SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, April 18, 2019
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
   J. October 18, 2018
   K. December 13, 2018
   L. February 21, 2019
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

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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: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

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

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<th>COMMITTEE MEMBERS IN ATTENDANCE</th>
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<td>1. Clayton, Lovey</td>
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<td>2. Gaber, Cynthia, Vice - Chairwoman</td>
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<td>3. Rod, Denis</td>
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<td>5. Diggs, Bill</td>
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<td>8. Manrique, Carlos</td>
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<td>Brito, Hilma – Arbor E &amp; T Rescare, Inc.</td>
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<td>Buitrigo, Jessica - Cuban American National Council Inc. (CNC)</td>
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<td>Castillo, Alicia – Adults Mankind Organization, Inc. (AMO)</td>
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<td>Costas, Jorge – Youth Co-Op, Inc.</td>
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<td>Lopez, Sonia - Cuban American National Council Inc. (CNC)</td>
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<td>Mendez, Jesse – Community Coalition, Inc.</td>
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<td>Sellers, Robert – City of Miami Center</td>
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<td>Velez, Paulina – Youth Co-Op, Inc.</td>
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Agenda items are displayed in the order they were discussed.

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

   Dr. Denis Rod complimented Paulina Velez of Youth Co-Op, Inc. on the great work she’s doing.
2. Performance Council Meeting Minutes
2.a Approval of February 16, 2017

Deferred due to lack of quorum.

3. Information- Refugee Employment and Training (RET) Program Performance Overview
Vice-Chairwoman Gaber introduced the item and DEO Programs Manager further presented.

No further questions or discussions.

4. Information – Refugee Employment and Training Program Balanced Scorecard Update
Vice-Chairwoman Gaber introduced the item and Mr. Perrin further presented.

No further questions or discussions.

5. Information – Workforce Services Balanced Scorecard and Job Placements Update
Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further presented.

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

6. Information – Workforce Services Regional Performance Overview
Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further discussed.

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

Mr. Clayton inquired about the type of jobs offered at $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.
AGENDA ITEM NUMBER: 2B

DATE: April 18, 2019 at 8:00AM

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

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<th>SFW STAFF</th>
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<td>Perrin, Yian</td>
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<td>Smith, Robert</td>
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Agenda items are displayed in the order they were discussed.

1. **Call to Order and Introductions**
   Performance Council 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: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

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

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<td>3. Manrique, Carlos</td>
<td>Farinas, Irene – Adults Mankind Organization, Inc.</td>
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<td>Felipe, Daniel – Cuban American National Council Inc.</td>
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<td>Martin, Marisol – Youth Co-Op, Inc.</td>
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<td>Sante, Alicia – Youth Co-Op, Inc.</td>
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<td>Taylor, Kelvin – Cuban American National Council, Inc.</td>
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SFW STAFF
Gilbert, David
Perrin, Yian

Agenda items are displayed in the order they were discussed.
1. **Call to Order and Introductions**
   Performance Council Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had not been achieved.

[Mr. Carlos Manrique arrived]

2. **Performance Council Meeting Minutes**
   2.a Approval of April 20, 2017
   2.b June 15, 2017

   Deferred due to lack of quorum

3. **Information- Refugee Employment and Training Program Performance Overview**
   Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:
   - A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
   - 14,968 refugee job seekers enrolled in the RET Program
   - 4,031 refugees are still working after 90 days of hire
   - 2,998 refugees are still working after 180 days of hire and
   - 3,221 refugees are receiving health benefits through the employer

   No further questions or discussions.

4. **Information– Refugee Employment and Training Program Balanced Scorecard Update**
   Chairwoman Garza introduced the item and Mr. Perrin further presented. He noted into record that all seven (7) contractors have met or exceeded performance measures.

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

   No further questions or discussions.

5. **Information– Workforce Services Program Year 2016-17 Recap**
   Mr. Perrin introduced and presented the item.

   No further questions or discussions.

6. **Information – Department of Economic Opportunity Performance Review**
   Chairwoman Garza introduced the item and SFWIB Adults Program Manager David Gilbert further presented the following updates:

   For Program Year 2016-17:
   **Year End Performance Summary:**
   - Six (6) of 14 Workforce Services locations either met or exceeded 65 percent of the required performance measures
   - This region achieved a total of 60,270 job placements (exceeded the minimum standard by 1.6% and 6.8% below maximum standard)

   **Balanced Scorecard Job Placements Year End Summary:**
   - Eight (8) of the 14 Workforce Services contractors met or exceeded their minimum 2017 Job Placements standard
• Four of the 14 Workforce Services contracts met or exceeded their maximum 2017 Job Placements standard

No further questions or discussions.

