



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, February 20, 2020
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. August 15, 2019
 - B. September 5, 2019
 - C. October 17, 2019
 - D. December 12, 2019
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Balanced Score Card Report
5. Information – Consumer Report Card
6. 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: 2B

DATE: February 20, 2020 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

September 5, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>3. Clayton, Lovey 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Rigueiro, Maria</p> <p>SFW STAFF Gilbert, David 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 8:30a.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, October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018, June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2018, February 21, 2019, April 18, 2019, and June 25, 2019

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Maria Garza introduced the item and SFWIB Adults Program Manager Robert Smith further presented:

Chairwoman Garza asked whether if the report captured the maximum goal for month or year. Mr. Gilbert responded.

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

Chairwoman Maria Garza introduced the item and Adult Programs Supervisor Robert Smith further presented.

Chairwoman Garza inquired about the average hourly wage and Mr. Smith explained.

5. Information– Referral to Placement Report – Distinct Referrals

Mr. Gilbert introduced and presented the item.

6. Recommendation as to Approval to Renew Existing Refugee Services Contracts for Program Year 2019-2020

Mr. David Gilbert presented the item.

Dr. Denis Rod commended Diana Ruiz (from the little Havana Center) for being recognized at a recent Board of County Commission Meeting.

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



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: February 20, 2020 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 17, 2019 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Clayton, Lovey 2. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>3. Chi, Joe 4. Diggs, Bill 5. Garza, Maria, Chairwoman 6. Huston, Albert Jordan, Comm. Barbara 7. Manrique, Carlos 8. Regueiro, Maria</p> <p>SFW STAFF Gilbert, David Perrin, Yian</p>	<p>Farinas, Irene - Adults Mankind Organization, Inc. Someillian, Ana - Adults Mankind Organization, Inc.</p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Lovey Clayton on behalf of 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, October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018, June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2018, February 21, 2019, April 18, 2019, June 25, 2019 and September 5, 2019

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Mr. Lovey Clayton introduced the item and Adults Program Manager David Gilbert further presented:

Mr. Lovey Clayton inquired about a page number and Mr. Gilbert responded.

No further questions or discussion.

4. Information– Workforce Services Balanced Scorecard Report

Mr. Lovey Clayton introduced the item and Mr. Gilbert further presented:

Mr. Lovey Clayton inquired about the popular mode of transportation for Monroe County workers as well as current average wage. Mr. Gilbert explained.

No further questions or discussion.

5. Information- Consumer Report Card

Mr. Clayton introduced the item and Mr. Perrin further presented.

No further questions or discussions.

6. Information- Youth Partners Regional Performance Update

Mr. David Gilbert presented the item.

Mr. Clayton requested more details on a particular program. Both Mr. Gilbert and Mr. Perrin further explained.

They provided additional details on other pre-apprenticeship programs currently in high demand.

Mr. Clayton shared that “loyalty and handshakes” are becoming obsolete.

There was continued discussion.

There being no further business to come before the Board, the meeting adjourned at 8.51am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2D

DATE: February 20, 2020 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 12, 2019 at 8:00am
Doubletree Miami Airport Hotel -
Convention Center
711 NW 72nd Avenue
Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p data-bbox="164 947 561 1052">1. Garza, Maria, Chairwoman 2. Chi, Joe 3. Rod, Denis</p> <p data-bbox="115 1167 678 1192">COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p data-bbox="164 1234 672 1373">4. Clayton, Lovey Diggs, Bill 5. Huston, Albert Jordan, Comm. Barbara 6. Manrique, Carlos 7. Regueiro, Maria</p> <p data-bbox="115 1472 285 1562">SFW STAFF Gilbert, David Perrin, Yian</p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

SFWIB 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, October 19, 2017, December 14, 2017, February 15, 2018, April 19, 2018, June 21, 2018, August 16, 2018, October 18, 2018, December 13, 2018, February 21, 2019, April 18, 2019, June 25, 2019 and September 5, 2019

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

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

Chairwoman Garza shared her comments recent law changes. Mr. Gilbert shared the refugee contract is strictly performance base. Additionally, staff created multiple line items.

No further questions or discussion.

4. Information– Workforce Services Balanced Scorecard Report

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

Chairwoman Garza inquired about the average wage and Mr. Gilbert further explained.

Mr. Rod recommended CSSF collaborate with the State Attorney’s Office for services to the ex-offender population. DEO Program Manager Yian Perrin explained that CSSF currently partners with the State Attorney’s office.

