	\$11.26	\$10.53
19	Cost Per Placement	\$517.07	\$373.64	\$875.31
20	Net Economic Benefit	\$29,226.13	\$23,049.67	\$21,034.57
21	Return on the Investment	\$56.52	\$61.80	\$24.03

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

CSSF

Carol City center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	66	510	7
5	CAP Participation Rate	50%	29.7%	20.0%
6	CAP Entered Employment Rate	40%	43.96%	26.26%
7	WP Entered Employment Rate	50%	22.65%	17.13%
8	Short-Term Veterans EER	50%	13.49%	10.57%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	764	8,165	407
11	Employer Services (Level 1)	485	5,131	141
12	Jobs Openings Filled Rate	65%	37.94%	4.45%
13	Referral Job Skills Match Average	80%	87.86%	86.56%
Outcome Measures				
14	Employment (Obtained and Direct)	2,229	17,077	1,300
15	Employed 2nd Qtr After Exit	90%	50%	54%
16	Employed 4th Qtr After Exit	90%	53%	41%
17	Average Days to Employment	145	230	265
17a	DJP Average Days to Employment	60	108	71
17b	Obtained Average Days to Employment	167	249	273
18	Employment Average Wage	\$14.58	\$11.26	\$13.26
19	Cost Per Placement	\$522.94	\$373.64	\$274.16
20	Net Economic Benefit	\$29,220.26	\$23,049.67	\$27,303.10
21	Return on the Investment	\$55.88	\$61.80	\$99.59

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

CSSF

Florida Keys center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	ND
2	Training Completion Placement Rate	70%	88.46%	ND
3	Training Related Placements	70%	93.48%	ND
4	Number of Training Enrollments	43	510	13
5	CAP Participation Rate	50%	29.7%	25.0%
6	CAP Entered Employment Rate	40%	43.96%	50.0%
7	WP Entered Employment Rate	50%	22.65%	29.42%
8	Short-Term Veterans EER	50%	13.49%	32.43%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	670	8,165	214
11	Employer Services (Level 1)	425	5,131	78
12	Jobs Openings Filled Rate	65%	37.94%	21.89%
13	Referral Job Skills Match Average	80%	87.86%	92.62%
Outcome Measures				
14	Employment (Obtained and Direct)	684	17,077	333
15	Employed 2nd Qtr After Exit	90%	50%	73%
16	Employed 4th Qtr After Exit	90%	53%	79%
17	Average Days to Employment	145	230	141
17a	DJP Average Days to Employment	60	108	77
17b	Obtained Average Days to Employment	167	249	165
18	Employment Average Wage	\$14.58	\$11.26	\$14.85
19	Cost Per Placement	\$1,399.92	\$373.64	\$919.97
20	Net Economic Benefit	\$28,343.28	\$23,049.67	\$29,968.44
21	Return on the Investment	\$20.25	\$61.80	\$32.58

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

CSSF

Opa Locka center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	19	510	2
5	CAP Participation Rate	50%	29.7%	14.19%
6	CAP Entered Employment Rate	40%	43.96%	25.0%
7	WP Entered Employment Rate	50%	22.65%	23.78%
8	Short-Term Veterans EER	50%	13.49%	15.38%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	238	8,165	95
11	Employer Services (Level 1)	151	5,131	41
12	Jobs Openings Filled Rate	65%	37.94%	6.67%
13	Referral Job Skills Match Average	80%	87.86%	92.83%
Outcome Measures				
14	Employment (Obtained and Direct)	693	17,077	251
15	Employed 2nd Qtr After Exit	90%	50%	67%
16	Employed 4th Qtr After Exit	90%	53%	57%
17	Average Days to Employment	145	230	220
17a	DJP Average Days to Employment	60	108	165
17b	Obtained Average Days to Employment	167	249	223
18	Employment Average Wage	\$14.58	\$11.26	\$11.28
19	Cost Per Placement	\$521.23	\$373.64	\$388.29
20	Net Economic Benefit	\$29,221.97	\$23,049.67	\$23,077.02
21	Return on the Investment	\$56.06	\$61.80	\$59.43

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Cuban American National Council

Miami Beach center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	50.0%
2	Training Completion Placement Rate	70%	88.46%	0.0%
3	Training Related Placements	70%	93.48%	0.0%
4	Number of Training Enrollments	29	510	2
5	CAP Participation Rate	50%	29.7%	23.4%
6	CAP Entered Employment Rate	40%	43.96%	52.63%
7	WP Entered Employment Rate	50%	22.65%	16.62%
8	Short-Term Veterans EER	50%	13.49%	4.71%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	302	8,165	206
11	Employer Services (Level 1)	192	5,131	104
12	Jobs Openings Filled Rate	65%	37.94%	5.15%
13	Referral Job Skills Match Average	80%	87.86%	90.03%
Outcome Measures				
14	Employment (Obtained and Direct)	881	17,077	262
15	Employed 2nd Qtr After Exit	90%	50%	0%
16	Employed 4th Qtr After Exit	90%	53%	0%
17	Average Days to Employment	145	230	206
17a	DJP Average Days to Employment	60	108	75
17b	Obtained Average Days to Employment	167	249	222
18	Employment Average Wage	\$14.58	\$11.26	\$16.65
19	Cost Per Placement	\$526.96	\$373.64	\$479.64
20	Net Economic Benefit	\$29,216.24	\$23,049.67	\$34,147.57
21	Return on the Investment	\$55.44	\$61.80	\$71.19

