



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, August 16, 2018  
8:00 A.M.**

Big Brothers Big Sisters Miami  
550 NW 42nd 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
  - G. April 19, 2018
  - H. June 21, 2018
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Balanced Scorecard Report Update
5. Information – Hard-to-Serve Placement Report Update
6. Information – Consumer Report Card
7. Information – Job Placement Type Analysis

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



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2A**

**DATE: August 16, 2018 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: August 16, 2018,** 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

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>OTHER ATTENDEES</b>
<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: August 16, 2018,** 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><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p>	<p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i>          Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Clayton, Lovey</li> <li>6. Diggs, Bill</li> </ol>	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p>
<ol style="list-style-type: none"> <li>7. Gaber, Cynthia, Vice - Chairwoman</li> <li>8. Huston, Albert</li> </ol>	<p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p>
<ol style="list-style-type: none"> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Porro, William – <i>City of Miami</i></p>
<p><b>SFW STAFF</b></p>	<p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>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>

**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: August 16, 2018, 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>
1. Clayton, Lovey	
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>	Farinas, Irene – <i>Adults Mankind Organization, Inc.</i>
2. Garza, Maria, Chairwoman	Hernandez, Ana – Cuban National Council, Inc.
3. Rod, Denis	Felipe, Daniel – <i>Cuban American National Council Inc.</i>
4. Manrique, Carlos	Mendez, Jessy – <i>Community Coalition, Inc.</i>
5. Chi, Joe	Rodriguez, Maria – <i>Youth Co-Op, Inc.</i>
6. Diggs, Bill	Salado, Malin – <i>Transition, Inc.</i>
7. Gaber, Cynthia, Vice - Chairwoman	
8. Huston, Albert	
9. Jordan, Comm. Barbara	
10. Regueiro, Maria	
<b>SFW STAFF</b> Gilbert, David Perrin, Yian	

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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2E**

**DATE: August 16, 2018 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

December 14, 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>
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Huston, Albert</li> <li>3. Manrique, Carlos</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Clayton, Lovey</li> <li>5. Rod, Denis</li> <li>6. Chi, Joe</li> <li>7. Diggs, Bill</li> <li>8. Gaber, Cynthia, Vice - Chairwoman</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Rigueiro, Maria</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>Manning, Ann – <i>Transition, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

**1. Call to Order and Introductions**

Performance Council Chairwoman Maria Garza called the meeting to order at 8:30a.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 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

**8. Information – System Review of Exiting Wagner-Peyser (WP) Participants**

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: August 16, 2018 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

February 15, 2018 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. Rod, Denis</li> <li>3. Thurman, Karen</li> </ol> <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. Gaber, Cynthia, Vice - Chairwoman</li> <li>7. Garza, Maria, Chairwoman</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Manrique, Carlos</li> <li>11. Regueiro, Maria</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>Brito, Hilma – <i>Arbor E &amp; T Rescare, Inc.</i></p> <p>Butrigo, Jessica – <i>Cuban American National Council, Inc. (CNC)</i></p> <p>Flores, Oscar – <i>Compu Med</i>  <i>Cuban American National Council, Inc. (CNC)</i></p>

**1. Call to Order and Introductions**

Dr. Denis Rod called the meeting to order at 8:30a.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**

**2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017, October 19, 2017 and December 14, 2017**

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, 2018 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.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER:** 2F

**DATE:** August 16, 2018 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

April 19, 2018 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. Huston, Albert</li> <li>3. Manrique, Carlos</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>1. Chi, Joe</li> <li>2. Clayton, Lovey</li> <li>3. Diggs, Bill</li> <li>4. Gaber, Cynthia, Vice - Chairwoman</li> <li>5. Jordan, Comm. Barbara</li> <li>6. Regueiro, Maria</li> <li>7. Rod, Denis</li> </ol> <p><b>SFW STAFF</b>            Gilbert, David            Perrin, Yian            Smith, Robert</p>	<p>B. Jessy – <i>Cuban National Council, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Felipe, Daniel – <i>Cuban National Council, Inc. /South Miami</i></p> <p>Mendez, Jessy – <i>Community Coalition Inc.</i></p>

**1. Call to Order and Introductions**

SFWIB Adults Program Manager David Gilbert called the meeting to order at 8:30a.m, on behalf of SFWIB Chairwoman Maria Garza who was absent. He asked all those present 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, October 19, 2017, December 27, 2017 and February 15, 2018**

Deferred due to lack of quorum

Mr. Al Huston shared his concern regarding the amount of meeting minutes currently pending approval as a result of lack of quorum. He'd emphasized the importance of ensuring that a quorum is met at every meeting. Mr. Clayton also shared that he has received calls and email notifications regarding upcoming meetings. He wants staff to stress to members the importance of attending meetings.

There was continued discussion regarding the importance of having a quorum at every meeting.

Mr. Gilbert explained there were multiple members that confirmed as well as those tentatively confirmed.

Mr. Clayton inquired about Chairwoman Garza's absence at today's meeting.

Mr. Clayton inquired about former member Willie Carpenter.

No further questions or discussions.

**3. Information- Refugee Performance Overview**

Mr. Gilbert introduced the item and further presented the following information:

He noted into record that the information provided in the agenda item is one month off from current. However, corrections will be made accordingly.

