



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, October 18, 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
  - G. April 19, 2018
  - H. June 21, 2018
  - I. August 16, 2018
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Balanced Scorecard Report Update
5. Information – Hard to Serve Placement Update
6. Information – Consumer Report Card
7. Information – Youth Partners Regional Performance Update

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



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2A**

**DATE: October 18, 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: October 18, 2018 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: October 18, 2018 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

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

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Rod, Denis</li> <li>3. Manrique, Carlos</li> </ol>	<p>Buitrigo, Jessica – <i>Cuban American National Council, Inc.</i></p> <p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Chi, Joe</li> <li>5. Clayton, Lovey</li> <li>6. Diggs, Bill</li> <li>7. Gaber, Cynthia, Vice - Chairwoman</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p> <p>Porro, William – <i>City of Miami</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p><b>SFW STAFF</b>          Gilbert, David          Perrin, Yian</p>	<p>Someillian, Ana – <i>Adults Mankind Organization, Inc.</i></p> <p>Taylor, Kelvin – <i>Cuban American National Council, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Performance Council Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had not been achieved.

[Mr. Carlos Manrique arrived]

**2. Performance Council Meeting Minutes**

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

**2.b June 15, 2017**

Deferred due to lack of quorum

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

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

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 14, 968 refugee job seekers enrolled in the RET Program
- 4,031 refugees are still working after 90 days of hire
- 2,998 refugees are still working after 180 days of hire and
- 3,221 refugees are receiving health benefits through the employer

No further questions or discussions.

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

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

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

No further questions or discussions.

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

Mr. Perrin introduced and presented the item.

No further questions or discussions.

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

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

For Program Year 2016-17:

**Year End Performance Summary:**

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

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

- Eight (8) of the 14 Workforce Services contractors met or exceeded their minimum 2017 Job Placements standard



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

No further questions or discussions.

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

Mr. Yian Perrin introduced and presented the item.

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

No further questions or discussions.

**8. Information – Consumer Report Card**

Mr. Perrin introduced and presented the item.

No further questions or discussions.

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

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

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

There was continued discussion regarding a tracking system.

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

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

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

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

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



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2D**

**DATE: October 18, 2018 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

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

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

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

**2. Performance Council Meeting Minutes**

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

Deferred due to lack of quorum

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

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

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

No further questions or discussions.

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

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

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

No further questions or discussions.

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

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

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

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

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

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

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

Acting Chairman Clayton recommended sending out directives.

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

**There was continued discussion.**

No further questions or discussions.

[Introductions]

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



**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2E**

**DATE: October 18, 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: October 18, 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: 2G**

**DATE:** October 18, 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: 2H**

**DATE:** October 18, 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. Regueiro, 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.





**PERFORMANCE COUNCIL**

**AGENDA ITEM NUMBER: 2I**

**DATE:** October 18, 2018 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

August 16, 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>
<ol style="list-style-type: none"> <li>1. Garza, Maria, Chairwoman</li> <li>2. Clayton, Lovey</li> <li>3. Manrique, Carlos</li> <li>4. Thurman, Karen</li> </ol>	<p>Brito, Lialiana – <i>Rescare, Inc.</i></p> <p>Buitriz, Jessica – <i>Cuban American National Council, Inc.</i></p>
<p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p>	<p><i>Cordovi, Mayelin – Community Coalition, Inc.</i></p>
<ol style="list-style-type: none"> <li>5. Rod, Denis</li> <li>6. Chi, Joe</li> <li>7. Diggs, Bill</li> <li>8. Huston, Albert</li> <li>9. Jordan, Comm. Barbara</li> <li>10. Regueiro, Maria</li> </ol>	<p>Farinas, Irene – <i>Adults Mankind Organizations, Inc.</i></p> <p>Galauo, Rosaida – <i>Cuban National Council, Inc.</i></p> <p>G., Monica – <i>Florida...</i></p>
<p><b>SFW STAFF</b>          Gilbert, David          Perrin, Yian          Smith, Robert</p>	<p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Mendez, Jessy – <i>Community Coalition, Inc.</i></p>

**1. Call to Order and Introductions**

Performance Council Chairwoman Maria Garza called the meeting to order at 8:26a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

She thanked the audience and noted this is an open meeting via request to speak submission.

