SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, April 19, 2018
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
   E. December 14, 2017
   F. February 15, 2018
3. Information – Refugee Performance Overview
4. Information – Monthly Placement Report Update
5. Information – Direct Job Placement Report
6. Information – Consumer Report Card

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

AGENDA ITEM NUMBER: 2A

DATE: April 19, 2018 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

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<td>Perrin, Yian</td>
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<td>Smith, Robert</td>
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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 $20/hr. 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: April 19, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 15, 2017 at 8:00am
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711 NW 72nd Avenue
Miami, FL 33128

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SFW STAFF
Perrin, Yian
Smith, Robert

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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


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: April 19, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 17, 2017 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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<td>Martin, Marisol – Youth Co-Op, Inc.</td>
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<td>6. Diggs, Bill</td>
<td>Porro, William – City of Miami</td>
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<td>7. Gaber, Cynthia, Vice - Chairwoman</td>
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<td>8. Huston, Albert</td>
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SFW STAFF
Gilbert, David
Perrin, Yian

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: April 19, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 19, 2017 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
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Miami, FL 33128

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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 8:25 a.m., asked all those present to 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.
PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2E

DATE: April 19, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 14, 2017 at 8:00am
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711 NW 72nd Avenue
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1. **Call to Order and Introductions**

   Performance Council Chairwoman Maria Garza called the meeting to order at 8:30 a.m., asked all those present to introduce themselves and noted that a quorum had not been achieved.

2. **Performance Council Meeting Minutes**
   2.a **Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017**

   Deferred due to lack of quorum

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

   Chairwoman Maria Garza introduced the item and Department of Economic Opportunity (DEO) Manager further presented the following:

   A total of 1,332 refugee job seekers were placed into employment from October 1, 2017 to November 20, 2017

   - 1,052 refugee job seekers enrolled in the RET Program
   - 662 refugees are still working after 90 days of hire
   - 587 refugees are still working after 180 days of hire and
   - 483 refugees are receiving health benefits through the employer

   Chairwoman Garza verified the numbers of refugee employees that were still working after 90 days.

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

   Chairwoman Maria Garza introduced the item and Mr. Perrin further presented. He noted into record the following as of September 30, 2017:

   - Two (2) 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.

   Chairwoman Garza inquired about management operations for the above centers and Mr. Perrin responded that Hialeah Downtown is currently being managed by Arbor E & T ResCare, Perrine Center is managed by Youth Co, Op, Inc. and Offender’s Service Center is being managed by Transition, Inc.

   Mr. Huston requested staff provide training to contractors not currently meeting performances.

5. **Information – Referral to Placement Report – Distinct Referrals**

6. **Information – Service Provider Staff Productivity Analysis**

   Adult Programs Manager David Gilbert presented and read the item into record.

   Chairwoman Garza asked whether if providers would receive compensation for multiple referrals. Mr. Gilbert responded only for placements. She recommended proper screening of job seekers so that they are placed in the right jobs based on current skills and/or education. Mr. Gilbert provided additional information.
There was continued discussion.

Chairwoman Garza inquired about service contractor performances since the implementation of a performance base. Mr. Gilbert provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

7. **Information Consumer Report Card**
   Mr. Perrin introduced and presented the item.

   - SFWIB generated $1,371,474.36 of wages into the South Florida regional economy
   - For every dollar spent on training, SFWIN obtained a return of $4.06
   - Ninety-one percent of training services participants completed classroom training
   - Of those completed training, eighty-eight percent have obtained employment with an average of $17.86
   - Eighty-eight percent of the participants were placed in a training-related occupation.
   - The next economic benefit per placement is $29,814.66

   Mr. Gilbert introduced and presented the item.

   Chairwoman Garza inquired about inactive/exits of staff assistance services.

   Mr. Gilbert explained the automatic exits take place after 90 days of inactive staff assistance services.

   Mr. Huston requested information on performance tools and staff explained.

   There was continued discussion.

   There being no further business to come before the Board, the meeting adjourned at 9:07am.
PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2F

DATE: April 19, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

February 15, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
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1. **Call to Order and Introductions**

Dr. Denis Rod called the meeting to order at 8:30 a.m., on behalf of absent Chairwoman Maria Garza. He asked all those present introduce themselves and Mr. Lovey Clayton noted that a quorum had not been achieved.