7. Information – Youth Partners Regional Performance
Mr. Yian Perrin introduced and presented the item.

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

No further questions or discussions.

8. Information – Consumer Report Card
Mr. Perrin introduced and presented the item.

No further questions or discussions.

9. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard
Mr. Gilbert presented and read the item into record staff’s recommendation for the Council’s approval to recommend to the Board to accept process and performance revisions to the balanced scorecard.

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

There was continued discussion regarding a tracking system.

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

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

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

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

AGENDA ITEM NUMBER: 2D

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

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

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<td>– Community Coalition, Inc.</td>
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<td>7. Gaber, Cynthia, Vice - Chairwoman</td>
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<td>10. Regueiro, Maria</td>
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SFW STAFF
Gilbert, David
Perrin, Yian

Agenda items are displayed in the order they were discussed.

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

2. **Performance Council Meeting Minutes**  
   2.a **Approval of August 17, 2017**  
   Deferred due to lack of quorum

3. **Information- Refugee Employment and Training Program Performance Overview**  
   Acting Performance Council Chairman Lovey Clayton introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:
   - A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
   - 16,771 refugee job seekers enrolled in the RET Program
   - 5,308 refugees are still working after 90 days of hire
   - 3,953 refugees are still working after 180 days of hire and
   - 4,255 refugees are receiving health benefits through the employer

   No further questions or discussions.

4. **Information– Workforce Services Program Year 2016-17 Recap**  
   Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Manager David Gilbert further presented. He noted into record the following as of September 30, 2017:
   - One (1) of the 14 centers is meeting the required 65 percent of the measures.
   - A total of 11,871 job placements; which is 17.8 percent below the minimum standard and 21.1 percent below the maximum standard
   - Five of the 14 workforce services contracts have met or exceeded their minimum YTD Job Placements standard
   - Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

   No further questions or discussions.

5. **Information– Direct Placement Analysis Update**  
   Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

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

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

   Acting Chairman Clayton inquired about job fairs for potential referrals to his veteran clients. Mr. Perrin provided details.
6. **Information – Referral to Placement Report**
   Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

   Acting Chairman Clayton recommended sending out directives.

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

   **There was continued discussion.**

   No further questions or discussions.

[Introductions]

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

AGENDA ITEM NUMBER: 2E

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 14, 2017 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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**SFW STAFF**
Gilbert, David
Perrin, Yian
Smith, Robert

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 8:30 a.m., asked all those present to introduce themselves and noted that a quorum had not been achieved.

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

3. **Information – Refugee Employment and Training Program Performance Overview**  
Chairwoman Maria Garza introduced the item and Department of Economic Opportunity (DEO) Manager further presented the following:

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

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

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

4. **Information – Workforce Services Balanced Scorecard and Job Placements Update**  
Chairwoman Maria Garza introduced the item and Mr. Perrin further presented. He noted into record the following as of September 30, 2017:

- Two (2) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Hialeah Downtown, Transition Offender Service, and Perrine.  
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Hialeah Downtown and Transition Offender Service.

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

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

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

6. **Information – Service Provider Staff Productivity Analysis**  
Adult Programs Manager David Gilbert presented and read the item into record.

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

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

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

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

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

Mr. Gilbert introduced and presented the item.

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

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

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

There was continued discussion.

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

AGENDA ITEM NUMBER: 2F

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

February 15, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

CONFERENCE ATTENDANCE

1. Clayton, Lovey
2. Rod, Denis
3. Thurman, Karen

CONFERENCE MEMBERS NOT IN ATTENDANCE

4. Chi, Joe
5. Diggs, Bill
6. Gaber, Cynthia, Vice - Chairwoman
7. Garza, Maria, Chairwoman
8. Huston, Albert
10. Manrique, Carlos
11. Regueiro, Maria

SFW STAFF
Gilbert, David
Perrin, Yian
Smith, Robert

OTHER ATTENDEES

Brito, Hilma – Arbor E & T Rescare, Inc.
Butrigo, Jessica – Cuban American National Council, Inc. (CNC)
Flores, Oscar – Compu Med
Cuban American National Council, Inc. (CNC)

Agenda items are displayed in the order they were discussed.
1. **Call to Order and Introductions**
   Dr. Denis Rod called the meeting to order at 8:30 a.m., on behalf of absent Chairwoman Maria Garza. He asked all those present to introduce themselves, and Mr. Lovey Clayton noted that a quorum had not been achieved.