**For Program Year 2017-2018, October 1, 2017 through February 28, 2018:**

- Department of Children and Families (DCF) holds CSF on a monthly goal of 604 and annual placement goal of 7,248. He additionally referenced a table provided in the agenda for further review.

No further questions or discussions.

**4. Information- Monthly Placement Report Update**

Adult Programs Supervisor Robert Smith presented the monthly placement report and read the following into record:

The monthly job placement summary for Program Year 2017-18 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 Obtained employment

- 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.

No further questions or discussions.

5. **Information– Direct Job Placement Report**

Mr. David Gilbert presented and read the item into record.

Mr. Clayton inquired about the areas with the highest placements. Staff asked whether if he requested listed by career centers. Both Mr. Gilbert responded, “Yes”. He provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

6. **Information – Consumer Report Card**

Mr. Smith presented the item.

Mr. Clayton asked whether if there are training programs available for those interested in pursuing a career in air conditioning repairs in installation. Mr. Smith responded, “Yes” and noted that D.A Dorsey Educational Center provides air conditioning training.

Mr. Gilbert explained that more details regarding the various programs will be provided at a later date.

Mr. Huston inquired about CSSF’s partnerships with the various vocational schools located in the south of Miami-Dade County to include Robert Morgan Technical Institute. He also inquired about programs provided at the South Dade Skills Center and Mr. Gilbert provided further details on OSHA 10 construction Courses NCCER trainings available through partnership with Employed Miami-Dade. He additional noted the partnerships with Miami-Dade County, Miami-Dade County Public Schools and Neighbors and Neighbors Association, Inc.

Mr. Smith provided details on where to find information related to training occupations.

Mr. Clayton inquired about registration fees and Mr. Gilbert provided details.

There being no further business to come before the Board, the meeting adjourned at 8:48am.



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2G**

**DATE:** August 16, 2018 at 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

June 21, 2018 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. Garza, Maria, Chairwoman 2. Clayton, Lovey</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>3. Rod, Denis 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Huston, Albert 8. Jordan, Comm. Barbara 9. Manrique, Carlos</p> <p>10. Rigueiro, Maria</p> <p><b>SFW STAFF</b> Gilbert, David Perrin, Yian Smith, Robert</p>	<p>.</p>

Agenda items are displayed in the order they were discussed.

***DRAFT***

**1. Call to Order and Introductions**

Performance Council Chairwoman Maria Garza called the meeting to order at 8:38a.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 April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017**

Deferred due to lack of quorum

**3. Information- Refugee Performance Overview**

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

**4. Information– Monthly Job Placement Report**

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager further presented.

**5. Information– Direct Job Placement Report**

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager further presented.

**6. Information – Special Recruitment and Job Fair Standard Operating Procedures**

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

**7. Information Consumer Report Card**

Mr. Perrin introduced and presented the item.

**8. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2018-19**

Mr. Gilbert introduced and presented the item.

**The consensus of the members present moved the item to the full Board for approval.**

**9. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2018-19**

Mr. Gilbert introduced and presented the item.

**The consensus of the members presented moved the item to the full board for approval.**

There being no further business to come before the Board, the meeting adjourned at 9:010am.





**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/16/2018

**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 South Florida Workforce Board's contract with the Department of Children and Family Services (DCF) requires 604 monthly placements with an annual goal of 7,248. The WDA's RET Balanced Scorecard Job Placements through June 30, 2018, shows WDA 23 had a total of 5,104 job placements; which is six percent below the maximum standard.

- Two of the seven Refugee Services contractors have met or exceeded their maximum Year-to-Date (YTD) Job placement standard: Adult Mankind Organization and Cuban American National Council

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF RET Performance Overview Report

Report Date: 10/1/2017 To 6/30/2018

Employment									
Location	Standard Monthly	Maximum	YTD Goal	Center	YTD % Achieved	Actual Vs. Goal	Monies Unearned Through 6/30/2018	Avg. Cost Per	# Placement short based on funding
AMO	98	115	1,035	1,027	99%	8	\$ 21,079.00	\$ 1,230.64	17
Arbor E&T, LLC	48	57	513	510	99%	3	\$ -	\$ 1,262.98	0
CANC	48	56	504	510	101%	0	\$ -	\$ 1,219.67	0
Community Coalition	42	49	441	384	87%	57	\$ 72,911.00	\$ 1,231.90	59
Lutheran Services	120	141	1,269	1,253	99%	16	\$ 21,518.00	\$ 1,195.00	18
Miami Beach Latin Chamber	13	15	135	60	44%	75	\$ 108,549.00	\$ 1,034.20	86
Youth Co-Op	145	171	1,539	1,360	88%	179	\$ 248,859.00	\$ 1,204.36	207
<b>Region</b>	<b>514</b>	<b>604</b>	<b>5,436</b>	<b>5,104</b>	<b>94%</b>	<b>332</b>	<b>\$ 472,916.00</b>	<b>\$ 1,196.96</b>	<b>387</b>

ND = No data

NA = Region performance not applicable for this measure

5/21/2018 1:09:54 PM



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/16/2018

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCE SCORECARD 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 Balance Scorecard Report measures the performance of the Workforce Development Area (WDA) 23 service providers. The report was recently updated to provide detailed information regarding the type of Direct Job Placements (DJP), and Obtained Employment (OE) placements being reported. The new version separates Seasonal, Temporary, Part-Time and Full-Time DJP, and displays placements in the quarter in which they were earned. The Balance Scorecard Report for Program Year (PY) 2017-2018 is from July 1, 2017 through June 30, 2018.