**2. Performance Council Meeting Minutes**

**2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018 and June 21, 2018**

Minutes 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) Yian Perrin further presented the following information:

- The Department of Children and Families (DCF) requires 604 monthly placements with an annual goal of 7, 248
- WDA's RET Balanced Scorecard Job Placements through June 30, 2018 shows WDA 23 had a total of 5, 104 job placements (6% 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 and Cuban American National Council (CANC).

Ms. Garza asked whether if this was a yearly goal and Mr. Perrin responded, "Yes." She further inquired about the year ending date and Adults Program Manager David Gilbert noted that it ended September 30<sup>th</sup>. She further asked whether if there would be ample time for the others to make up their goals. Staff responded, "Yes".

Mr. Gilbert additional noted into record that several providers requested to de-obligate their funds issued by CSSF.

There was continued discussion.

Ms. Thurman shared her feedback regarding challenges with the current population. Chairwoman Garza inquired about the delay in meeting goals and Mr. Gilbert explained that

Ms. Garza asked whether if the providers shared why they were not able to meet the current goal. Mr. Gilbert responded, "Yes" then further explained.

No further questions or discussions.

**4. Information– Workforce Services Balanced Scorecard Report Update**

Chairwoman Garza introduced the item. Mr. Gilbert further presented. He provided further details on direct job placements.

Ms. Thurman inquired about terminology of “Hard to Serve Population” and Mr. Gilbert defined as those currently enrolled in the WIOA as being adult and dislocated, individuals with disabilities, ex-offenders, veterans, and those receiving cash assistance and/or food stamps.

Chairwoman Garza asked whether if the report can be viewed/ updated monthly. Mr. Gilbert explained that the report is real time and updated within seconds accordingly.

Chairwoman Garza later asked whether if all of the providers have access to this real time report. Mr. Gilbert responded, “Yes”.

He further reviewed with the Council a WIOA report that had been attached to the agenda item of which all members received.

Ms. Thurman shared her concerns regarding the disparities between some CSSF centers. She specifically shared her concerns regarding the South Miami and Opa-Locka centers. She asked why operations are challenging at those centers versus others. Mr. Gilbert provided further details.

Mr. Gilbert additionally shared with the Council that South Miami Center will officially close its office soon.

[Mr. Carlos Manrique arrived]

Chairwoman Garza inquired about percentage goals for the hard-to-serve population. Mr. Gilbert responded, “Yes” then further explained. Mr. Gilbert provided further details.

Mr. Gilbert provided further details regarding the current population being served.

Ms. Thurman inquired about how long South Miami Center is been in business.

Mr. Gilbert continued with his report.

Mr. Manrique inquired about funding impact and Mr. Gilbert provided further details. Mr. Gilbert explained the advantages of positive funding impact.

Mr. Manrique shared his concerns.

There was continued discussion.

##### **5. Information – Hard-to-Serve Placement Report Update**

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

Ms. Thurman shared her concerns regarding the current disparities within CSSF’s centers. Mr. Gilbert provided details. There was continued discussion.

Mr. Gilbert informed the Council that South Miami Center will officially close soon.

Ms. Garza asked whether if they’ve reached the 20% enrollment categories.

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

Mr. Perrin presented the item.

No further questions or discussions.

**7. Information- Consumer Report Card**

Mr. Gilbert presented the item

Mr. Manrique requested information on the OIG report and Mr. Gilbert provided details.

There was continued discussion.

Ms. Garza shared her feedback regarding misrepresentation of placements.

She asked whether if funds would be lost as a result. Staff responded, “No”.

There being no further business to come before the Board, the meeting adjourned at 8:58am.



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/18/2018

**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 requires 604 monthly placements with an annual goal of 6,644. The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 Service Partners. The report for Program Year 2017-2018, is from October 1, 2017 through August 31, 2018.