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

   There was continued discussion.

2. **Performance Council Meeting Minutes**
   Deferred due to lack of quorum

3. **Information- Refugee Employment and Training Program Performance Overview**
   Department of Economic Opportunity (DEO) Manager Yian Perrin introduced and read the item into record:

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

   No further questions or discussions.

4. **Information– Workforce Services Balanced Scorecard and Job Placements Update**
   SFWIB Adults Program Manager David Gilbert introduced and read the item into record noting the following:

   - For the period of July 1, 2017 through January 31, 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: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 19, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

Committee Members in Attendance

1. Garza, Maria, Chairwoman
2. Huston, Albert
3. Manrique, Carlos

Committee Members Not in Attendance

1. Chi, Joe
2. Clayton, Lovey
3. Diggs, Bill
4. Gaber, Cynthia, Vice - Chairwoman
5. Jordan, Comm. Barbara
6. Regueiro, Maria
7. Rod, Denis

SFW Staff
Gilbert, David
Perrin, Yian
Smith, Robert

Other Attendees

B. Jessy – Cuban National Council, Inc.
Farinas, Irene – Adults Mankind Organization, Inc.
Felipe, Daniel – Cuban National Council, Inc. /South Miami
Mendez, Jessy – Community Coalition Inc.

Agenda items are displayed in the order they were discussed.
1. **Call to Order and Introductions**  
SFWIB Adults Program Manager David Gilbert called the meeting to order at 8:30 a.m., on behalf of SFWIB Chairwoman Maria Garza who was absent. He asked all those present to introduce themselves and noted that a quorum had not been achieved.

2. **Performance Council Meeting Minutes**  
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:** April 18, 2019 at 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

June 21, 2018 at 8:00am  
Doubletree Miami Airport Hotel - Convention Center  
711 NW 72nd Avenue  
Miami, FL 33128

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**SFW STAFF**
Gilbert, David  
Perrín, Yian  
Smith, Robert

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 8:38 a.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 9:01 a.m.
PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 21

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 16, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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<td>Buitriz, Jessica – Cuban American National Council, Inc.</td>
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<td>Farinas, Irene – Adults Mankind Organizations, Inc.</td>
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<td>Galauo, Rosaida – Cuban National Council, Inc.</td>
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<td>G., Monica – Florida...</td>
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<td>Rodriguez, Maria – Youth Co-Op, Inc.</td>
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<td>Mendez, Jessy – Community Coalition, Inc.</td>
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</table>
1. **Call to Order and Introductions**

   Performance Council Chairwoman Maria Garza called the meeting to order at 8:26 a.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**


   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 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 30th. She further asked whether there would be ample time for the others to make up their goals. Staff responded, “Yes”.

   Mr. Gilbert added 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 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 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.
PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2J

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 18, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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<tr>
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<td>Gilbert, David</td>
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<td>Kelly, Travis</td>
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Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions
Dr. Denis Rod called the meeting to order at 8:40am on behalf of SFWIB Chairwoman Maria Garza who was absent at today’s meeting. He asked all those present introduce themselves and noted a quorum had not been achieved.

2. Performance Council Meeting Minutes

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training Program Performance Overview
Dr. Denis Rod introduced the item and SFWIB Adults Program Manager David Gilbert further presented and noted the following into record:

- The current job placement report currently shows a total of 6,241 job placements which is 93.9% of the maximum standard.
- Two of seven refugee services contractors have met or exceeded their maximum year-to-date (YTD) job placement standard, which are Lutheran Services and Cuban American National Council (CNC).

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Report Update
Dr. Rod introduced the item and Mr. Gilbert further presented the following

The Balanced scorecard Year-to-Dade (TYD) summary for Program Year 2018-19 from July 1, 2018 through September 30, 2018

- Seasonal FDJP 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%

Dr. Rod requested additional information and Mr. Gilbert provided further details.

No further questions or discussions.