Dr. Denis Rod gave a special commendation and speech regarding the level of service provided by Disabled Veterans Outreach Program (DVOP) Specialist, Ms. Makissa Lewis of the Little Havana Center. She thanked CSSF for her outstanding service.

There was continued discussion.

2. **Performance Council Meeting Minutes**


Deferred due to lack of quorum

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

Department of Economic Opportunity (DEO) Manager Yian Perrin introduced and read the item into record:

A total of 1,712 refugee job seekers were placed into employment from October 1, 2017 to January 31, 2018 in comparison to 2,677 for the same period last year resulted in a decrease of 36%. Additionally, 2,178 refugee job seekers enrolled in the RET Program (year to date).

No further questions or discussions.

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

SFWIB Adults Program Manager David Gilbert introduced and read the item into record noting the following:

- For the period of July 1, 2017 through January 31, 2008 shows the Region had a total of 22,377 job placements, which is 33.6 percent below the minimum standard and 36.3 percent below the maximum standard.

- One (1) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Transition, Inc.

- One (1) of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Transition, Inc.

Ms. Thurman questioned why the majority aren’t meeting or exceeding performance. Mr. Gilbert further explained it was possibly due to the recent storm as well as the decreased number of exits (a total of 78,000).

There was continued discussion.

Mr. Gilbert additionally reviewed with the Council the Balanced scorecard report for the period of 7-1-2017 to 1-31-2018.
5. **Information– Consumer Report Card**  
Mr. Yian Perrin introduced and read the item into record.  

There was continued discussion.  

No further questions or discussions.

6. **Information – CSSF Automated Customer Service Survey**  
Mr. Smith introduced and read the item into record.  

Mr. Clayton inquired about an ocean training program and Mr. Smith provided further details regarding current partnership with Miami Dade College. Mr. Gilbert provided additional details regarding current training courses offered in the South Miami areas.  

Mr. Smith continued with his presentation.  

No additional questions or concerns.

7. **Recommendation as to Approval to Allocate Funds for Performance Monitoring**  
Mr. Smith introduced and presented the item.  

Mr. Clayton asked whether if this would be a quarterly review and Mr. Smith provided details.  

Ms. Thurman requested additional details and Mr. Smith explained.  

Ms. Thurman inquired about a timeline for Request for Proposals (RFP). Mr. Smith in 10 days pending approval by CSSF’s Legal department.  

Mr. Clayton inquired about the agency that would potential conduct the review and Mr. Smith explained.  

There was continued questions and concerns of which Mr. Smith answered them.  

There being no further business to come before the Board, the meeting adjourned at 8:53am.
SFWIB PERFORMANCE COUNCIL

DATE: 4/19/2018

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:

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service partners. The report for Program Year 2017-2018, is from October 1, 2018 through March 31, 2018.

The South Florida Workforce Investment Board’s contract with the Department of Children and Families (DCF) requires 604 monthly placements with an annual goal of 7,248. The WDA’s RET Balanced Scorecard Job Placements through March 31, 2018, shows the WDA had a total of 2,837 job placements, which is six percent below the maximum standard.

- Four of the seven Workforce Services contracts have met or exceeded the maximum Year-to-Date (YTD) Job Placement standard: Community Coalition, Miami Beach Latin Chamber of Commerce, Lutheran Services Florida, and Youth –Co-op.

Service Providers who did not meet the minimum performance standards have been placed on a Corrective Action Plan to correct the placement deficiencies by September 30, 2018

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
### CSSF RET PERFORMANCE OVERVIEW REPORT