The WDA's RET Balanced Scorecard Job Placement report through August 31, 2018, shows a total of 6,241 job placements; which is 93.9 percent of the maximum standard.

- Two of the seven Refugee Services contractors have met or exceeded their maximum Year-to-Date (YTD) job placement standard:
  - Lutheran Services
  - Cuban American National Council.

Service Providers who do not meet the minimum performance standards may be placed on a Corrective Action Plan to correct placement deficiencies.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF RET Performance Overview Report

Report Date: 10/1/2017 To 8/31/2018

Employment						
Location	Standard Monthly	Maximum	YTD Goal	Actual Placements	YTD % Achieved	Actual Vs. Goal
AMO	98	115	1,265	1,249	98.7%	-16
Arbor E&T, LLC	48	57	627	626	99.8%	-1
CANC	48	56	616	629	102.1%	13
Community Coalition	42	49	539	468	86.8%	-71
Lutheran Services	120	141	1,551	1,570	101.2%	19
Miami Beach Latin Chamber	13	15	165	59	35.8%	-106
Youth Co-Op	145	171	1,881	1,640	87.2%	-241
<b>Region</b>	<b>514</b>	<b>604</b>	<b>6,644</b>	<b>6,241</b>	<b>93.9%</b>	<b>-403</b>

ND = No data

NA = Region performance not applicable for this measure



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/18/2018

**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 tracks Workforce Development Area (WDA) 23 Direct Job Placements (DJP), Obtained Employment (OE) placements and the overall total number of placements. The Balance Scorecard's Year-to-Date (YTD) summary for Program Year 2018-19, is from July 1, 2018 through September 30, 2018.

The WDA 23 Balance Scorecard Report shows a total of 5,310 job placements as detailed below:

- Seasonal DJP 102 or 1.92%
- Part-Time DJP 124 or 2.34%
- Temporary DJP 228 or 4.29%
- Full-Time DJP 1,158 or 21.81%
- Obtained Employment 3,698 or 69.64%

The average DJP Rate is 30.36 percent which is 1.64 percent lower than the targeted goal. As of September 30, 2018, five of the CareerSource South Florida Centers achieved and/or exceeded the 32 percent DJP Rate.

The attached report displays the above information by month for the current program year.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

## CSSF Balanced Scorecard Report

Report Date: 7/1/2018 To 9/30/2018

Location	Total		WIOA Individualized														Max Earned	Earned	% Earned	OE %	DJP %	
	Total	Universal	Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP							
	Placements	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt						>1Qrt
Hialeah Downtown center	316	206	14	59	18	0	0	0	0	7	0	6	0	4	2	0	0	\$209,671	\$175,150	83.5%	61.97%	38.03%
City of Miami center	27	21	1	2	2	0	0	0	0	0	0	1	0	0	0	0	0	\$173,746	\$11,600	6.7%	91.26%	8.74%
Carol City center	105	69	17	1	6	0	0	0	1	1	1	2	0	3	2	1	1	\$249,794	\$41,650	16.7%	76.03%	23.97%
Florida Keys center	72	55	6	0	2	0	0	0	0	1	1	3	1	0	0	2	1	\$225,525	\$58,750	26.1%	62.69%	37.31%
Miami Beach center	36	17	5	1	3	0	0	0	1	0	1	2	1	0	2	3	0	\$99,293	\$26,350	26.5%	80.65%	19.35%
North Miami Beach center	113	39	10	22	13	0	0	1	0	0	6	4	0	6	1	6	5	\$294,317	\$96,750	32.9%	76.84%	23.16%
Northside center	49	14	2	7	6	0	0	0	0	3	3	1	0	3	6	2	2	\$300,483	\$50,450	16.8%	86.79%	13.21%
Opa Locka center	19	11	5	2	1	0	0	0	0	0	0	0	0	0	0	0	0	\$78,182	\$6,800	8.7%	86.43%	13.57%
South Miami	12	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$59,400	\$3,500	5.9%	88.35%	11.65%
Transition Offender Service center	117	42	8	6	1	0	0	0	0	38	22	0	0	0	0	0	0	\$129,750	\$103,700	79.9%	58.36%	41.64%
Homestead center	195	132	12	17	16	0	0	0	0	1	1	7	0	1	4	2	2	\$206,186	\$96,250	46.7%	56.08%	43.92%
Little Havana center	214	117	16	41	18	0	0	3	0	6	0	6	2	2	1	1	1	\$236,265	\$131,050	55.5%	50.23%	49.77%
Perrine center	154	72	18	32	14	1	0	0	0	3	3	6	0	3	2	0	0	\$292,247	\$91,200	31.2%	68.12%	31.88%
West Dade center	183	105	10	36	20	2	0	0	0	6	1	1	0	1	0	1	0	\$342,442	\$97,350	28.4%	70.15%	29.85%
<b>Total</b>	<b>1,612</b>	<b>911</b>	<b>125</b>	<b>226</b>	<b>120</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>66</b>	<b>39</b>	<b>39</b>	<b>4</b>	<b>23</b>	<b>20</b>	<b>18</b>	<b>12</b>	<b>\$2,897,301</b>	<b>\$990,550</b>	<b>34.2%</b>	<b>69.64%</b>	<b>30.36%</b>
		<b>56.5%</b>	<b>7.8%</b>	<b>14.0%</b>	<b>7.4%</b>	<b>0.2%</b>	<b>0.0%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>2.4%</b>	<b>0.2%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>0.7%</b>					





## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/18/2018

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES HARD TO SERVE PLACEMENT 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 (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 2018-2019, is from July 1, 2018 through September 30, 2018.

The Workforce Development Area (WDA) 23 report shows a total of 576 DJP under the WIOA. The DJP breakdown is as follows: 346 or 60 percent were Adult/Dislocated Worker placements and 230 or 40 percent were from the "hard-to-serve" categories. Of the total DJP for the 2018-2019 program year, 14.3 percent are classified as "hard-to-serve" placements; which is a decrease of .07 percent since the previous report was presented at the August 16, 2018 meeting.

South Florida Workforce Investment Board (SFWIB) staff continues to work with Career Center staff to target and provide greater assistance to the "hard-to-serve" community. Additionally, the SFWIB raised its pay points again in program year 2018-2019 to pay more for the hardest to serve population.

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: 7/1/2018 To 9/30/2018

Location	Total		WIOA Individualized														Max Earned	Earned	% Earned	OE %	DJP %	
	Total	Universal	Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP							
	Placements	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt						>1Qrt
Hialeah Downtown center	316	206	14	59	18	0	0	0	0	7	0	6	0	4	2	0	0	\$209,671	\$175,150	83.5%	61.97%	38.03%
City of Miami center	27	21	1	2	2	0	0	0	0	0	0	1	0	0	0	0	0	\$173,746	\$11,600	6.7%	91.26%	8.74%
Carol City center	105	69	17	1	6	0	0	0	1	1	1	2	0	3	2	1	1	\$249,794	\$41,650	16.7%	76.03%	23.97%
Florida Keys center	72	55	6	0	2	0	0	0	0	1	1	3	1	0	0	2	1	\$225,525	\$58,750	26.1%	62.69%	37.31%
Miami Beach center	36	17	5	1	3	0	0	0	1	0	1	2	1	0	2	3	0	\$99,293	\$26,350	26.5%	80.65%	19.35%
North Miami Beach center	113	39	10	22	13	0	0	1	0	0	6	4	0	6	1	6	5	\$294,317	\$96,750	32.9%	76.84%	23.16%
Northside center	49	14	2	7	6	0	0	0	0	3	3	1	0	3	6	2	2	\$300,483	\$50,450	16.8%	86.79%	13.21%
Opa Locka center	19	11	5	2	1	0	0	0	0	0	0	0	0	0	0	0	0	\$78,182	\$6,800	8.7%	86.43%	13.57%
South Miami	12	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	\$59,400	\$3,500	5.9%	88.35%	11.65%
Transition Offender Service center	117	42	8	6	1	0	0	0	0	38	22	0	0	0	0	0	0	\$129,750	\$103,700	79.9%	58.36%	41.64%
Homestead center	195	132	12	17	16	0	0	0	0	1	1	7	0	1	4	2	2	\$206,186	\$96,250	46.7%	56.08%	43.92%
Little Havana center	214	117	16	41	18	0	0	3	0	6	0	6	2	2	1	1	1	\$236,265	\$131,050	55.5%	50.23%	49.77%
Perrine center	154	72	18	32	14	1	0	0	0	3	3	6	0	3	2	0	0	\$292,247	\$91,200	31.2%	68.12%	31.88%
West Dade center	183	105	10	36	20	2	0	0	0	6	1	1	0	1	0	1	0	\$342,442	\$97,350	28.4%	70.15%	29.85%
<b>Total</b>	<b>1,612</b>	<b>911</b>	<b>125</b>	<b>226</b>	<b>120</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>66</b>	<b>39</b>	<b>39</b>	<b>4</b>	<b>23</b>	<b>20</b>	<b>18</b>	<b>12</b>	<b>\$2,897,301</b>	<b>\$990,550</b>	<b>34.2%</b>	<b>69.64%</b>	<b>30.36%</b>
		<b>56.5%</b>	<b>7.8%</b>	<b>14.0%</b>	<b>7.4%</b>	<b>0.2%</b>	<b>0.0%</b>	<b>0.2%</b>	<b>0.1%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>2.4%</b>	<b>0.2%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>0.7%</b>					