5. Information– Hard to Serve Placement Update
Mr. Gilbert introduced and presented the item.

No further questions or discussions.

6. Information– Consumer Report Card
Dr. Denis Rod introduced the item and Mr. Gilbert further presented.

No further questions or discussions.
7. **Information—Youth Partners Regional Performance Update**
   Dr. Denis Rod introduced the item and Mr. Gilbert further presented and provided a summary of the performance standards report.

   No further questions or discussions.

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

AGENDA ITEM NUMBER: 2K

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 13, 2018 at 8:00am
Doubletree Miami Airport Hotel - Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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<td>Salado, Maylin – Transition, Inc.</td>
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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 8:25am, asked all those present introduce themselves and noted a quorum had not been achieved.

2. **Performance Council Meeting Minutes**


   Minutes deferred due to lack of quorum.

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

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

   - DCF Requirements: 486 monthly placements for an annual goal of 6,144
   - The WDA’s RET Balanced Scorecard Job Placements through October 31, 2018 shows a total of 488 job placements; four percent below the maximum standard.

   Mr. Gilbert later reviewed with the Council the performance reports and noted that all SFWIB service providers met minimum standards. However, none met the maximum. Nonetheless, he explained the balance scorecards would be revised to include maximum standards as recommended by the Department of Children and Families (DCF).

   No further questions or discussions

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

   Mr. Gilbert presented the item.

   Chairwoman Garza verified the total Direct Job Placements and Mr. Gilbert responded a total of 2,729.

   Mr. Clayton inquired about the type of occupations and Mr. Gilbert responded that the current report contained a summary of the total direct job placements. However, a detailed report would be readily available with the current breakdowns.

   Mr. Clayton later asked whether if the report only has data/information on clients in Miami-Dade County. Mr. Gilbert responded it includes both Miami-Dade and Monroe counties.

   [Dr. Denis Rod arrived and introduced himself]

   Mr. Clayton asked whether if the data includes Florida City. Mr. Gilbert responded, “Yes”.

   Mr. Gilbert responded, “Yes”.
5. **Information – Hard to Serve Placement Update**  
Mr. Gilbert introduced and presented the item.

Chairwoman Garza asked whether if the students currently enrolled receiving skills training Mr. Gilbert are responded that it’s either individual skills training or dual enrollment.

Mr. Clayton inquired about the ex-offenders and homeless populations. Mr. Gilbert provided details.

Chairwoman Garza inquired about the South Miami center. Mr. Gilbert responded that both the South Miami and City of Miami centers are currently closed. Chairwoman Garza requested more details on the closing of the South Miami center. Department of Economic Opportunity (DEO) Manager Yian Perrin provided details.

6. **Information – Consumer Report Card**  
Mr. Gilbert introduced the item and Mr. Perrin further presented details on the following Consumer Report Card report dated October 10, 2018:

- SFWIB generated $1,110,415.86 of wages in South Florida region economy
- For every dollar spent on training, SFWIB obtained a return of $2.59
- 98% of training services participants completed classroom training
- Of those completing training, 72% have obtained employment with an average of $19.48
- 84% of the participants were placed in a training related occupation
- The net economic benefit per placement is $29,221.47

Chairwoman Garza inquired about current occupations earning average wage of $19.48. Mr. Perrin responded Information Technology (IT) related occupations.

Mr. Gilbert reviewed with the Council on the following schools where students obtained higher wages (average wage of $22.00) after program completion. He noted the following schools:
- The Academy
- New Horizons
- Miami Dade College
- Dade Institute of Technology

Chairwoman Garza asked whether if graduates received full-time employment. Mr. Gilbert responded, “Yes”.

Chairwoman Garza verified the Return on Investments (ROI) and Mr. Gilbert provided details.

7. **Information – Youth Partners Regional Performance Update**  
Mr. Perrin presented the item and the read the following into record:

**In-School Youth (ISY)**
- The Workforce Development Area (WDA) measurable skills gained performance measure is 25% for the 1st quarter of the PY 18-19
- The WDA credential attainment for the 1st Quarter of the PY’ 18-19 100%
- The WDA follow-up measure for the 1st Quarter of the PY’ 18-19 is 81%

**Out of School (OSY)**

- OSY New Enrollments totaling 211 reported during the 1st Quarter of PY 2018-19
- WDA’s Measurable Skills Gain performance measure is 18% for the 1st Quarter of PY 2018-2019
- WDA’s credential attainment measure performance for the 1st Quarter of PY 2018-2019 is 83%
- WDA’s follow-up measure is 39% for the 1st Quarter of PY 2018-2019

No further questions or discussions.