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Cuban American National Council

North Miami Beach center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	85.71%
2	Training Completion Placement Rate	70%	88.46%	50.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	80	510	19
5	CAP Participation Rate	50%	29.7%	38.95%
6	CAP Entered Employment Rate	40%	43.96%	46.67%
7	WP Entered Employment Rate	50%	22.65%	15.84%
8	Short-Term Veterans EER	50%	13.49%	13.75%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	888	8,165	844
11	Employer Services (Level 1)	564	5,131	608
12	Jobs Openings Filled Rate	65%	37.94%	17.5%
13	Referral Job Skills Match Average	80%	87.86%	86.24%
Outcome Measures				
14	Employment (Obtained and Direct)	2,590	17,077	1,346
15	Employed 2nd Qtr After Exit	90%	50%	65%
16	Employed 4th Qtr After Exit	90%	53%	33%
17	Average Days to Employment	145	230	271
17a	DJP Average Days to Employment	60	108	105
17b	Obtained Average Days to Employment	167	249	262
18	Employment Average Wage	\$14.58	\$11.26	\$12.18
19	Cost Per Placement	\$521.79	\$373.64	\$280.12
20	Net Economic Benefit	\$29,221.41	\$23,049.67	\$25,060.10
21	Return on the Investment	\$56.00	\$61.80	\$89.46



# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Cuban American National Council

South Miami

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	0.0%
3	Training Related Placements	70%	93.48%	0.0%
4	Number of Training Enrollments	19	510	2
5	CAP Participation Rate	50%	29.7%	0.0%
6	CAP Entered Employment Rate	40%	43.96%	29.63%
7	WP Entered Employment Rate	50%	22.65%	29.6%
8	Short-Term Veterans EER	50%	13.49%	8.33%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
10	Employers Served	182	8,165	246
11	Employer Services (Level 1)	116	5,131	160
12	Jobs Openings Filled Rate	65%	37.94%	31.76%
13	Referral Job Skills Match Average	80%	87.86%	85.06%
Outcome Measures				
14	Employment (Obtained and Direct)	530	17,077	297
15	Employed 2nd Qtr After Exit	90%	50%	0%
16	Employed 4th Qtr After Exit	90%	53%	0%
17	Average Days to Employment	145	230	175
17a	DJP Average Days to Employment	60	108	142
17b	Obtained Average Days to Employment	167	249	173
18	Employment Average Wage	\$14.58	\$11.26	\$13.02
19	Cost Per Placement	\$526.51	\$373.64	\$351.74
20	Net Economic Benefit	\$29,216.69	\$23,049.67	\$26,722.58
21	Return on the Investment	\$55.49	\$61.80	\$75.97

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Transition Inc

Transition Offender Service center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	82.61%
2	Training Completion Placement Rate	70%	88.46%	50.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	47	510	27
5	CAP Participation Rate	50%	29.7%	0.0%
6	CAP Entered Employment Rate	40%	43.96%	0.0%
7	WP Entered Employment Rate	50%	22.65%	46.41%
8	Short-Term Veterans EER	50%	13.49%	22.22%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	334	8,165	199
11	Employer Services (Level 1)	212	5,131	143
12	Jobs Openings Filled Rate	65%	37.94%	41.11%
13	Referral Job Skills Match Average	80%	87.86%	85.76%
Outcome Measures				
14	Employment (Obtained and Direct)	342	17,077	432
15	Employed 2nd Qtr After Exit	90%	50%	31%
16	Employed 4th Qtr After Exit	90%	53%	11%
17	Average Days to Employment	145	230	185
17a	DJP Average Days to Employment	60	108	159
17b	Obtained Average Days to Employment	167	249	178
18	Employment Average Wage	\$14.58	\$11.26	\$10.38
19	Cost Per Placement	\$1,675.23	\$373.64	\$1,096.51
20	Net Economic Benefit	\$28,067.97	\$23,049.67	\$20,483.70
21	Return on the Investment	\$16.75	\$61.80	\$18.68

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Youth Co-Op

Homestead center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	90.0%
4	Number of Training Enrollments	57	510	42
5	CAP Participation Rate	50%	29.7%	43.05%
6	CAP Entered Employment Rate	40%	43.96%	60.43%
7	WP Entered Employment Rate	50%	22.65%	30.55%
8	Short-Term Veterans EER	50%	13.49%	33.33%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	619	8,165	565
11	Employer Services (Level 1)	394	5,131	395
12	Jobs Openings Filled Rate	65%	37.94%	73.04%
13	Referral Job Skills Match Average	80%	87.86%	92.16%
Outcome Measures				
14	Employment (Obtained and Direct)	1,808	17,077	1,482
15	Employed 2nd Qtr After Exit	90%	50%	35%
16	Employed 4th Qtr After Exit	90%	53%	50%
17	Average Days to Employment	145	230	163
17a	DJP Average Days to Employment	60	108	71
17b	Obtained Average Days to Employment	167	249	210
18	Employment Average Wage	\$14.58	\$11.26	\$9.36
19	Cost Per Placement	\$523.83	\$373.64	\$288.15
20	Net Economic Benefit	\$29,219.37	\$23,049.67	\$19,190.43
21	Return on the Investment	\$55.78	\$61.80	\$66.60