The WDA 23 Balance Scorecard report shows a total of 30,799 job placements. Of those, 9,912 were DJP and 20,887 were OE. The DJP consisted of the following: 1,418 or 14.3 percent were seasonal, 1,954 or 19.7 percent were temporary, 356 or 3.6 percent were part-time, and 4,226 or 42.6 percent were full-time. The remaining 1,958 placements are specifically categorized under the Workforce Innovation Opportunity Act (WIOA) and will be reported in the Hard to Serve Placement Report for PY 2017-2018.

The Balance Scorecard Report for PY 2018-2019 is from July 1, 2018 through July 31, 2018. The WDA 23 Balance Scorecard Report for this program year shows a total of 1,794 job placements. Of those, 512 were DJP and 1,282 were OE. The DJP consisted of the following: 31 or 6 percent were seasonal, 71 or 13.8 percent were temporary, 26 or 5.1 percent were part-time, and 183 or 35.7 percent were full-time. The remaining 512 Placements are specifically categorized under the WIOA and will be reported in the Hard to Serve Placement Report for 2018-2019.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 6/30/2018

Location	Maximum		Minimum		Total Placements			Obtained Employment			Direct Job Placement									
	#	%	#	%							1Qrt				>1Qrt				Hard to Serve	Total
					1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Total	Season	Temp	Part	Full	Season	Temp	Part	Full		
Hialeah Downtown center	4,788	75.2%	4,596	78.3%	2,693	906	3,599	1,160	747	1,907	2	80	6	1,193	0	9	1	86	315	1,692
City of Miami center	3,948	48.5%	3,792	50.5%	1,186	729	1,915	760	656	1,416	4	223	8	151	0	17	1	18	77	499
Carol City center	5,712	36.9%	5,484	38.5%	1,173	936	2,109	1,026	898	1,924	1	29	3	88	0	8	5	12	39	185
Florida Keys center	1,752	44.7%	1,680	46.6%	541	242	783	361	207	568	1	47	17	101	0	6	5	12	26	215
Miami Beach center	2,256	30.6%	2,172	31.8%	538	152	690	431	130	561	3	0	1	82	0	0	1	13	29	129
North Miami Beach center	6,636	36.3%	6,372	37.8%	1,437	973	2,410	1,118	889	2,007	41	56	2	137	5	13	2	21	126	403
Northside center	6,780	37.6%	6,504	39.2%	1,660	888	2,548	1,077	770	1,847	3	100	16	310	1	33	0	22	216	701
Opa Locka center	1,776	28.8%	1,704	30.0%	282	229	511	222	212	434	0	26	3	26	0	9	0	5	8	77
South Miami	1,356	47.2%	1,308	48.9%	474	166	640	260	149	409	0	3	1	210	0	0	0	7	10	231
Transition Offender Service	876	107.6%	840	112.3%	654	289	943	321	211	532	5	29	2	110	0	2	2	29	232	411
Homestead center	4,632	67.4%	4,440	70.3%	2,455	666	3,121	921	517	1,438	923	202	91	250	10	65	10	33	99	1,683
Little Havana center	5,388	52.9%	5,172	55.1%	1,804	1,047	2,851	980	909	1,889	3	173	0	395	0	43	0	33	315	962
Perrine center	6,624	64.3%	6,360	67.0%	2,518	1,741	4,259	1,266	1,565	2,831	150	425	79	465	11	46	11	49	192	1,428
West Dade center	7,668	57.6%	7,356	60.1%	2,873	1,547	4,420	1,782	1,342	3,124	219	268	77	322	36	42	12	46	274	1,296
<b>Total</b>	<b>60,192</b>	<b>51.2%</b>	<b>57,780</b>	<b>53.3%</b>	<b>20,288</b>	<b>10,511</b>	<b>30,799</b>	<b>11,685</b>	<b>9,202</b>	<b>20,887</b>	<b>1,355</b>	<b>1,661</b>	<b>306</b>	<b>3,840</b>	<b>63</b>	<b>293</b>	<b>50</b>	<b>386</b>	<b>1,958</b>	<b>9,912</b>