There being no further business to come before the Council, the meeting adjourned at 8:44am.
PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2L

DATE: April 18, 2019 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

February 21, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

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SFW STAFF
Gilbert, David
Perrin, Yian

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<td>Farinas, Irene – <em>Adults Mankind Organizations, Inc.</em></td>
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<td>Menendez, - <em>Community Coalition, Inc.</em></td>
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<td>Someillian, Ana – <em>Adult Mankind Organization, Inc.</em> (AMO)</td>
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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 8:36am, asked all those present to introduce themselves and noted that today’s meeting only consists of informational items. A quorum of members present had not been achieved.

2. **Performance Council Meeting Minutes**

   Minutes deferred due to lack of quorum.

3. **Information- Refugee Employment and Training Program Performance Overview**
   SFWIB Adults Program Manager David Gilbert presented the item. He additionally referenced the CSSF refugee Balanced Scorecard Report.

   Chairwoman Garza commended the great outcome of the current job placement report.

   No further questions or discussions.

4. **Information– Workforce Services Balanced Scorecard Report Update**
   Mr. Gilbert presented the following:

   - Obtained Employment – 7,432 / 66.3%
   - Direct Job Placement – 3,779/33.7%

   Job Placement Types:
   - Seasonal DJP 291/2.59%
   - Part-Time DJP 158/1.40%
   - Temporary DJP 533/4.75%
   - Full-Time DJP 1,451/12.94%
   - Obtained Employment 7,432/66.29%

   No further questions or discussions.

5. **Information– Hard to Serve Placement Update**
   Mr. Gilbert introduced and presented the item.

   No further questions or discussions.

6. **Information– Consumer Report Card**
   Chairwoman Garza presented the item and Department of Economic Opportunity (DEO Manager Yian Perrin further presented: details on the following Consumer Report Card report.

   Chairwoman Garza requested details on the calculation of the ROI. Mr. Gilbert explained.

   There being no further business to come before the Council, the meeting adjourned at 8:43am.
SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2019

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 Investment Board's contract with the Department of Children and Family Services (DCF) requires 511 monthly placements for an annual goal of 6,128. The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service providers. The Year-to-Date (YTD) summary for program year 2018-2019 is from October 1, 2018 through February 28, 2019.

The WDA's RET Balanced Scorecard shows a total of 2,437 actual job placements, which is 4.62 percent below the maximum standard.

None of the six RET service providers achieved or exceeded their maximum YTD job placement standard. However, five of the six service providers achieved the minimum YTD standard.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT
<table>
<thead>
<tr>
<th>Location</th>
<th>Maximum Standard</th>
<th>Minimum Standard</th>
<th>Actual Placements</th>
<th>Actual Vs. Maximum Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard</td>
<td>%</td>
<td>Standard</td>
<td>%</td>
</tr>
<tr>
<td>AMO</td>
<td>500</td>
<td>91.60%</td>
<td>475</td>
<td>96.42%</td>
</tr>
<tr>
<td>Arbor E&amp;T, LLC</td>
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<td>96.40%</td>
<td>235</td>
<td>102.55%</td>
</tr>
<tr>
<td>CANC</td>
<td>245</td>
<td>97.14%</td>
<td>230</td>
<td>103.48%</td>
</tr>
<tr>
<td>Community Coalition</td>
<td>215</td>
<td>96.28%</td>
<td>205</td>
<td>100.98%</td>
</tr>
<tr>
<td>Lutheran Services</td>
<td>610</td>
<td>96.39%</td>
<td>580</td>
<td>101.38%</td>
</tr>
<tr>
<td>Youth Co-Op</td>
<td>740</td>
<td>95.27%</td>
<td>705</td>
<td>100.00%</td>
</tr>
<tr>
<td>Region</td>
<td>2,555</td>
<td>95.38%</td>
<td>2,425</td>
<td>100.49%</td>
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SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2019

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 Year-to-Date (YTD) summary for Program Year 2018-19 is from July 1, 2018 through March 31, 2019.