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/18/2018

**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 October 10, 2018, indicates that the South Florida Workforce Investment Board generated \$901,266 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$2.29. One-hundred percent of training services participants completed classroom training. Of those completing training, seventy percent have obtained employment with an average wage of \$19.44. Eighty-seven percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$28,164.59.

**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	-	-	-	-	
Dade Institute of Technology	11	11	2	18.18 %	2	100.00 %	\$ 8,850.00	\$ 97,350.00	\$ 48,675.00	\$ 13.95	\$ 29,005.60	(\$ 19,669.40)	(\$ 0.40)
Florida Vocational Institute	4	4	4	100.00 %	4	100.00 %	\$ 8,199.69	\$ 32,798.75	\$ 8,199.69	\$ 10.19	\$ 21,190.00	\$ 12,990.31	\$ 1.58
Miami-Dade College	1	1	1	100.00 %	1	100.00 %	\$ 2,082.02	\$ 2,082.02	\$ 2,082.02	\$ 22.00	\$ 45,760.00	\$ 43,677.98	\$ 20.98
New Horizons	16	16	14	87.50 %	11	78.57 %	\$ 10,000.00	\$ 160,000.00	\$ 11,428.57	\$ 18.07	\$ 37,578.17	\$ 26,149.60	\$ 2.29
The Academy -- Fort Lauderdale Campus	2	2	2	100.00 %	2	100.00 %	\$ 4,768.88	\$ 9,537.76	\$ 4,768.88	\$ 25.83	\$ 53,716.00	\$ 48,947.12	\$ 10.26
The Academy -- Miami Campus	11	11	9	81.82 %	8	88.89 %	\$ 7,363.18	\$ 80,995.01	\$ 8,999.45	\$ 25.21	\$ 52,441.42	\$ 43,441.98	\$ 4.83
	<b>46</b>	<b>46</b>	<b>32</b>	<b>69.57 %</b>	<b>28</b>	<b>87.50 %</b>	<b>\$ 8,538.34</b>	<b>\$ 392,763.54</b>	<b>\$ 12,273.86</b>	<b>\$ 19.44</b>	<b>\$ 40,438.45</b>	<b>\$ 28,164.59</b>	<b>\$ 2.29</b>



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/18/2018

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** YOUTH SERVICES BALANCED SCORECARD UPDATE

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

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **DEDICATED COMMITMENT TO YOUTH PARTICIPATION**

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

### **BACKGROUND:**

The Youth Balance Scorecard Report measures the performance of Workforce Development Area (WDA) 23 Youth Service providers. The report was recently updated to measure New Enrollments, Measurable Skills Gains, 2nd and 4th Quarter Title I Education and Employment Rate, Median Earnings - 2nd Quarter after exit, Credential Attainment, and Workforce Innovation and Opportunity Act (WIOA) Follow-Up for In-School and Out of School Youth. The Youth Balance Scorecard Report for Program Year (PY) 2018-2019 is from July 1, 2018-September 30, 2018.