## CSSF Balanced Scorecard Report

Report Date: 7/1/2018 To 7/31/2018

Location	Maximum		Minimum		Total			Obtained Employment			Direct Job Placement									
	#	%	#	%							1Qrt				>1Qrt				Hard to Serve	Total
					1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full		
Hialeah Downtown center	283	104.6%	241	122.8%	228	68	296	125	46	171	0	7	1	71	0	2	0	6	38	125
City of Miami center	235	44.7%	200	52.5%	60	45	105	56	44	100	0	0	2	2	0	0	0	0	1	5
Carol City center	338	46.4%	287	54.7%	78	79	157	64	71	135	0	0	0	9	0	0	0	2	11	22
Florida Keys center	152	50.7%	129	59.7%	46	31	77	20	27	47	0	3	3	17	0	0	0	3	4	30
Miami Beach center	134	43.3%	114	50.9%	36	22	58	30	17	47	0	0	0	3	0	2	0	2	4	11
North Miami Beach center	398	35.9%	338	42.3%	76	67	143	59	56	115	0	1	0	3	0	0	0	1	23	28
Northside center	406	28.6%	345	33.6%	53	63	116	43	60	103	0	0	0	1	0	0	0	0	12	13
Opa Locka center	106	42.5%	90	50.0%	21	24	45	20	23	43	0	0	0	0	0	0	0	1	1	2
South Miami	80	53.8%	68	63.2%	20	23	43	12	22	34	0	0	0	8	0	0	0	1	0	9
Transition Offender Service	88	115.9%	75	136.0%	65	37	102	37	26	63	0	0	0	10	1	0	0	1	27	39
Homestead center	279	57.3%	237	67.5%	107	53	160	51	38	89	30	9	0	9	0	0	0	3	20	71
Little Havana center	319	46.7%	271	55.0%	98	51	149	60	43	103	0	6	0	18	0	0	0	2	20	46
Perrine center	395	37.7%	336	44.3%	77	72	149	36	63	99	0	17	1	4	0	2	1	1	24	50
West Dade center	463	41.9%	394	49.2%	128	66	194	76	57	133	0	21	15	5	0	1	3	0	16	61
<b>Total</b>	<b>3,676</b>	<b>48.8%</b>	<b>3,125</b>	<b>57.4%</b>	<b>1,093</b>	<b>701</b>	<b>1,794</b>	<b>689</b>	<b>593</b>	<b>1,282</b>	<b>30</b>	<b>64</b>	<b>22</b>	<b>160</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>23</b>	<b>201</b>	<b>512</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/16/2018

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES HARD TO SERVE PLACEMENT REPORT UPDATE

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

**RECOMMENDATION:** N/A

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

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

### **BACKGROUND:**

The Direct Job Placement (DJP) Report provides specific details on the Workforce Innovation Opportunity Act (WIOA) Direct Job Placement and includes the "Hard to Serve" population. The DJP Report for Program Year (PY) 2017-2018, is from July 1, 2017 through June 30, 2018.

The Workforce Development Area (WDA) 23 Report shows a total of 1,958 DJP under WIOA. The DJP breakdown is as follows: 1,270 or 65 percent were Adult Dislocated Worker placements and 688 or 35 percent were from the "hard-to-serve" categories. Of the total DJP for PY 2017-2018, only 7 percent were classified as "hard to serve" placements.

The WDA 23 Report for PY 2018-2019 shows a total of 201 DJP under WIOA. The DJP breakdown is as follows: 125 or 62 percent were Adult Dislocated Worker placements and 76 or 38 percent were from the "hard-to-serve" categories. To date, of the total PY 2018-2019, 15 percent were classified as "hard-to-serve" placements.

South Florida Workforce Investment Board (SFWIB) staff continues to work with CareerSource South Florida center staff to target and provide greater assistance to the "hard-to-serve" community. Additionally, the SFWIB increased its pay points once more in PY 2018-2019 to 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 6/30/2018

Location	WIOA Individualized														Total Hard Serve	Total All WIOA
	Adult/DW		Disabled		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP			
	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt		
Hialeah Downtown center	214	44	0	0	0	0	1	2	25	0	12	17	0	0	57	315
City of Miami center	23	11	1	0	2	0	8	15	3	5	3	6	0	0	43	77
Carol City center	17	10	0	0	0	0	3	2	4	0	2	1	0	0	12	39
Florida Keys center	6	7	0	0	0	0	1	1	3	2	3	2	1	0	13	26
Miami Beach center	6	5	1	0	4	0	0	2	9	1	0	0	1	0	18	29
North Miami Beach center	49	26	0	0	3	1	8	7	11	1	12	7	0	1	51	126
Northside center	98	26	0	0	0	1	22	17	14	1	20	17	0	0	92	216
Opa Locka center	4	1	0	0	0	1	0	0	0	0	1	1	0	0	3	8
South Miami	0	8	0	0	0	0	0	1	0	0	0	1	0	0	2	10
Transition Offender Service center	36	13	0	1	0	0	151	31	0	0	0	0	0	0	183	232
Homestead center	41	14	0	0	0	2	9	6	10	0	8	9	0	0	44	99
Little Havana center	213	53	1	0	0	0	8	7	19	0	12	2	0	0	49	315
Perrine center	91	39	2	0	0	0	7	6	21	0	12	14	0	0	62	192
West Dade center	159	56	1	0	1	2	10	8	26	0	8	3	0	0	59	274
<b>Total</b>	<b>957</b>	<b>313</b>	<b>6</b>	<b>1</b>	<b>10</b>	<b>7</b>	<b>228</b>	<b>105</b>	<b>145</b>	<b>10</b>	<b>93</b>	<b>80</b>	<b>2</b>	<b>1</b>	<b>688</b>	<b>1,958</b>
Percentage of WIOA DJP's	48.9%	16.0%	0.3%	0.1%	0.5%	0.4%	11.6%	5.4%	7.4%	0.5%	4.7%	4.1%	0.1%	0.1%	35.1%	