The WDA 23 Balance Scorecard Report shows a total of 13,483 job placements as detailed below:

- Obtained Employment  8,341 or 61.86%
- Direct Job Placement  5,142 or 38.14%

The following is a breakdown of the direct job placement types:

- Seasonal DJP  722 or 14.04%
- Part-Time DJP  165 or 3.20%
- Temporary DJP  618 or 12.01%
- Full-Time DJP  3,637 or 70.73%

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
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<thead>
<tr>
<th>Location</th>
<th>Total</th>
<th>Obtained</th>
<th>Direct Job Placement Universal</th>
<th>Direct Job Total Universal</th>
<th>Max Earned</th>
<th>Earned</th>
<th>% Earned</th>
<th>OE %</th>
<th>DJP %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1Qrt</td>
<td>&gt;1Qrt</td>
<td>Tot</td>
<td>1Qrt</td>
<td>&gt;1Qrt</td>
<td>Tot</td>
<td>Season</td>
<td>Temp</td>
<td>Part</td>
</tr>
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<td>2,023</td>
<td>783</td>
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<td>1,172</td>
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<td>482</td>
<td>442</td>
<td>924</td>
<td>0</td>
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<td>0</td>
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<td>493</td>
<td>393</td>
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<td>764</td>
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<td>458</td>
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<td>249</td>
<td>132</td>
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<td>0</td>
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<td>6</td>
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<td>142</td>
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<td>306</td>
<td>113</td>
<td>150</td>
<td>263</td>
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<td>2</td>
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<td>675</td>
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<td>510</td>
<td>1,734</td>
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<td>412</td>
<td>1,109</td>
<td>1</td>
<td>82</td>
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<td>Total</td>
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<td>13,483</td>
<td>4,871</td>
<td>3,470</td>
<td>8,341</td>
<td>696</td>
<td>513</td>
<td>133</td>
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</table>

**ND = No Data**

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SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2019

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 placements and includes the "Hard to Serve" population. The DJP Report for Program Year 2018-19 is from July 1, 2018 through March 31, 2019.

The Workforce Development Area (WDA) 23 report shows a total of 1,726 DJP under WIOA. The DJP breakdown is as follows: 1,004 or 58.17 percent were Adult/Dislocated Worker placements; and 722 or 41.83 percent were from the hard-to-serve categories. Of the total DJP (all categories) for the 2018-2019 program year, 14.0 percent are classified as hard to serve placements; which did not change from the previous report presented at the February 21, 2019 meeting.

South Florida Workforce Investment Board (SFWIB) staff continues to work with CareerSource 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 3/31/2019**

<table>
<thead>
<tr>
<th>Location</th>
<th>Adult/DW 1Qrt</th>
<th>Adult/DW &gt;1Qrt</th>
<th>Job Seekers 1Qrt</th>
<th>Job Seekers &gt;1Qrt</th>
<th>Veterans 1Qrt</th>
<th>Veterans &gt;1Qrt</th>
<th>Ex-Offenders 1Qrt</th>
<th>Ex-Offenders &gt;1Qrt</th>
<th>RA/Homeless 1Qrt</th>
<th>RA/Homeless &gt;1Qrt</th>
<th>TANF/CAP 1Qrt</th>
<th>TANF/CAP &gt;1Qrt</th>
<th>SNAP 1Qrt</th>
<th>SNAP &gt;1Qrt</th>
<th>Max Earned</th>
<th>Earned</th>
<th>% Earned</th>
<th>OE %</th>
<th>DJP %</th>
</tr>
</thead>
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<td>57.93%</td>
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<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>3</td>
<td></td>
<td>$234,547</td>
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<td>85.95%</td>
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<td>0</td>
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<td>57.63%</td>
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<td>6</td>
<td>19</td>
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<td>13</td>
<td>33</td>
<td>8</td>
<td>3</td>
<td></td>
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<td>0</td>
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<td>6</td>
<td>8</td>
<td>4</td>
<td>4</td>
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<td>59.11%</td>
<td>40.89%</td>
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<td>54</td>
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<td>0</td>
<td>1</td>
<td>20</td>
<td>6</td>
<td>10</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>12</td>
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<td>$1,027,328</td>
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<td><strong>Total</strong></td>
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<td><strong>3</strong></td>
<td><strong>142</strong></td>
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<td><strong>55</strong></td>
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<td></td>
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<td><strong>38.6%</strong></td>
<td>**61.86%</td>
<td><strong>38.14%</strong></td>
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</tbody>
</table>