Report Date: 10/1/2017 To 03/31/2018

<table>
<thead>
<tr>
<th>Location</th>
<th>Standard Monthly</th>
<th>Maximum</th>
<th>YTD Goal</th>
<th>Center</th>
<th>YTD % of Goal</th>
<th>Actual Vs Goal</th>
<th>Monies Unearned</th>
<th>Avg. Cost Per</th>
<th># Placements short based on</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMO</td>
<td>98</td>
<td>115</td>
<td>575</td>
<td>570</td>
<td>99%</td>
<td>5</td>
<td>$2,315.00</td>
<td>$1,252.64</td>
<td>2</td>
</tr>
<tr>
<td>Arbor E&amp;T, LLC</td>
<td>48</td>
<td>57</td>
<td>285</td>
<td>279</td>
<td>98%</td>
<td>6</td>
<td>-</td>
<td>$1,280.76</td>
<td>0</td>
</tr>
<tr>
<td>CANC</td>
<td>48</td>
<td>56</td>
<td>280</td>
<td>282</td>
<td>101%</td>
<td>0</td>
<td>-</td>
<td>$1,263.23</td>
<td>0</td>
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<tr>
<td>Community Coalition</td>
<td>42</td>
<td>49</td>
<td>245</td>
<td>215</td>
<td>88%</td>
<td>30</td>
<td>$33,675.00</td>
<td>$1,305.71</td>
<td>1</td>
</tr>
<tr>
<td>Lutheran Services</td>
<td>120</td>
<td>141</td>
<td>705</td>
<td>658</td>
<td>93%</td>
<td>47</td>
<td>$36,556.00</td>
<td>$1,259.38</td>
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<tr>
<td>Miami Beach Latin Chamber</td>
<td>13</td>
<td>15</td>
<td>75</td>
<td>60</td>
<td>80%</td>
<td>15</td>
<td>$28,665.00</td>
<td>$1,034.20</td>
<td>28</td>
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<tr>
<td>Youth Co-Op</td>
<td>145</td>
<td>171</td>
<td>855</td>
<td>773</td>
<td>90%</td>
<td>82</td>
<td>$106,335.00</td>
<td>$1,252.33</td>
<td>85</td>
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<tr>
<td><strong>Region</strong></td>
<td><strong>514</strong></td>
<td><strong>604</strong></td>
<td><strong>3,020</strong></td>
<td><strong>2,837</strong></td>
<td><strong>94%</strong></td>
<td><strong>183</strong></td>
<td><strong>$207,546.00</strong></td>
<td><strong>$1,235.46</strong></td>
<td><strong>145</strong></td>
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</table>
AGENDA ITEM SUBJECT: WORKFORCE SERVICES MONTHLY PLACEMENT REPORT UPDATE

AGENDA ITEM TYPE: INFORMATIONAL

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Conduct an analysis of Career Centers

BACKGROUND:

The Monthly Placement Actuals Report tracks the Workforce Development Area (WDA) 23 Direct Job Placements (DJP), Obtained Employment (OE) placements and the overall number of placements. The Monthly Placement Year-to-Date (YTD) summary for Program Year 2017-2018, is from July 1, 2017 through March 31, 2018.

The region’s Monthly Placement Report shows the Region had a total of 26,037 job placements; 7,860 were DJP and 18,177 were OE.

- The average DJP rate is 30 percent, two percent lower than the targeted goal. To date, CareerSource South Florida centers achieved and/or exceeded the DJP rate in five of the previous nine months.

The following attachment displays the aforementioned information by month for the current program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
### DJPOE Analysis - Monthly Placement Actuals