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Youth Co-Op

Little Havana center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	66	510	40
5	CAP Participation Rate	50%	29.7%	32.56%
6	CAP Entered Employment Rate	40%	43.96%	32.89%
7	WP Entered Employment Rate	50%	22.65%	24.19%
8	Short-Term Veterans EER	50%	13.49%	13.19%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	721	8,165	895
11	Employer Services (Level 1)	458	5,131	359
12	Jobs Openings Filled Rate	65%	37.94%	24.04%
13	Referral Job Skills Match Average	80%	87.86%	87.46%
Outcome Measures				
14	Employment (Obtained and Direct)	2,103	17,077	1,821
15	Employed 2nd Qtr After Exit	90%	50%	63%
16	Employed 4th Qtr After Exit	90%	53%	64%
17	Average Days to Employment	145	230	220
17a	DJP Average Days to Employment	60	108	98
17b	Obtained Average Days to Employment	167	249	229
18	Employment Average Wage	\$14.58	\$11.26	\$10.75
19	Cost Per Placement	\$528.54	\$373.64	\$297.28
20	Net Economic Benefit	\$29,214.66	\$23,049.67	\$22,068.34
21	Return on the Investment	\$55.27	\$61.80	\$74.23

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Youth Co-Op

Northside center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	87.5%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	80	510	67
5	CAP Participation Rate	50%	29.7%	35.4%
6	CAP Entered Employment Rate	40%	43.96%	31.55%
7	WP Entered Employment Rate	50%	22.65%	27.85%
8	Short-Term Veterans EER	50%	13.49%	7.82%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	908	8,165	924
11	Employer Services (Level 1)	577	5,131	576
12	Jobs Openings Filled Rate	65%	37.94%	46.87%
13	Referral Job Skills Match Average	80%	87.86%	79.74%
Outcome Measures				
14	Employment (Obtained and Direct)	2,646	17,077	1,478
15	Employed 2nd Qtr After Exit	90%	50%	57%
16	Employed 4th Qtr After Exit	90%	53%	80%
17	Average Days to Employment	145	230	259
17a	DJP Average Days to Employment	60	108	145
17b	Obtained Average Days to Employment	167	249	275
18	Employment Average Wage	\$14.58	\$11.26	\$10.56
19	Cost Per Placement	\$522.08	\$373.64	\$487.20
20	Net Economic Benefit	\$29,221.12	\$23,049.67	\$21,478.23
21	Return on the Investment	\$55.97	\$61.80	\$44.09

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Youth Co-Op

Perrine center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	100.0%
4	Number of Training Enrollments	75	510	90
5	CAP Participation Rate	50%	29.7%	30.42%
6	CAP Entered Employment Rate	40%	43.96%	49.65%
7	WP Entered Employment Rate	50%	22.65%	13.94%
8	Short-Term Veterans EER	50%	13.49%	10.2%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	887	8,165	714
11	Employer Services (Level 1)	563	5,131	557
12	Jobs Openings Filled Rate	65%	37.94%	57.8%
13	Referral Job Skills Match Average	80%	87.86%	90.41%
Outcome Measures				
14	Employment (Obtained and Direct)	2,585	17,077	2,505
15	Employed 2nd Qtr After Exit	90%	50%	82%
16	Employed 4th Qtr After Exit	90%	53%	77%
17	Average Days to Employment	145	230	272
17a	DJP Average Days to Employment	60	108	97
17b	Obtained Average Days to Employment	167	249	326
18	Employment Average Wage	\$14.58	\$11.26	\$11.90
19	Cost Per Placement	\$520.27	\$373.64	\$235.69
20	Net Economic Benefit	\$29,222.93	\$23,049.67	\$24,521.92
21	Return on the Investment	\$56.17	\$61.80	\$104.04

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 11/21/2017

Youth Co-Op

West Dade center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	92.13%	100.0%
2	Training Completion Placement Rate	70%	88.46%	100.0%
3	Training Related Placements	70%	93.48%	71.43%
4	Number of Training Enrollments	99	510	52
5	CAP Participation Rate	50%	29.7%	42.86%
6	CAP Entered Employment Rate	40%	43.96%	46.38%
7	WP Entered Employment Rate	50%	22.65%	19.42%
8	Short-Term Veterans EER	50%	13.49%	22.64%
9	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
10	Employers Served	1,026	8,165	1,106
11	Employer Services (Level 1)	652	5,131	716
12	Jobs Openings Filled Rate	65%	37.94%	57.1%
13	Referral Job Skills Match Average	80%	87.86%	90.48%
Outcome Measures				
14	Employment (Obtained and Direct)	2,992	17,077	2,596
15	Employed 2nd Qtr After Exit	90%	50%	67%
16	Employed 4th Qtr After Exit	90%	53%	68%
17	Average Days to Employment	145	230	234
17a	DJP Average Days to Employment	60	108	127
17b	Obtained Average Days to Employment	167	249	224
18	Employment Average Wage	\$14.58	\$11.26	\$12.04
19	Cost Per Placement	\$530.24	\$373.64	\$261.80
20	Net Economic Benefit	\$29,212.96	\$23,049.67	\$24,781.40
21	Return on the Investment	\$55.09	\$61.80	\$94.66



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** REFERRAL TO PLACEMENT REPORT ENHANCEMENT

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

**STRATEGIC PROJECT:** **Enhance CSSF performance system**

### **BACKGROUND:**

In reviewing the year-to-date outcome performance of the career centers for Program Year (PY) 2017-2018, the South Florida Workforce Investment Board (SFWIB) staff identified a key deficiency in the number of distinct individuals receiving job referrals. The data analyzed exhibited that career centers were not serving sufficient number of distinct job seekers and provided multiple referrals to the same jobseeker. The average percentage of distinct job seekers referred to a job is 66 percent. The report indicates only five (5) Career Centers had a higher percentage than the regional average. The lack of distinct individual job referrals has resulted in a significant decline in overall placement outcomes, as well as, diminished earnings for the service providers.