**ND = No Data**

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Last Run Date: 4/8/2019 8:53:42 AM
SFWIB PERFORMANCE COUNCIL

DATE: 4/18/2019

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 April 5, 2019, indicates that the South Florida Workforce Investment Board generated $2,243,991 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of $2.91. Ninety-four percent of training services participants completed classroom training. Of those completing training, seventy-eight percent have obtained employment with an average wage of $18.59. Eighty-seven percent of the participants were placed in a training-related occupation. The net economic benefit per placement is $28,769 dollars.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
## Consumer Report Card

**07/01/2018 - 06/30/2019**

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<thead>
<tr>
<th>Training Agent</th>
<th>Total Outcome</th>
<th>Number of Completions</th>
<th>Number of Placements</th>
<th>% of Placements</th>
<th># of Training Related Placements</th>
<th>% of Total Training Related Placements</th>
<th>Training Expenditures</th>
<th>Economic Benefit</th>
<th>Net Economic Benefit Per Placement</th>
<th>Value Added per Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apex Training Center - Main Campus</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>83.33 %</td>
<td>5</td>
<td>100.00 %</td>
<td>$ 10,000.00</td>
<td>$ 60,000.00</td>
<td>$ 12,000.00</td>
<td>$ 15.70</td>
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<td>Dade Institute of Technology</td>
<td>11</td>
<td>11</td>
<td>2</td>
<td>18.18 %</td>
<td>2</td>
<td>100.00 %</td>
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<td>$ 97,350.00</td>
<td>$ 48,675.00</td>
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<td>Florida Keys Community College</td>
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<td>1</td>
<td>0.00 %</td>
<td>-</td>
<td>0.00 %</td>
<td>-</td>
<td>$ 4,081.89</td>
<td>$ 4,081.89</td>
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<td>-</td>
</tr>
<tr>
<td>Florida Vocational Institute</td>
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<td>6</td>
<td>6</td>
<td>100.00 %</td>
<td>6</td>
<td>100.00 %</td>
<td>$ 6,326.91</td>
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<td>$ 6,326.91</td>
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<td>0.00 %</td>
<td>-</td>
<td>0.00 %</td>
<td>-</td>
<td>$ 2,581.23</td>
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<tr>
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<td>100.00 %</td>
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<td>100.00 %</td>
<td>$ 1,595.50</td>
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<td>$ 12,600.00</td>
<td>$ 18.14</td>
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<tr>
<td>New Horizons</td>
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<td>32</td>
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<td>22</td>
<td>88.00 %</td>
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<td>$ 12,600.00</td>
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<tr>
<td>The Academy - Fort Lauderdale Campus</td>
<td>11</td>
<td>11</td>
<td>10</td>
<td>90.91 %</td>
<td>6</td>
<td>60.00 %</td>
<td>$ 6,287.27</td>
<td>$ 68,159.95</td>
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<td>24</td>
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<td>20</td>
<td>86.96 %</td>
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<td>$ 184,284.59</td>
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<td>$ 21.30</td>
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<td>7</td>
<td>6</td>
<td>6</td>
<td>100.00 %</td>
<td>6</td>
<td>100.00 %</td>
<td>$ 2,321.43</td>
<td>$ 13,928.57</td>
<td>$ 2,321.43</td>
<td>$ 15.37</td>
</tr>
<tr>
<td>Wyncode Academy</td>
<td>3</td>
<td>1</td>
<td>0.00 %</td>
<td>-</td>
<td>0.00 %</td>
<td>-</td>
<td>$ 5,000.00</td>
<td>$ 5,000.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>106</strong></td>
<td><strong>100</strong></td>
<td><strong>78</strong></td>
<td><strong>78.00 %</strong></td>
<td><strong>68</strong></td>
<td><strong>87.18 %</strong></td>
<td><strong>$ 7,712.40</strong></td>
<td><strong>$ 771,239.54</strong></td>
<td><strong>$ 9,887.49</strong></td>
<td><strong>$ 18.59</strong></td>
</tr>
</tbody>
</table>

**Total Economic Benefit: $ 28,656.80**

**Average Economic Benefit per Placement: $ 2.91**

---

CareerSource South Florida is an equal opportunity employer / program. Auxiliary aids & services are available upon request to individuals with disabilities.
The Youth Balance Scorecard measures the performance of the Workforce Development Area (WDA) 23 Youth Service providers. The Youth Balanced Scorecard was recently updated to provide detailed information regarding the third quarter program performance Program Year (PY) 2018-2019. The report measures New Enrollments, Measurable Skills Gains, 2nd and 4th Quarter Entered Employment Rate, Median Earnings 2nd Quarter after exit, Credential Attainment, and Follow-Up. The Youth Balance Scorecard Report for PY 2018-2019 is from July 1, 2018-March 31, 2019.