ND = No Data



# CSSF Balanced Scorecard Report

Report Date: 7/1/2018 To 7/31/2018

Location	WIOA Individualized														Total Hard Serve	Total All WIOA
	Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP			
	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt		
Hialeah Downtown center	17	12	0	0	0	0	1	0	5	0	1	2	0	0	9	38
City of Miami center	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Carol City center	1	4	0	0	0	0	1	1	1	0	2	1	0	0	6	11
Florida Keys center	0	1	0	0	0	0	0	0	1	0	0	0	2	0	3	4
Miami Beach center	0	1	0	0	0	0	0	0	2	0	0	0	1	0	3	4
North Miami Beach center	7	7	0	0	0	0	0	1	2	0	2	0	2	2	9	23
Northside center	4	0	0	0	0	0	2	0	1	0	1	3	1	0	8	12
Opa Locka center	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
South Miami	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transition Offender Service	1	0	0	0	0	0	17	9	0	0	0	0	0	0	26	27
Homestead center	8	9	0	0	0	0	0	0	0	0	0	2	0	1	3	20
Little Havana center	10	6	0	0	0	0	3	0	1	0	0	0	0	0	4	20
Perrine center	17	5	0	0	0	0	1	0	1	0	0	0	0	0	2	24
West Dade center	8	5	0	0	0	0	2	0	1	0	0	0	0	0	3	16
<b>Total</b>	<b>74</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>11</b>	<b>15</b>	<b>0</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>76</b>	<b>201</b>
Percentage of WIOA DJP's	36.8%	25.4%	0.0%	0.0%	0.0%	0.0%	13.4%	5.5%	7.5%	0.0%	3.0%	4.0%	3.0%	1.5%	37.8%	

ND = No Data



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/16/2018

**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) 2018-2019 Consumer Report Card table, dated August 3, 2018, indicates that the South Florida Workforce Investment Board generated \$259,934 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$2.16. One-hundred percent of training services participants completed classroom training. Of those completing training, sixty-nine percent have obtained employment with an average wage of \$20.33. One-hundred percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$28,881.60.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2018 - 06/30/2019

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		
Apex Training Center - Main Campus	1	1	-	0.00 %	-	0.00 %	\$ 10,000.00	\$ 10,000.00	-	-	-	-	-
New Horizons	8	8	7	87.50 %	7	100.00 %	\$ 10,000.00	\$ 80,000.00	\$ 11,428.57	\$ 21.87	\$ 45,492.57	\$ 34,064.00	\$ 2.98
The Academy -- Miami Campus	4	4	2	50.00 %	2	100.00 %	\$ 7,640.01	\$ 30,560.04	\$ 15,280.02	\$ 14.92	\$ 31,023.20	\$ 15,743.18	\$ 1.03
	<b>13</b>	<b>13</b>	<b>9</b>	<b>69.23 %</b>	<b>9</b>	<b>100.00 %</b>	<b>\$ 9,273.85</b>	<b>\$ 120,560.04</b>	<b>\$ 13,395.56</b>	<b>\$ 20.33</b>	<b>\$ 42,277.16</b>	<b>\$ 28,881.60</b>	<b>\$ 2.16</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 8/16/2018

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** JOB PLACEMENT TYPE ANALYSIS

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

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

On July 19, 2018, the Office of the Inspector General (OIG) finalized an audit of job placements reported by CareerSource South Florida (CSSF). The report provided an overview of the job placement figures for Region 23, and a short explanation of what these figures represent. For Program Year (PY) 2015-16, CSSF reported 62,284 job placements; for PY16-17, CSSF reported 60,283 job placements.

However, the OIG report did not indicate the reported placement figures from the Department of Economic Opportunity (DEO) Monthly Job Placement Report (MJPR). The Monthly Job Placement Report was developed by the Florida Department of Economic Opportunity and CareerSource Florida. The MJPR supports measurement, management and service improvements aimed at helping Floridians find jobs through services and resources provided by Florida's workforce system.

The Monthly Job Placement Report provides real-time measurement of job placement performance by the state's 24 Local Workforce Development Areas and the nearly 100 CareerSource centers they direct. Monthly reports address Governor Rick Scott's call for enhanced performance measurement in workforce and economic development focused on critical results that bolster Florida's economic recovery and growth.

Based on the MJPR, Region 23 reported a total of 84,584 job placements for PY15-16 and a total of 84,063 job placements for PY16-17. CSSF does not report all job placements indicated in MJPR. There is a significant difference in the number of job placements reported by DEO and CSSF. For PY15-16, there is a difference of 22,300 job placements reported and for PY16-17 a difference of 23,780 placements respectively. Based on the job placement analysis, CSSF reports on average 72.7 percent of the job placements indicated on the MJPR.

The Audit Report indicated that Federal Law/Regulations allow Local Workforce Development Boards to report multiple job placements on an individual within a program year. Those procedures reference Federal Regulation 20 CFR 651.10 as the official guidance on what is required to record a job placement. However, since program year 2014 CSSF has limited the reporting of an individual jobseeker to one placement per program year. The limitation policy was a part several policies CSSF implemented to enhance employment services to jobseekers and strengthen the accountability of information reported.

Additionally the Audit Report mentioned, a job placement, however, does not necessarily mean that one person found full-time employment. While it could mean that, more often we found that the types of work involved seasonal and temporary employment, such as migrant farm work and limited duration event staffing. The employment services offered at the One-Stop Centers are available to anyone regardless of age and current employment status.

Apart of the Job Placement Type analysis, the review indicated that 68 percent of the direct job placements were full-time job placements. Thirty-two percent of the direct job placements were in seasonal, part-time and/or temporary jobs.