Subsequently, the SFWIB staff enhanced the Referral-to-Placement report and the Targets, Actuals, & Referrals report. The revisions for both reports display the number of distinct individuals receiving job referrals to ensure career center staff are servicing the appropriate number of job seekers. The Referral-to-Placement report now displays the number of distinct individual's receiving job referrals by career center and by career center staff. The Targets, Actuals, and Referrals report now specifies the number the distinct job referrals issued in the direct job placement (DJP) categories. (i.e., Universal, Veterans, Individuals with Disabilities, Homeless, and Reemployment Assistance, and Individuals referred for mandatory participation to the Welfare Transition (WT) and Supplemental Nutrition Assistance Program (SNAP), etc).



After the revisions of the performance reports, the SFWIB conducted several trainings with the service providers and center managers on how to effectively utilize the reports to track staff and center productivity, greatly emphasizing that the referral goals per career center are referrals to distinct individuals not numerous referrals to one job seeker.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Staff Referral to Placement Report

Jul 2017 - Nov 2017

Location	Cumulative							Monthly Goals		Current Avg.		
	Ref With Incomplete Registration	Ref	Pla	Ratio	Distinct Individual Referral		Ref Skills Match Pct	# of Quality Referrals	# of DJPs	Ref	Pla	Ratio
					# of	% of						
Carol City center - 4814	18	1,197	35	2.92%	707	59%	87%	572	172	239	7	2.92%
City of Miami center - 4863	23	1,008	148	14.68%	954	95%	87%	396	119	202	30	14.68%
Edison center - 4866	3	190	1	0.53%	120	63%	76%	0	0	38	0	0.53%
Hialeah Downtown center - 4811	5	2,787	700	25.12%	2,306	83%	96%	480	144	557	140	25.12%
Homestead center - 4840	7	2,060	553	26.84%	1,230	60%	92%	464	139	412	111	26.84%
Little Havana center - 4815	1	1,726	462	26.77%	1,213	70%	88%	540	162	345	92	26.77%
Miami Beach center - 4818	9	611	22	3.60%	297	49%	90%	224	67	122	4	3.60%
Miami Business center - 4820	18	1,172	23	1.96%	747	64%	74%	0	0	234	5	1.96%
Monroe County center - 4845	40	1,189	107	9.00%	760	64%	93%	176	53	238	21	9.00%
North Miami Beach center - 4830	40	2,825	92	3.26%	1,778	63%	86%	664	199	565	18	3.26%
Northside center - 4850	7	3,113	455	14.62%	1,627	52%	80%	676	203	623	91	14.62%
Opa-Locka center - 4865	2	1,247	15	1.20%	569	46%	93%	176	53	249	3	1.20%
Perrine center - 4835	8	3,872	653	16.86%	2,974	77%	90%	660	198	774	131	16.86%
Refugee center - 4862	0	24	0	0.00%	13	54%	99%	0	0	5	0	0.00%
South Miami center - 4864	9	541	52	9.61%	407	75%	85%	136	41	108	10	9.61%
Transition, Inc center - 4861	1	642	179	27.88%	459	71%	86%	168	50	128	36	27.88%
West Dade center - 4810	18	4,687	489	10.43%	2,896	62%	92%	768	230	937	98	10.43%
Youth centers/Providers - 4819	38	152	105	69.08%	150	99%	2%	0	0	30	21	69.08%
<b>Total</b>	<b>247</b>	<b>29,043</b>	<b>4,091</b>	<b>14.09%</b>	<b>19,207</b>	<b>66%</b>	<b>88%</b>	<b>6,100</b>	<b>1,830</b>	<b>5,809</b>	<b>818</b>	<b>14.09%</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** CAREER CENTER SERVICE PROVIDER STAFF PERFORMANCE PRODUCTIVITY ANALYSIS

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

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Improve service delivery outcomes**

### **BACKGROUND:**

South Florida Workforce Investment Board (SFWIB) staff completed a production analysis examining the performance of all Full Time Employees (FTE) of each service provider and their respective career centers. The study covered the first four months of the 2017-2018 program year and was conducted in an effort to display the productivity rate of each service provider's FTE as it relates to hourly performance earnings on a monthly basis. In order for each center to achieve their maximum monthly potential earnings and operate at an optimal level of efficiency, the study concluded that each FTE should have an average productivity rate of \$25.00 per hour.

The results of the analysis illustrate a lack of distinct individual job referrals; specifically referrals within the Workforce Innovation Opportunity Act (WIOA) categories. Further, the analysis indicates none of the Career Centers are referring at an appropriate rate to achieve the maximum potential earnings. Considerable emphasis should also be placed on increasing the number of referrals to WIOA participants in the hard to serve categories, such as Veterans, Disabled, Homeless, and Welfare Transition participants.