Chairwoman Garza recommended additional outreach.

Chairwoman Garza further asked whether if there’s a demand for such services in the hard to serve areas. Mr. Perrin further explained

5. Information- Consumer Report Card

SFWIB Chairwoman Garza introduced the item and Mr. Perrin further presented.

Chairwoman Garza asked whether if training cost is increasing. Mr. Perrin explained.

6. Information- Youth Partners Regional Performance Update

SFWIB Chairwoman Garza introduced the item and Mr. David Gilbert presented the item.

Chairwoman Garza further inquired about how out of school program services being provided. Mr. Gilbert further explained. She inquired about the age group and Mr. Gilbert explained.

Dr. Rod shared he was marked absent at February 21st meeting and requested the scrivener's error be corrected.

He shared his concern regarding the veteran population. He stressed the importance of strategically find a qualified veteran services representative to assist the veterans population.

Mr

Chairwoman Garza also shared her feedback.

Mr. Chi shared his feedback regarding the challenges servicing the veteran's population in his organization. He recommended encouraging more services to this particular population.

There being no further business to come before the Board, the meeting adjourned at 8.51am.



SFWIB PERFORMANCE COUNCIL

DATE: 12/12/2019

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE

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 (SFWIB) contract with the Department of Children and Family (DCF) Services requires 511 monthly placements for an annual goal of 6,128. The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 service providers. The year-end summary for program year 2018-2019 is from October 1, 2018 through September 30, 2019.

The WDA 23 RET Balanced Scorecard Report End-of-Year performance details are as follows:

- There was a total of 5,900 actual Direct Job Placements (DJP), which is 3.82 percent below the maximum standard.
- Ninety percent were still employed after 90 days with an average entered employment wage of \$10.47.
- The net economic benefit to the community was \$120,987,840.
- For every dollar expended on the program, the SFWIB obtained a \$15.90 return on the investment.

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2018 To 9/30/2019

Employment						
Location	Maximum Standard		Minimum Standard		Actual Placements	Actual Vs. Maximum Goal
	Standard	%	Standard	%		
AMO	1,200	95.50%	1,140	100.53%	1,146	-54
Arbor E&T, LLC	600	97.50%	564	103.72%	585	-15
CANC	588	97.62%	552	103.99%	574	-14
Community Coalition	516	98.26%	492	103.05%	507	-9
Lutheran Services	1,464	98.43%	1,392	103.52%	1,441	-23
Youth Co-Op	1,776	92.74%	1,692	97.34%	1,647	-129
Workforce Development Area 23	6132	96.22%	5820	101.37%	5,900	-232

ND = No data

NA = Region performance not applicable for this measure

11/22/2019



SFWIB PERFORMANCE COUNCIL

DATE: 12/12/2019

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WORKFORCE SERVICES BALANCED SCORECARD REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The Balanced Scorecard Report measures the performance of the Workforce Development Area (WDA) 23 service providers Direct Job Placements (DJP) and the overall total number of placements. The Balanced Scorecard Year-to-Date (YTD) summary for program year 2019-2020 is from July 1, 2019 through November 30, 2019.

The WDA 23 Balanced Scorecard Report shows a total of 2,255 direct job placements..

The following is a breakdown of the Direct Job Placement types:

- Seasonal DJP's 230 or 10.2%
- Part-Time DJP's 85 or 3.8%
- Temporary DJP's 149 or 6.6%
- Full-Time DJP's 1,791 or 79.4%

Currently, the Balanced Scorecard Employment/Job Placement Average Wage report shows the overall job placement average wage for CareerSource center locations is \$11.64. Monroe County (Florida Keys centers) has the highest starting average wage rate at \$13.90 per hour, followed by the Northside center at \$13.72 per hour. The WDA's average time to placement is 114 days for all DJP.

SFWIB staff will continue to monitor these rates to help identify new strategies to close the gap between the average jobseeker and individuals in the hard to serve categories.