Program Year	Total Job Placement Typess					
	Season	Temp	Part	Full	WIOA	Total
Program Year 15-16	15%	15%	2%	53%	16%	100%
Program Year 16-17	15%	18%	1%	47%	19%	100%
<b>Total</b>	<b>15%</b>	<b>16%</b>	<b>2%</b>	<b>50%</b>	<b>18%</b>	<b>100%</b>

Additionally, the job placement type analysis indicated from program year 15-16 through program year 16-17, a total of 31,044 direct job placements were reported. A total of 20,959 of the direct job placements were full-time jobs. A total of 10,085 direct job placements were seasonal, temporary and/or part-time jobs. The seasonal job placement types accounted for 15 percent of the direct job placements.

Program Year	Total Job Placement Typess					
	Season	Temp	Part	Full	WIOA	Total
Program Year 15-16	2,496	2,468	296	8,871	2764	16,895
Program Year 16-17	2,118	2,535	172	6,632	2692	14,149
<b>Total</b>	<b>4,614</b>	<b>5,003</b>	<b>468</b>	<b>15,503</b>	<b>5,456</b>	<b>31,044</b>

CSSF has modified the Balance Scorecard reporting system to identify the type of direct job placements.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

Months	PY15-16 Placements			PY16-17 Placements			PY17-18 Placements			Total Placements		
	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-
JULY	6,481	5,702	779	8,314	6,416	1,898	5,584	4,609	975	20,379	16,727	3,652
AUGUST	6,712	5,600	1,112	7,526	5,641	1,885	5,102	4,229	873	19,340	15,470	3,870
SEPTEMBER	7,432	5,904	1,528	7,331	5,302	2,029	3,840	3,041	799	18,603	14,247	4,356
OCTOBER	6,194	4,742	1,452	8,058	5,790	2,268	4,812	3,588	1,224	19,064	14,120	4,944
NOVEMBER	6,880	5,007	1,873	8,551	5,874	2,677	3,193	2,405	788	18,624	13,286	5,338
DECEMBER	7,296	5,113	2,183	6,829	4,659	2,170	3,894	2,670	1,224	18,019	12,442	5,577
JANUARY	5,634	3,992	1,642	7,740	5,096	2,644	3,057	1,910	1,147	16,431	10,998	5,433
FEBRUARY	6,811	4,802	2,009	6,734	4,377	2,357	2,375	1,405	970	15,920	10,584	5,336
MARCH	8,116	5,669	2,447	6,490	4,690	1,800	3,912	2,180	1,732	18,518	12,539	5,979
APRIL	7,851	5,453	2,398	4,418	3,202	1,216	3,104	1,659	1,445	15,373	10,314	5,059
MAY	7,649	5,124	2,525	6,741	5,360	1,381	3,055	1,606	1,449	17,445	12,090	5,355
JUNE	7,528	5,176	2,352	5,331	3,876	1,455	3,064	1,497	1,567	15,923	10,549	5,374
<b>TOTALS</b>	<b>84,584</b>	<b>62,284</b>	<b>22,300</b>	<b>84,063</b>	<b>60,283</b>	<b>23,780</b>	<b>44,992</b>	<b>30,799</b>	<b>14,193</b>	<b>213,639</b>	<b>153,366</b>	<b>60,273</b>

Months	PY15-16 Placements			PY16-17 Placements			PY17-18 Placements			Total Placements		
	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-	DEO Monthly	CSSF Monthly	Difference +/-
JULY	6,481	5,702	88.0%	8,314	6,416	77.2%	5,584	4,609	82.5%	20,379	16,727	82.1%
AUGUST	6,712	5,600	83.4%	7,526	5,641	75.0%	5,102	4,229	82.9%	19,340	15,470	80.0%
SEPTEMBER	7,432	5,904	79.4%	7,331	5,302	72.3%	3,840	3,041	79.2%	18,603	14,247	76.6%
OCTOBER	6,194	4,742	76.6%	8,058	5,790	71.9%	4,812	3,588	74.6%	19,064	14,120	74.1%
NOVEMBER	6,880	5,007	72.8%	8,551	5,874	68.7%	3,193	2,405	75.3%	18,624	13,286	71.3%
DECEMBER	7,296	5,113	70.1%	6,829	4,659	68.2%	3,894	2,670	68.6%	18,019	12,442	69.0%
JANUARY	5,634	3,992	70.9%	7,740	5,096	65.8%	3,057	1,910	62.5%	16,431	10,998	66.9%
FEBRUARY	6,811	4,802	70.5%	6,734	4,377	65.0%	2,375	1,405	59.2%	15,920	10,584	66.5%
MARCH	8,116	5,669	69.8%	6,490	4,690	72.3%	3,912	2,180	55.7%	18,518	12,539	67.7%
APRIL	7,851	5,453	69.5%	4,418	3,202	72.5%	3,104	1,659	53.4%	15,373	10,314	67.1%
MAY	7,649	5,124	67.0%	6,741	5,360	79.5%	3,055	1,606	52.6%	17,445	12,090	69.3%
JUNE	7,528	5,176	68.8%	5,331	3,876	72.7%	3,064	1,497	48.9%	15,923	10,549	66.3%
<b>TOTALS</b>	<b>84,584</b>	<b>62,284</b>	<b>73.6%</b>	<b>84,063</b>	<b>60,283</b>	<b>71.7%</b>	<b>44,992</b>	<b>30,799</b>	<b>68.5%</b>	<b>213,639</b>	<b>153,366</b>	<b>71.8%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 6/30/2017