The core goal of the WIOA and the SFWIB is to improve employment outcomes for individuals with barriers to employment. The current workforce services contractors' mindset must change from a social service approach to one of economic development. An economic development mentality will appeal to businesses beyond a placement, by providing greater emphasis on talent development, wage gains, retention, and advancement. The attached productivity chart displays hourly earnings for each career center service provider staff.

In an effort to better support the ultimate goal of creating quality referrals that lead to placing job seekers in self-sustaining employment, SFWIB staff recommends that workforce services contractor staff increase the number of distinct referrals to WIOA participants in the various categories. By doing so, the service provider's staff will increase the number of hard to serve job seekers that are placed annually, reduce the number of citizens that are dependent on welfare transition, and increase their productivity rate to a level that minimizes or eliminates a service provider's loss of revenue.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**Career Center Staff Productivity Level  
TOTALS**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Avg. YTD Actual FTEs	YTD Revenue Goal	YTD Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$311,292	\$99.39	\$302,724	\$108.74	(\$8,568)	\$9.35
City Of Miami	City of Miami	\$771,177	17	15	20	\$257,059	\$98.49	\$104,668	\$30.08	(\$152,391)	(\$68.41)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$431,657	\$99.23	\$80,405	\$22.00	(\$351,252)	(\$77.23)
	Miami Beach	\$440,428	10	8	8	\$146,809	\$105.47	\$21,833	\$15.68	(\$124,976)	(\$89.78)
	South Miami	\$264,818	6	5	5	\$88,273	\$101.46	\$22,858	\$26.27	(\$65,415)	(\$75.19)
Transitions Inc.	Transitions Inc	\$486,000	11	10	8	\$162,000	\$93.10	\$168,100	\$120.76	\$6,100	\$27.66
UMOS	Carol City	\$1,114,268	25	21	14	\$371,423	\$101.65	\$53,625	\$22.01	(\$317,798)	(\$79.63)
	Florida Keys	\$976,193	22	19	14	\$325,398	\$98.43	\$76,100	\$31.24	(\$249,298)	(\$67.19)
	Opa Locka	\$347,127	8	7	5	\$115,709	\$95.00	\$11,184	\$12.86	(\$104,525)	(\$82.14)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$301,008	\$101.76	\$155,171	\$55.74	(\$145,837)	(\$46.02)
	Little Havana	\$1,050,552	24	20	20	\$350,184	\$100.63	\$219,763	\$63.15	(\$130,422)	(\$37.48)
	Northside	\$1,323,290	30	25	24	\$441,097	\$101.40	\$194,675	\$46.62	(\$246,422)	(\$54.78)
	Perrine	\$1,293,141	29	25	22	\$431,047	\$99.09	\$243,336	\$63.57	(\$187,711)	(\$35.52)
	West Dade	\$1,496,182	34	29	24	\$498,727	\$98.84	\$251,542	\$60.24	(\$247,185)	(\$38.60)
<b>TOTALS:</b>			<b>244</b>	<b>217</b>	<b>217</b>	<b>\$4,231,682</b>	<b>\$99.67</b>	<b>\$1,905,984</b>	<b>\$50.48</b>	<b>(\$2,325,699)</b>	<b>(\$49.19)</b>

# of Hrs Worked in July

174

**Career Center Staff Productivity Level  
July 2017**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Actual FTEs for July	Monthly Revenue Goal	Monthly Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$77,823	\$25.74	\$77,823	\$28.95	\$0	\$3.22
City Of Miami	City of Miami	\$771,177	17	15	20	\$64,265	\$25.50	\$26,443	\$7.87	(\$37,822)	(\$17.63)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$107,914	\$25.69	\$32,152	\$9.11	(\$75,763)	(\$16.58)
	Miami Beach	\$440,428	10	8	8	\$36,702	\$27.31	\$2,225	\$1.66	(\$34,477)	(\$25.65)
	South Miami	\$264,818	6	5	5	\$22,068	\$26.27	\$3,175	\$3.78	(\$18,893)	(\$22.49)
Transitions Inc.	Transitions Inc	\$486,000	11	10	5	\$40,500	\$24.11	\$40,500	\$48.21	\$0	\$24.11
UMOS	Carol City	\$1,114,268	25	21	14	\$92,856	\$26.32	\$17,125	\$7.28	(\$75,731)	(\$19.04)
	Florida Keys	\$976,193	22	19	11	\$81,349	\$25.49	\$15,975	\$8.64	(\$65,374)	(\$16.84)
	Opa Locka	\$347,127	8	7	5	\$28,927	\$24.60	\$2,774	\$3.30	(\$26,153)	(\$21.30)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$75,252	\$26.35	\$54,371	\$20.23	(\$20,881)	(\$6.12)
	Little Havana	\$1,050,552	24	20	20	\$87,546	\$26.06	\$56,413	\$16.79	(\$31,134)	(\$9.27)
	Northside	\$1,323,290	30	25	24	\$110,274	\$26.26	\$29,825	\$7.40	(\$80,449)	(\$18.86)
	Perrine	\$1,293,141	29	25	22	\$107,762	\$25.66	\$56,661	\$15.33	(\$51,101)	(\$10.33)
	West Dade	\$1,496,182	34	29	24	\$124,682	\$25.59	\$78,363	\$19.44	(\$46,319)	(\$6.16)
<b>TOTALS</b>				<b>244</b>	<b>211</b>	<b>\$1,057,921</b>	<b>\$25.81</b>	<b>\$493,824</b>	<b>\$13.93</b>	<b>(\$564,097)</b>	<b>(\$11.88)</b>