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

- A total of 117 ISY New Enrollments were reported during the second quarter of PY 2018-2019.

- The Measureable Skills Gains indicator is used to measure the interim progress of participants who are enrolled in education or training services (basic skills, work readiness skills, and occupational skills) for a specified reporting period. The WDA’s measurable skills gain performance measure is 45% for the third quarter of the PY 2018-2019.

- The Credential Attainment Measure is the percentage of the number of participants enrolled in an education or training program (excluding those in On-the-Job Training and customized training) that attain a recognized postsecondary credential, 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 third quarter of PY 2018-2019 is 33%.

- The Follow-Up Measure is the total number of Workforce Innovation and Opportunity Act (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 third quarter of PY 2018-2019 is 100%.
The WDA 23 Youth Balance Scorecard Report for Out of School Youth (OSY) details are as follows:

- A total of 381 OSY New Enrollments were reported during the first quarter of PY 2018-2019.
- The WDA’s Measureable Skills Gain performance measure is 41% for the first quarter of PY 2018-2019.
- The WDA’s Credential Attainment Measure performance for the first quarter of PY 2018-2019 is 50%.
- The WDA’s Follow-Up measure is 92% for the first quarter of PY 2018-2019.

**FUNDING:** N/A

**PERFORMANCE:** N/A

**ATTACHMENT**
### Required Quarterly Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>120</td>
<td>117</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>70%</td>
</tr>
</tbody>
</table>

### Required Annual Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>33%</td>
</tr>
</tbody>
</table>

### Additional Performance Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA Follow-up</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**CSSF Youth Balanced Scorecard Report**

Report Date: 7/1/2018 thru 3/31/2019

**ISY Providers**
### CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2018 thru 3/31/2019

**AMO ISYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>7</td>
<td>31</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>67%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>33%</td>
</tr>
</tbody>
</table>
## CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019

### CNC - ISYP

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>28</td>
<td>43</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>69%</td>
</tr>
</tbody>
</table>

ND = No Data

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# CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2018 thru 3/31/2019

**FL Keys ISYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>57</td>
<td>15</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>69%</td>
</tr>
</tbody>
</table>

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# CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019

**Youth Coop ISYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>71%</td>
</tr>
</tbody>
</table>
### Required Quarterly Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>686</td>
<td>401</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>49%</td>
</tr>
<tr>
<td>Title I Youth Education and Employment Rate - 4th Quarter After Exit</td>
<td>90%</td>
<td>50%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>83%</td>
</tr>
</tbody>
</table>

### Required Annual Measures

| Measure | Standard | Region |

### Additional Performance Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA Follow-up</td>
<td>100%</td>
<td>92%</td>
</tr>
</tbody>
</table>
## CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019  
**AMO OSYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>49</td>
<td>50</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>38%</td>
</tr>
<tr>
<td>Title I Youth Education and Employment Rate - 4th Quarter After Exit</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>100%</td>
</tr>
</tbody>
</table>
# CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019

**CASHD**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>21%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>100%</td>
</tr>
</tbody>
</table>

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# CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019

**CNC - OSYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>131</td>
<td>108</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>31%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>100%</td>
</tr>
</tbody>
</table>

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## CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2018 thru 3/31/2019

**Community Coalition OSYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>83%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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# CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019  
**FL Keys OSYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>113</td>
<td>9</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>64%</td>
</tr>
</tbody>
</table>
# CSSF Youth Balanced Scorecard Report

**Report Date:** 7/1/2018 thru 3/31/2019

**Youth Coop OSYP**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Standard</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Enrollments</td>
<td>269</td>
<td>110</td>
</tr>
<tr>
<td>Measurable Skills Gain</td>
<td>90%</td>
<td>58%</td>
</tr>
<tr>
<td>Credential Attainment</td>
<td>90%</td>
<td>100%</td>
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