Program Year	Total Job Placement Typess						Total Job Placement Typess					
	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total
Program Year 15-16	2,496	2,468	296	8,871	2764	16,895	15%	15%	2%	53%	16%	100%
Program Year 16-17	2,118	2,535	172	6,632	2692	14,149	15%	18%	1%	47%	19%	100%
<b>Total</b>	<b>4,614</b>	<b>5,003</b>	<b>468</b>	<b>15,503</b>	<b>5,456</b>	<b>31,044</b>	<b>15%</b>	<b>16%</b>	<b>2%</b>	<b>50%</b>	<b>18%</b>	<b>100%</b>



# CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 6/30/2018

	PY15-16 Placements						PY16-17 Placements						PY17-18 Placements						Totals Placements					
	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total
Hialeah Downtown	2	278	13	908	274	1,475	0	309	3	1,087	350	1,749	2	89	7	1,279	315	1,692	4	676	23	3,274	939	4,916
City of Miami	1	426	15	275	155	872	0	173	44	481	99	797	4	240	9	169	77	499	5	839	68	925	331	2,168
Carol City	102	55	21	681	282	1,141	8	113	10	1,215	440	1,786	1	37	8	100	39	185	111	205	39	1,996	761	3,112
Florida Keys	35	20	33	289	53	430	25	36	10	150	84	305	1	53	22	113	26	215	61	109	65	552	163	950
Miami Beach	2	10	12	483	119	626	0	60	5	217	148	430	3	0	2	96	28	129	5	70	19	796	295	1,185
North Miami Beach	51	156	17	1,270	125	1,619	59	30	5	272	119	485	46	69	4	158	126	403	156	255	26	1,700	370	2,507
Northside	450	60	94	695	240	1,539	76	370	22	353	172	993	4	133	16	332	215	700	530	563	132	1,380	627	3,232
Opa Locka	11	30	10	178	64	293	5	11	3	132	77	228	0	35	3	31	8	77	16	76	16	341	149	598
South Miami	7	14	2	250	75	348	4	23	0	156	51	234	0	3	1	210	9	223	11	40	3	616	135	805
Transition	0	3	3	271	199	476	21	39	3	156	220	439	5	31	4	139	232	411	26	73	10	566	651	1,326
Homestead	1,325	251	12	637	204	2,429	1,214	251	18	289	189	1,961	933	267	101	283	99	1,683	3,472	769	131	1,209	492	6,073
Little Havana	24	315	25	801	363	1,528	19	507	1	391	275	1,193	3	216	0	428	315	962	46	1,038	26	1,620	953	3,683
Perrine	206	591	9	1,121	222	2,149	279	425	18	1,072	205	1,999	161	471	90	514	192	1,428	646	1,487	117	2,707	619	5,576
West Dade	280	259	30	1,012	389	1,970	408	188	30	661	263	1,550	255	310	89	368	274	1,296	943	757	149	2,041	926	4,816
<b>Total</b>	<b>2,496</b>	<b>2,468</b>	<b>296</b>	<b>8,871</b>	<b>2,764</b>	<b>16,895</b>	<b>2,118</b>	<b>2,535</b>	<b>172</b>	<b>6,632</b>	<b>2,692</b>	<b>14,149</b>	<b>1,418</b>	<b>1,954</b>	<b>356</b>	<b>4,220</b>	<b>1,955</b>	<b>9,903</b>	<b>6,032</b>	<b>6,957</b>	<b>824</b>	<b>19,723</b>	<b>7,411</b>	<b>40,947</b>

Youth Co-Op Centers	2,327	1,510	205	4,805	1,546	10,393	2,025	1,800	99	3,072	1,239	8,235	1,356	1,397	296	1,925	1,095	6,069	5,708	4,707	600	9,802	3,880	24,697
	93.2%	61.2%	69.3%	54.2%	55.9%	61.5%	95.6%	71.0%	57.6%	46.3%	46.0%	58.2%	95.6%	71.5%	83.1%	45.6%	56.0%	61.3%	94.6%	67.7%	72.8%	49.7%	52.4%	60.3%

Arbor E & T	117	373	56	2,250	739	3,535	13	493	21	2,651	1,015	4,193	2	89	7	1,279	315	1,692	132	955	84	6,180	2,069	9,420
	4.7%	15.1%	18.9%	25.4%	26.7%	20.9%	0.6%	19.4%	12.2%	40.0%	37.7%	29.6%	0.1%	4.6%	2.0%	30.3%	16.1%	17.1%	2.2%	13.7%	10.2%	31.3%	27.9%	23.0%