**Fiscal Period: Jul 2017 to Apr 2018**

<table>
<thead>
<tr>
<th>Location</th>
<th>JULY</th>
<th>AUGUST</th>
<th>SEPTEMBER</th>
<th>OCTOBER</th>
<th>NOVEMBER</th>
<th>DECEMBER</th>
<th>JANUARY</th>
<th>FEBRUARY</th>
<th>MARCH</th>
<th>AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DJPs</td>
<td>PLC</td>
<td>OEs</td>
<td>PLC</td>
<td>OEs</td>
<td>PLC</td>
<td>OEs</td>
<td>PLC</td>
<td>OEs</td>
<td>PLC</td>
<td>OEs</td>
</tr>
<tr>
<td>West Dade</td>
<td>1,050</td>
<td>113</td>
<td>2,009</td>
<td>1,361</td>
<td>1,009</td>
<td>1,201</td>
<td>1,550</td>
<td>1,666</td>
<td>1,820</td>
<td>1,431</td>
</tr>
<tr>
<td>DJP %</td>
<td>22%</td>
<td>22%</td>
<td>13%</td>
<td>30%</td>
<td>46%</td>
<td>45%</td>
<td>43%</td>
<td>51%</td>
<td>32%</td>
<td>29%</td>
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<tr>
<td>Northside</td>
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<td>252</td>
<td>335</td>
<td>522</td>
<td>378</td>
<td>335</td>
<td>522</td>
<td>378</td>
<td>522</td>
<td>378</td>
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<tr>
<td>City of Miami</td>
<td>315</td>
<td>245</td>
<td>301</td>
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<td>385</td>
<td>301</td>
<td>400</td>
<td>385</td>
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<tr>
<td>Carri City</td>
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<td>200</td>
<td>327</td>
<td>172</td>
<td>238</td>
<td>223</td>
<td>172</td>
<td>238</td>
<td>223</td>
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<td>Florida Keys</td>
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<td>41</td>
<td>66</td>
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<td>56</td>
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<td>66</td>
<td>56</td>
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<tr>
<td>Miami Beach</td>
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<td>34</td>
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<td>24</td>
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<tr>
<td>North Miami Beach</td>
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<td>57</td>
<td>57</td>
<td>40</td>
<td>57</td>
<td>57</td>
<td>40</td>
<td>57</td>
</tr>
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<td>223</td>
<td>324</td>
<td>311</td>
<td>223</td>
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<td>John Haraire</td>
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<td>155</td>
<td>155</td>
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<td>155</td>
<td>155</td>
</tr>
<tr>
<td>Northside</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
<td>367</td>
</tr>
<tr>
<td>Pavilion</td>
<td>615</td>
<td>502</td>
<td>604</td>
<td>423</td>
<td>423</td>
<td>423</td>
<td>423</td>
<td>423</td>
<td>423</td>
<td>423</td>
</tr>
<tr>
<td>West Okeechobee</td>
<td>756</td>
<td>596</td>
<td>743</td>
<td>647</td>
<td>647</td>
<td>647</td>
<td>647</td>
<td>647</td>
<td>647</td>
<td>647</td>
</tr>
</tbody>
</table>

**Total DJPs:**

- Total DJPs:
  - July: 4,609
  - August: 4,609
  - September: 4,609
  - October: 4,609
  - November: 4,609
  - December: 4,609
  - January: 4,609
  - February: 4,609
  - March: 4,609
  - Average: 4,609

**Total DJPs:**

- Total DJPs:
  - July: 4,609
  - August: 4,609
  - September: 4,609
  - October: 4,609
  - November: 4,609
  - December: 4,609
  - January: 4,609
  - February: 4,609
  - March: 4,609
  - Average: 4,609
AGENDA ITEM SUBJECT: WORKFORCE SERVICES DIRECT JOB PLACEMENT REPORT 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 Direct Job Placement Obtained Employment Report (DJPOE) tracks the region's Direct Job Placements (DJP), Obtained Employment (OE) placements and the breakdown of the Workforce Innovation Opportunity Act (WIOA) "hard-to-serve" categories. The DJPOE Year-to-Date (YTD) summary for Program Year 2017-2018, is from July 1, 2017 through March 31, 2018.

The Workforce Development Area (WDA) DJPOE Report shows a total of 7,680 DJP. Of those, 6,443 were universal placements, 938 were Adult Dislocated Worker placements and 493 were from the "hard-to-serve" categories. To date, only 6.4 percent of WIOA placements have been in the "hard-to-serve" category.

SFWIB staff continues to work with CareerSource South Florida (CSSF) center staff to target and provide greater assistance to the 'hard-to-serve' community. Referral and placement goals have been provided CSSF center staff in each of the 'hard-to-serve' categories. Additionally, the SFWIB contracts pay more for the hardest-to-serve.

Please note that jobseekers who fall under multiple categories will automatically default to the highest paying category.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
# CSSF Balanced Scorecard Report