# of Hrs Worked in July

168

**Career Center Staff Productivity Level  
August 2017**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Actual FTEs for August	Monthly Revenue Goal	Monthly Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$77,823	\$23.50	\$77,823	\$26.43	\$0	\$2.94
City Of Miami	City of Miami	\$771,177	17	15	20	\$64,265	\$23.28	\$48,925	\$13.29	(\$15,340)	(\$9.99)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$107,914	\$23.46	\$20,288	\$5.25	(\$87,627)	(\$18.21)
	Miami Beach	\$440,428	10	8	8	\$36,702	\$24.93	\$12,975	\$8.81	(\$23,727)	(\$16.12)
	South Miami	\$264,818	6	5	5	\$22,068	\$23.99	\$4,700	\$5.11	(\$17,368)	(\$18.88)
Transitions Inc.	Transitions Inc	\$486,000	11	10	9	\$40,500	\$22.01	\$43,625	\$26.34	\$3,125	\$4.33
UMOS	Carol City	\$1,114,268	25	21	14	\$92,856	\$24.03	\$14,100	\$5.47	(\$78,756)	(\$18.56)
	Florida Keys	\$976,193	22	19	15	\$81,349	\$23.27	\$27,325	\$9.90	(\$54,024)	(\$13.37)
	Opa Locka	\$347,127	8	7	5	\$28,927	\$22.46	\$2,885	\$3.14	(\$26,042)	(\$19.32)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$75,252	\$24.06	\$49,725	\$16.89	(\$25,527)	(\$7.17)
	Little Havana	\$1,050,552	24	20	20	\$87,546	\$23.79	\$61,675	\$16.76	(\$25,871)	(\$7.03)
	Northside	\$1,323,290	30	25	24	\$110,274	\$23.97	\$79,950	\$18.10	(\$30,324)	(\$5.87)
	Perrine	\$1,293,141	29	25	22	\$107,762	\$23.43	\$83,525	\$20.63	(\$24,237)	(\$2.79)
	West Dade	\$1,496,182	34	29	24	\$124,682	\$23.37	\$70,705	\$16.01	(\$53,977)	(\$7.36)
<b>TOTALS</b>				<b>244</b>	<b>219</b>	<b>\$1,057,921</b>	<b>\$23.56</b>	<b>\$598,225</b>	<b>\$14.85</b>	<b>(\$459,696)</b>	<b>(\$8.72)</b>

# of Hrs Worked in July

184

**Career Center Staff Productivity Level  
September 2017**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Actual FTEs for September	Monthly Revenue Goal	Monthly Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$77,823	\$25.74	\$77,253	\$28.74	(\$570)	\$3.00
City Of Miami	City of Miami	\$771,177	17	15	20	\$64,265	\$25.50	\$10,950	\$3.26	(\$53,315)	(\$22.24)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$107,914	\$25.69	\$13,416	\$3.80	(\$94,498)	(\$21.89)
	Miami Beach	\$440,428	10	8	8	\$36,702	\$27.31	\$2,883	\$2.15	(\$33,819)	(\$25.16)
	South Miami	\$264,818	6	5	5	\$22,068	\$26.27	\$3,258	\$3.88	(\$18,810)	(\$22.39)
Transitions Inc.	Transitions Inc	\$486,000	11	10	9	\$40,500	\$24.11	\$40,500	\$26.79	\$0	\$2.68
UMOS	Carol City	\$1,114,268	25	21	14	\$92,856	\$26.32	\$11,750	\$5.00	(\$81,106)	(\$21.32)
	Florida Keys	\$976,193	22	19	15	\$81,349	\$25.49	\$12,400	\$4.92	(\$68,949)	(\$20.56)
	Opa Locka	\$347,127	8	7	5	\$28,927	\$24.60	\$2,050	\$2.44	(\$26,877)	(\$22.16)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$75,252	\$26.35	\$14,800	\$5.51	(\$60,452)	(\$20.84)
	Little Havana	\$1,050,552	24	20	20	\$87,546	\$26.06	\$31,375	\$9.34	(\$56,171)	(\$16.72)
	Northside	\$1,323,290	30	25	24	\$110,274	\$26.26	\$17,800	\$4.41	(\$92,474)	(\$21.84)
	Perrine	\$1,293,141	29	25	22	\$107,762	\$25.66	\$26,225	\$7.10	(\$81,537)	(\$18.56)
	West Dade	\$1,496,182	34	29	24	\$124,682	\$25.59	\$29,425	\$7.30	(\$95,257)	(\$18.29)
<b>TOTALS</b>				<b>244</b>	<b>219</b>	<b>\$1,057,921</b>	<b>\$25.81</b>	<b>\$294,085</b>	<b>\$7.99</b>	<b>(\$763,836)</b>	<b>(\$17.81)</b>