# CSSF Balanced Scorecard Report

Report Date: 7/1/2015 To 6/30/2018

Career Center Location	PY15-16 Placements						PY16-17 Placements						PY17-18 Placements						Totals Placements					
	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total	Season	Temp	Part	Full	WIOA	Total
Hialeah Downtown	0.1%	18.8%	0.9%	61.6%	18.6%	100.0%	0.0%	17.7%	0.2%	62.1%	20.0%	100.0%	0.1%	5.3%	0.4%	75.6%	18.6%	100.0%	0.1%	13.8%	0.5%	66.6%	19.1%	100.0%
City of Miami	0.1%	48.9%	1.7%	31.5%	17.8%	100.0%	0.0%	21.7%	5.5%	60.4%	12.4%	100.0%	0.8%	48.1%	1.8%	33.9%	15.4%	100.0%	0.2%	38.7%	3.1%	42.7%	15.3%	100.0%
Carol City	8.9%	4.8%	1.8%	59.7%	24.7%	100.0%	0.4%	6.3%	0.6%	68.0%	24.6%	100.0%	0.5%	20.0%	4.3%	54.1%	21.1%	100.0%	3.6%	6.6%	1.3%	64.1%	24.5%	100.0%
Florida Keys	8.1%	4.7%	7.7%	67.2%	12.3%	100.0%	8.2%	11.8%	3.3%	49.2%	27.5%	100.0%	0.5%	24.7%	10.2%	52.6%	12.1%	100.0%	6.4%	11.5%	6.8%	58.1%	17.2%	100.0%
Miami Beach	0.3%	1.6%	1.9%	77.2%	19.0%	100.0%	0.0%	14.0%	1.2%	50.5%	34.4%	100.0%	2.3%	0.0%	1.6%	74.4%	21.7%	100.0%	0.4%	5.9%	1.6%	67.2%	24.9%	100.0%
North Miami Beach	3.2%	9.6%	1.1%	78.4%	7.7%	100.0%	12.2%	6.2%	1.0%	56.1%	24.5%	100.0%	11.4%	17.1%	1.0%	39.2%	31.3%	100.0%	6.2%	10.2%	1.0%	67.8%	14.8%	100.0%
Northside	29.2%	3.9%	6.1%	45.2%	15.6%	100.0%	7.7%	37.3%	2.2%	35.5%	17.3%	100.0%	0.6%	19.0%	2.3%	47.4%	30.7%	100.0%	16.4%	17.4%	4.1%	42.7%	19.4%	100.0%
Opa Locka	3.8%	10.2%	3.4%	60.8%	21.8%	100.0%	2.2%	4.8%	1.3%	57.9%	33.8%	100.0%	0.0%	45.5%	3.9%	40.3%	10.4%	100.0%	2.7%	12.7%	2.7%	57.0%	24.9%	100.0%
South Miami	2.0%	4.0%	0.6%	71.8%	21.6%	100.0%	1.7%	9.8%	0.0%	66.7%	21.8%	100.0%	0.0%	1.3%	0.4%	94.2%	4.0%	100.0%	1.4%	5.0%	0.4%	76.5%	16.8%	100.0%
Transition	0.0%	0.6%	0.6%	56.9%	41.8%	100.0%	4.8%	8.9%	0.7%	35.5%	50.1%	100.0%	1.2%	7.5%	1.0%	33.8%	56.4%	100.0%	2.0%	5.5%	0.8%	42.7%	49.1%	100.0%
Homestead	54.5%	10.3%	0.5%	26.2%	8.4%	100.0%	61.9%	12.8%	0.9%	14.7%	9.6%	100.0%	55.4%	15.9%	6.0%	16.8%	5.9%	100.0%	57.2%	12.7%	2.2%	19.9%	8.1%	100.0%
Little Havana	1.6%	20.6%	1.6%	52.4%	23.8%	100.0%	1.6%	42.5%	0.1%	32.8%	23.1%	100.0%	0.3%	22.5%	0.0%	44.5%	32.7%	100.0%	1.2%	28.2%	0.7%	44.0%	25.9%	100.0%
Perrine	9.6%	27.5%	0.4%	52.2%	10.3%	100.0%	14.0%	21.3%	0.9%	53.6%	10.3%	100.0%	11.3%	33.0%	6.3%	36.0%	13.4%	100.0%	11.6%	26.7%	2.1%	48.5%	11.1%	100.0%
West Dade	14.2%	13.1%	1.5%	51.4%	19.7%	100.0%	26.3%	12.1%	1.9%	42.6%	17.0%	100.0%	19.7%	23.9%	6.9%	28.4%	21.1%	100.0%	19.6%	15.7%	3.1%	42.4%	19.2%	100.0%
<b>Total</b>	<b>14.8%</b>	<b>14.6%</b>	<b>1.8%</b>	<b>52.5%</b>	<b>16.4%</b>	<b>100.0%</b>	<b>15.0%</b>	<b>17.9%</b>	<b>1.2%</b>	<b>46.9%</b>	<b>19.0%</b>	<b>100.0%</b>	<b>14.3%</b>	<b>19.7%</b>	<b>3.6%</b>	<b>42.6%</b>	<b>19.7%</b>	<b>100.0%</b>	<b>14.7%</b>	<b>17.0%</b>	<b>2.0%</b>	<b>48.2%</b>	<b>18.1%</b>	<b>100.0%</b>

Youth Co-Op Centers	2,327	1,510	205	4,805	1,546	10,393	2,025	1,800	99	3,072	1,239	8,235	1,356	1,397	296	1,925	1,095	6,069	5,708	4,707	600	9,802	3,880	24,697
	22.4%	14.5%	2.0%	46.2%	14.9%	100.0%	24.6%	21.9%	1.2%	37.3%	15.0%	100.0%	22.3%	23.0%	4.9%	31.7%	18.0%	100.0%	23.1%	19.1%	2.4%	39.7%	15.7%	100.0%

Arbor E & T	117	373	56	2,250	739	3,535	13	493	21	2,651	1,015	4,193	2	89	7	1,279	315	1,692	132	955	84	6,180	2,069	9,420
	3.3%	10.6%	1.6%	63.6%	20.9%	100.0%	0.3%	11.8%	0.5%	63.2%	24.2%	100.0%	0.1%	5.3%	0.4%	75.6%	18.6%	100.0%	1.4%	10.1%	0.9%	65.6%	22.0%	100.0%