The WDA 23 Youth Balance Scorecard Report for In-School Youth (ISY) details are as follows:

- A total of 42 ISY New Enrollments were reported during the first quarter of PY 2018-2019.
- The Measurable Skills Gain indicator is used to measure the interim progress of participants who are enrolled in education or training (i.e., basic skills, work readiness skills, and occupational skills) services for a specified reporting period. The WDA's measurable skills gain performance measure is 8% for the 1st Quarter of PY 2018-2019.
- The Title I Youth Education and Employment Rate - 2nd Quarter After Exit indicator is used to measure the percentage of participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program. The WDA's Title I Youth Education and Employment Rate - 2nd Quarter performance for the 1st Quarter of PY 2018-2019 has No Data.
- The Title I Youth Education and Employment Rate - 4th Quarter After Exit indicator is used to measure the percentage of participants who are in education or training activities; or in unsubsidized employment during the fourth quarter after exit from the program. The WDA's Title I Youth Education and Employment Rate - 4th Quarter performance for the 1st Quarter of PY 2018-2019 has No Data.
- The Median Earnings 2nd Quarter After Exit indicator is the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program as established

through direct UI wage record match, Federal or military employment records, or supplemental wage information. The WDA's Median Earnings 2nd Quarter after Exit performance for the 1st Quarter of PY 2018-2019 has No Data.

- The Credential Attainment Measure is the percentage of those participants enrolled in an education or training program (excluding those in On-the-Job Training (OJT) and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. The WDA's credential attainment for the 1st Quarter of PY 2018-2019 is 100%.
- The Follow-Up measure is the total number of WIOA Youth follow-ups completed divided by the number of all WIOA Youth with a follow-up due during the quarter. The WDA's Follow-Up measure for the 1st Quarter of PY 2018-2019 is 100%.

The WDA 23 Youth Balance Scorecard Report for Out of School Youth details are as follows:

- A total of 150 OSY New Enrollments were reported during the 1st Quarter of PY 2018-2019.
- The WDA's Measurable Skills Gain performance measure is 10% for the 1st Quarter of PY 2018-2019.
- The WDA's Title I Youth Education and Employment Rate-2nd Quarter After Exit performance is 50% for the 1st Quarter of PY 2018-2019.
- The WDA's Title I Youth Education and Employment Rate-4th Quarter After Exit performance is 0% for the 1st Quarter of PY 2018-2019.
- The WDA's Median Earnings 2nd Quarter After Exit performance for the 1st Quarter of PY 2018-2019 has No Data.
- The WDA's Credential Attainment Measure performance for the 1st Quarter of PY 2018-2019 is 100%.
- The WDA's Follow-Up measure is 23% for the 1st Quarter of PY 2018-2019.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2018 thru 9/30/2018

## ISY Providers

Required Quarterly Measures		
Measure	Standard	Region
New Enrollments	120	42
Measurable Skills Gain	90%	8%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	N/D
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	N/D
Median Earnings - 2nd Quarter After Exit	90%	N/D

  

Required Annual Measures		
Measure	Standard	Region
Credential Attainment	90%	100%

  

Additional Performance Measures		
Measure	Standard	Region
WIOA Follow-up	100%	100%

# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2018 thru 9/30/2018

## OSY Providers

Required Quarterly Measures		
Measure	Standard	Region
New Enrollments	686	150
Measurable Skills Gain	90%	10%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	50%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	0%
Median Earnings - 2nd Quarter After Exit	85%	N/D
Credential Attainment	90%	100%

Required Annual Measures		
Measure	Standard	Region

Additional Performance Measures		
Measure	Standard	Region
WIOA Follow-up	100%	23%
Youth Outcome (14-18)	90%	N/D
Youth Outcome (19-24)	90%	N/D