# of Hrs Worked in July

168



**Career Center Staff Productivity Level  
October 2017**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Actual FTEs for October	Monthly Revenue Goal	Monthly Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$77,823	\$24.57	\$69,825	\$24.80	(\$7,998)	\$0.23
City Of Miami	City of Miami	\$771,177	17	15	20	\$64,265	\$24.34	\$18,350	\$5.21	(\$45,915)	(\$19.13)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$107,914	\$24.53	\$14,550	\$3.94	(\$93,364)	(\$20.59)
	Miami Beach	\$440,428	10	8	8	\$36,702	\$26.07	\$3,750	\$2.66	(\$32,952)	(\$23.40)
	South Miami	\$264,818	6	5	5	\$22,068	\$25.08	\$11,725	\$13.32	(\$10,343)	(\$11.75)
Transitions Inc.	Transitions Inc	\$486,000	11	10	9	\$40,500	\$23.01	\$43,475	\$27.45	\$2,975	\$4.43
CSSF	Carol City	\$1,114,268	25	21	14	\$92,856	\$25.12	\$10,650	\$4.32	(\$82,206)	(\$20.80)
	Florida Keys	\$976,193	22	19	15	\$81,349	\$24.33	\$20,400	\$7.73	(\$60,949)	(\$16.60)
	Opa Locka	\$347,127	8	7	5	\$28,927	\$23.48	\$3,475	\$3.95	(\$25,452)	(\$19.53)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$75,252	\$25.15	\$36,275	\$12.88	(\$38,977)	(\$12.27)
	Little Havana	\$1,050,552	24	20	20	\$87,546	\$24.87	\$70,300	\$19.97	(\$17,246)	(\$4.90)
	Northside	\$1,323,290	30	25	24	\$110,274	\$25.06	\$67,100	\$15.89	(\$43,174)	(\$9.18)
	Perrine	\$1,293,141	29	25	22	\$107,762	\$24.49	\$76,925	\$19.87	(\$30,837)	(\$4.62)
	West Dade	\$1,496,182	34	29	24	\$124,682	\$24.43	\$73,050	\$17.29	(\$51,632)	(\$7.13)
<b>TOTALS</b>				<b>244</b>	<b>219</b>	<b>\$1,057,921</b>	<b>\$24.63</b>	<b>\$519,850</b>	<b>\$13.49</b>	<b>(\$538,071)</b>	<b>(\$11.15)</b>

# of Hrs Worked in July

176

**Career Center Staff Productivity Level  
November 2017**

Service Provider	Career Center	Allocation	Staffing Levels (FTE)	Min Staffing(FTE)	Actual FTEs for November	Monthly Revenue Goal	Monthly Hourly Revenues Earned Goal Per FTE	Actual Revenue Earned	Actual Hourly Revenue Earned Per FTE	Revenue Goal vs Actual Diff.	Revenue Earned Hourly Goal vs Actual Diff
Arbor	Hialeah	\$933,876	21	18	16	\$77,823	\$24.57	\$0	\$0.00	(\$77,823)	(\$24.57)
City Of Miami	City of Miami	\$771,177	17	15	20	\$64,265	\$24.34	\$0	\$0.00	(\$64,265)	(\$24.34)
CNC	North Miami Beach	\$1,294,971	29	25	21	\$107,914	\$24.53	\$0	\$0.00	(\$107,914)	(\$24.53)
	Miami Beach	\$440,428	10	8	8	\$36,702	\$26.07	\$0	\$0.00	(\$36,702)	(\$26.07)
	South Miami	\$264,818	6	5	5	\$22,068	\$25.08	\$0	\$0.00	(\$22,068)	(\$25.08)
Transitions Inc.	Transitions Inc	\$486,000	11	10	9	\$40,500	\$23.01	\$0	\$0.00	(\$40,500)	(\$23.01)
CSSF	Carol City	\$1,114,268	25	21	14	\$92,856	\$25.12	\$0	\$0.00	(\$92,856)	(\$25.12)
	Florida Keys	\$976,193	22	19	15	\$81,349	\$24.33	\$0	\$0.00	(\$81,349)	(\$24.33)
	Opa Locka	\$347,127	8	7	5	\$28,927	\$23.48	\$0	\$0.00	(\$28,927)	(\$23.48)
Youth Co-Op	Homestead	\$903,025	20	17	16	\$75,252	\$25.15	\$0	\$0.00	(\$75,252)	(\$25.15)
	Little Havana	\$1,050,552	24	20	20	\$87,546	\$24.87	\$0	\$0.00	(\$87,546)	(\$24.87)
	Northside	\$1,323,290	30	25	24	\$110,274	\$25.06	\$0	\$0.00	(\$110,274)	(\$25.06)
	Perrine	\$1,293,141	29	25	22	\$107,762	\$24.49	\$0	\$0.00	(\$107,762)	(\$24.49)
	West Dade	\$1,496,182	34	29	24	\$124,682	\$24.43	\$0	\$0.00	(\$124,682)	(\$24.43)
<b>TOTALS</b>				<b>244</b>	<b>219</b>	<b>\$1,057,921</b>	<b>\$24.63</b>	<b>\$0</b>	<b>\$0.00</b>	<b>(\$1,057,921)</b>	<b>(\$24.63)</b>

# of Hrs Worked in July

176



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**AGENDA ITEM NUMBER:** 7

**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) 2017-2018 Consumer Report Card table, dated October 6, 2017, indicates that the South Florida Workforce Investment Board generated \$1,371,474.36 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.06. Ninety-one percent of training services participants completed classroom training. Of those completing training, eighty-eight percent have obtained employment with an average wage of \$17.86. Eighty-eight percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,814.66.