**Report Date: 7/1/2017 To 3/31/2018**

## Direct Job Placement by Type

<table>
<thead>
<tr>
<th>Location</th>
<th>Universal</th>
<th>Direct Job Placement by Type</th>
<th>Max Earned</th>
<th>Earned</th>
<th>% Earned</th>
<th>OE %</th>
<th>DJP %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult/DW</td>
<td>Job Seekers with Disability</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Veterans</td>
<td>Ex-Offenders</td>
<td>RA/Homeless</td>
<td>TANF/CAP</td>
<td>SNAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>DJP %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hialeah Downtown</td>
<td>1,145</td>
<td>140</td>
<td>1,285</td>
<td>976</td>
<td>85</td>
<td>138</td>
<td>39</td>
</tr>
<tr>
<td>City of Miami</td>
<td>277</td>
<td>49</td>
<td>249</td>
<td>28</td>
<td>17</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>Carol City</td>
<td>95</td>
<td>25</td>
<td>120</td>
<td>76</td>
<td>17</td>
<td>12</td>
<td>7</td>
</tr>
<tr>
<td>Florida Keys</td>
<td>130</td>
<td>20</td>
<td>150</td>
<td>118</td>
<td>13</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Miami Beach</td>
<td>73</td>
<td>15</td>
<td>68</td>
<td>60</td>
<td>11</td>
<td>5</td>
<td>3</td>
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<tr>
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<td>199</td>
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<td>33</td>
<td>17</td>
<td>0</td>
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<tr>
<td>Opa Locka</td>
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<td>14</td>
<td>61</td>
<td>45</td>
<td>12</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>South Miami</td>
<td>153</td>
<td>12</td>
<td>165</td>
<td>4</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Transition</td>
<td>251</td>
<td>63</td>
<td>314</td>
<td>112</td>
<td>28</td>
<td>27</td>
<td>11</td>
</tr>
<tr>
<td>Homestead</td>
<td>1,209</td>
<td>73</td>
<td>1,282</td>
<td>1,168</td>
<td>55</td>
<td>27</td>
<td>11</td>
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<tr>
<td>Little Havana</td>
<td>656</td>
<td>117</td>
<td>773</td>
<td>452</td>
<td>68</td>
<td>172</td>
<td>44</td>
</tr>
<tr>
<td>Northside</td>
<td>546</td>
<td>108</td>
<td>654</td>
<td>415</td>
<td>55</td>
<td>83</td>
<td>22</td>
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<tr>
<td>Perrine</td>
<td>1,090</td>
<td>152</td>
<td>1,242</td>
<td>1,009</td>
<td>55</td>
<td>59</td>
<td>23</td>
</tr>
<tr>
<td>West Judge</td>
<td>801</td>
<td>184</td>
<td>782</td>
<td>125</td>
<td>111</td>
<td>49</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,825</strong></td>
<td><strong>1,032</strong></td>
<td><strong>7,857</strong></td>
<td><strong>5,796</strong></td>
<td><strong>648</strong></td>
<td><strong>692</strong></td>
<td><strong>242</strong></td>
</tr>
</tbody>
</table>

% of DJP: 73.8% 8.2% 8.8% 3.1% 0.0% 0.0% 0.1% 0.1% 2.1% 1.0% 1.3% 0.1% 0.9% 0.8% 0.0% 0.0%
SFWIB PERFORMANCE COUNCIL

DATE: 4/19/2018

AGENDA ITEM NUMBER: 6

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 April 5, 2018, indicates that the South Florida Workforce Investment Board generated $3,028,606.42 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of $3.72. Eighty-eight percent of training services participants completed classroom training. Of those completing training, ninety-one percent have obtained employment with an average wage of $16.95. Ninety-five percent of the participants were placed in a training-related occupation. The net economic benefit per placement is $27,785.38.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
## Consumer Report Card