**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		
Compu-Med Vocational Career Corp - Hialeah	2	2	2	100.00 %	2	100.00 %	\$ 1,096.07	\$ 2,192.14	\$ 1,096.07	\$ 8.10	\$ 16,848.00	\$ 15,751.93	\$ 14.37
Dade Institute of Technology - Main Campus	3	3	2	66.67 %	2	100.00 %	\$ 4,591.67	\$ 13,775.00	\$ 6,887.50	\$ 14.79	\$ 30,763.20	\$ 23,875.70	\$ 3.47
Life-Line Med Training -Main Campus	1	1	1	100.00 %	1	100.00 %	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00	\$ 12.00	\$ 24,960.00	\$ 22,460.00	\$ 8.98
Management Resources College	3	3	3	100.00 %	3	100.00 %	\$ 3,318.25	\$ 9,954.75	\$ 3,318.25	\$ 24.83	\$ 51,653.33	\$ 48,335.08	\$ 14.57
Metropolitan Trucking and Technical Institute	6	3	1	33.33 %	1	100.00 %	\$ 1,785.93	\$ 5,357.80	\$ 5,357.80	\$ 28.12	\$ 58,489.60	\$ 53,131.80	\$ 9.92
Miami-Dade College	3	1	-	0.00 %	-	0.00 %	\$ 2,811.95	\$ 2,811.95	-	-	-	-	-
New Horizons	20	20	18	90.00 %	17	94.44 %	\$ 9,250.00	\$ 185,000.00	\$ 10,277.78	\$ 17.17	\$ 35,720.53	\$ 25,442.76	\$ 2.48
Sullivan & Cogliano Training Centers, Inc. Kendall	3	3	3	100.00 %	3	100.00 %	\$ 6,604.67	\$ 19,814.00	\$ 6,604.67	\$ 11.32	\$ 23,552.53	\$ 16,947.87	\$ 2.57
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 7,029.99	\$ 7,029.99	\$ 7,029.99	\$ 24.29	\$ 50,523.20	\$ 43,493.21	\$ 6.19
The Academy -- Miami Campus	14	14	14	100.00 %	12	85.71 %	\$ 7,821.96	\$ 109,507.44	\$ 7,821.96	\$ 20.07	\$ 41,739.66	\$ 33,917.70	\$ 4.34
The CDL School, Inc.	1	1	1	100.00 %	1	100.00 %	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 13.00	\$ 27,040.00	\$ 25,790.00	\$ 20.63
	<b>57</b>	<b>52</b>	<b>46</b>	<b>88.46 %</b>	<b>43</b>	<b>93.48 %</b>	<b>\$ 6,494.29</b>	<b>\$ 337,703.29</b>	<b>\$ 7,341.38</b>	<b>\$ 17.86</b>	<b>\$ 37,156.03</b>	<b>\$ 29,814.66</b>	<b>\$ 4.06</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 12/14/2017

**AGENDA ITEM NUMBER:** 8

**AGENDA ITEM SUBJECT:** SYSTEM REVIEW OF EXITING WAGNER-PEYSER(WP) PARTICIPANTS

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

**STRATEGIC PROJECT:** **Conduct an analysis of Career Centers**

### **BACKGROUND:**

The South Florida Workforce Investment Board (SFWIB) staff conducted a performance review of the number Wagner-Peyser (WP) participants that were not provided services within ninety days and exited the Employ Florida system. The analysis was conducted from July 1, 2017 through November 30, 2018. The region experienced a 63.4 percent increase in the number of job seekers exiting the system. As of November 30, 2017 there were 73,875 participants that exited compared to 45,202 participant that exited in November 30, 2016.

The significant number of job seekers exiting is a result of centers were not contacting participants' and only adding services to extend participation. Rather than contacting the participants and providing meaningful services that can help job seekers obtain employment, Career Centers allowed the job seekers to exit the system negatively impacting the region and career centers outcomes and performance measures.

As stated in the Workforce Services Balance Scorecard Specification, Quality Assurance Measures, it is the career centers responsibility to ensure that the Soft Exit Application be utilized daily, to track and record the efforts made by staff in contacting job-seekers that are about to exit the system to determine the need for additional services that will lead to gainful employment. The attached report summaries the number of exited participants, the average days in the system, and the entered employment rate per career center.

The Soft Exit Application was designed to assist the Career Center staff to improve services to participants and performance. The SFWIB staff continues to provide ongoing training to career center staff and work diligently to enhance the performance report to improve the Workforce Services delivery system and overall performance.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

PY 2017-18 Participants that Exited Review			
Location	Total Exited Participants	Average Days Before Exit	Entered Employment Rate
Hialeah Downtown center	7,333	575	22.56%
City of Miami center	3,724	338	24.07%
Carol City center	6,223	380	17.31%
Florida Keys center	646	155	30.35%
Opa Locka center	568	249	23.28%
Miami Beach center	1,058	331	17.34%
North Miami Beach center	7,106	445	16.09%
South Miami	1,045	127	29.47%
Transition Offender Service center	607	81	45.63%
Homestead center	3,045	156	31.23%
Little Havana center	7,945	278	24.43%
Northside center	3,477	329	27.98%
Perrine center	12,764	524	14.06%
West Dade center	11,951	402	19.72%
Refugee Center	5,786	ND	ND
Region Totals	73,865	401	23.00%

ND = No Data