**07/01/2017 - 06/30/2018**

<table>
<thead>
<tr>
<th>Training Agent</th>
<th>Total Outcome</th>
<th>Number of Completions</th>
<th>Number of Placements</th>
<th>% of Placements</th>
<th>% of Training Related Placements</th>
<th># of Training Related Placements</th>
<th>Avg. Cost Per Participant</th>
<th>Avg. Expenditure</th>
<th>Avg. Wage</th>
<th>Total Completion</th>
<th>Total Expenditure</th>
<th>Average Economic</th>
<th>Economic Benefit Per Placement</th>
<th>Value Added per Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Technical Centers</td>
<td>4</td>
<td>-</td>
<td>-</td>
<td>0.00 %</td>
<td>0.00 %</td>
<td>0</td>
<td>$ 2,255.71</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Compu-Med Vocational Career Corp - Hialeah</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>100.00 %</td>
<td>100.00 %</td>
<td>3</td>
<td>$ 3,046.08</td>
<td>$ 3,046.08</td>
<td>$ 8.10</td>
<td>$ 22,625.00</td>
<td>$ 30,468.23</td>
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<td>$ 13,801.92</td>
<td>$ 4.53</td>
</tr>
<tr>
<td>Compu-Med Vocational Careers Corp - Miami</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>100.00 %</td>
<td>100.00 %</td>
<td>1</td>
<td>$ 1,061.10</td>
<td>$ 1,061.10</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dade Institute of Technology</td>
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<td>4</td>
<td>3</td>
<td>75.00 %</td>
<td>100.00 %</td>
<td>3</td>
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<td>5</td>
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<td>80.00 %</td>
<td>75.00 %</td>
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<td>$ 32,700.50</td>
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<tr>
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<td>100.00 %</td>
<td>100.00 %</td>
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<td>$ 5,000.00</td>
<td>$ 5,000.00</td>
<td>$ 12.00</td>
<td>$ 24,960.00</td>
<td>$ 5,000.00</td>
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<td>$ 14.86</td>
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<td>3</td>
<td>100.00 %</td>
<td>100.00 %</td>
<td>3</td>
<td>$ 3,182.25</td>
<td>$ 9,545.75</td>
<td>$ 24.83</td>
<td>$ 51,653.33</td>
<td>$ 3,182.25</td>
<td>$ 48,335.08</td>
<td>$ 14.57</td>
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<tr>
<td>Metropolitan Trucking and Technical Institute</td>
<td>15</td>
<td>10</td>
<td>5</td>
<td>50.00 %</td>
<td>100.00 %</td>
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<td>$ 1,493.69</td>
<td>$ 14,936.91</td>
<td>$ 18.65</td>
<td>$ 8,175.13</td>
<td>$ 2,987.38</td>
<td>$ 3,000.00</td>
<td>$ 11.99</td>
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<tr>
<td>Miami-Dade College</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>50.00 %</td>
<td>100.00 %</td>
<td>1</td>
<td>$ 2,095.58</td>
<td>$ 4,191.16</td>
<td>$ 12.00</td>
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<td>$ 4,191.16</td>
<td>$ 20,768.84</td>
<td>$ 4.96</td>
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<tr>
<td>New Horizons</td>
<td>33</td>
<td>33</td>
<td>31</td>
<td>93.94 %</td>
<td>96.77 %</td>
<td>30</td>
<td>$ 8,787.88</td>
<td>$ 290,000.00</td>
<td>$ 18.01</td>
<td>$ 37,464.15</td>
<td>$ 9,354.84</td>
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<tr>
<td>Sullivan &amp; Cogliano Training Centers, Inc. Kendall</td>
<td>3</td>
<td>3</td>
<td>3</td>
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<td>100.00 %</td>
<td>3</td>
<td>$ 6,604.67</td>
<td>$ 19,814.00</td>
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<td>$ 23,352.53</td>
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<tr>
<td>The Academy -- Fort Lauderdale Campus</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>100.00 %</td>
<td>100.00 %</td>
<td>3</td>
<td>$ 9,010.00</td>
<td>$ 27,029.99</td>
<td>$ 17.56</td>
<td>$ 36,531.73</td>
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<tr>
<td>The Academy -- Miami Campus</td>
<td>50</td>
<td>47</td>
<td>46</td>
<td>97.87 %</td>
<td>93.48 %</td>
<td>43</td>
<td>$ 9,007.71</td>
<td>$ 423,362.40</td>
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<td>$ 37,331.03</td>
<td>$ 9,203.53</td>
<td>$ 28,127.50</td>
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<tr>
<td>The CDL School, Inc.</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>100.00 %</td>
<td>100.00 %</td>
<td>5</td>
<td>$ 1,750.00</td>
<td>$ 8,750.00</td>
<td>$ 13.00</td>
<td>$ 27,040.00</td>
<td>$ 1,750.00</td>
<td>$ 25,290.00</td>
<td>$ 14.45</td>
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<td><strong>Total</strong></td>
<td><strong>136</strong></td>
<td><strong>120</strong></td>
<td><strong>109</strong></td>
<td><strong>90.83 %</strong></td>
<td><strong>95.41 %</strong></td>
<td><strong>104</strong></td>
<td><strong>$ 6,789.45</strong></td>
<td><strong>$ 814,734.01</strong></td>
<td><strong>$ 16.95</strong></td>
<td><strong>$ 35,260.01</strong></td>
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<td><strong>$ 35,260.01</strong></td>
<td><strong>$ 27,783.38</strong></td>
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