The attached reports display the aforementioned information for the current program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 11/30/2019

Direct Placement Type	Total Placements	Average Wage Rate	Average Days to Placement
Seasonal	230	\$8.61	11
Temporary	85	\$11.13	89
Part-Time	149	\$10.91	83
Full Time Universal	1,058	\$12.28	53
WIOA Adult/Dislocated Worker	472	\$11.69	185
WIOA Job Seekers with Disability	1	\$10.00	91
WIOA Veterans	12	\$13.68	269
WIOA Ex-Offenders	94	\$11.78	296
WIOA Reemployment Assistance	45	\$12.91	35
WIOA Homeless	37	\$11.51	112
WIOA TANF/CAP	18	\$11.08	254
WIOA SNAP	54	\$11.53	371
Totals:	2,255	\$11.64	114

ND = No Data

CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 11/30/2019

Employment/Job Placement Average Wage		
Location	Standard	Center
Hialeah Downtown center	\$14.58	\$11.15
North Miami Beach center	\$14.58	\$11.53
Northside center	\$14.58	\$13.72
Carol City center	\$14.58	\$11.07
Florida Keys center	\$14.58	\$13.90
Miami Beach center	\$14.58	\$11.34
Opa Locka center	\$14.58	\$11.23
Homestead center	\$14.58	\$9.83
Little Havana center	\$14.58	\$12.67
Perrine center	\$14.58	\$11.35
West Dade center	\$14.58	\$11.63
Workforce Development Area	\$14.58	\$11.64



SFWIB PERFORMANCE COUNCIL

DATE: 12/12/2019

AGENDA ITEM NUMBER: 5

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 (CRC) 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) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance indicators for the period of July 1, 2019 through November 21, 2019 are as follows:

- The SFWIB generated \$870,089.85 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.68.
- Ninety-seven percent of training services participants completed classroom training.
- Of those completing training, 96 percent have obtained employment with an average wage of \$19.70.
- One hundred percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$32,225.55.

The attached CRC table is a summary for program year 2019-2020.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2019 - 06/30/2020

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	2	2	2	100.00 %	2	100.00 %	\$ 3,800.80	\$ 7,601.60	\$ 3,800.80	\$ 15.00	\$ 31,200.00	\$ 27,399.20	\$ 7.21
New Horizons	12	12	11	91.67 %	11	100.00 %	\$ 8,750.00	\$ 105,000.00	\$ 9,545.45	\$ 19.31	\$ 40,155.35	\$ 30,609.89	\$ 3.21
The Academy -- Fort Lauderdale Campus	2	2	2	100.00 %	2	100.00 %	\$ 7,694.50	\$ 15,389.00	\$ 7,694.50	\$ 18.94	\$ 39,384.80	\$ 31,690.30	\$ 4.12
The Academy -- Miami Campus	12	11	11	100.00 %	11	100.00 %	\$ 9,305.54	\$ 102,360.96	\$ 9,305.54	\$ 20.69	\$ 43,038.98	\$ 33,733.44	\$ 3.63
Wyncode Academy	1	1	1	100.00 %	1	100.00 %	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 24.04	\$ 50,003.20	\$ 45,003.20	\$ 9.00
	29	28	27	96.43 %	27	100.00 %	\$ 8,436.45	\$ 236,220.65	\$ 8,748.91	\$ 19.70	\$ 40,974.46	\$ 32,225.55	\$ 3.68



SFWIB PERFORMANCE COUNCIL

DATE: 12/12/2019

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Joint contribution for youth career pathway models**

BACKGROUND:

The Youth Balance Scorecard measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. The Youth Balanced Scorecard was recently updated to provide detailed information regarding the first quarter program performance for Program Year (PY) 2019-2020. The report measures New Enrollments, Measurable Skills Gains, Credential Attainment, and Workforce Innovation and Opportunity Act (WIOA) Follow Up. The time period for the Youth Balance Scorecard Report is from July 1, 2019 thru September 30, 2019.

Performance Indicators:

- New Enrollments is used to measure the number new youth participants engaged/enrolled in the WIOA youth program.
- The Measurable Skills Gain 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 the specified reporting period.
- 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) who attain 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 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.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Youth Balance Scorecard Performance Measures -- In-School Program								
Youth Providers	New Enrollments		Measurable Skills Gain		Credential Attainment		WIOA Follow-Up	
	Standard	Center	Standard	Center	Standard	Center	Standard	Center
AMO	110	26	90%	64%	90%	100%	100%	NDA
CNC	88	48	90%	46%	90%	NDA	100%	NDA
Youth Co-Op - FL Keys	39	NDA	90%	10%	90%	NDA	100%	NDA
Youth Co-Op	172	24	90%	7%	90%	NDA	100%	NDA
Regional Total	409	98	90%	32%	90%	NDA	100%	NDA

Youth Balance Scorecard Performance Measures -- Out-Of-School Program

Youth Providers	New Enrollments		Measurable Skills Gain		Credential Attainment		WIOA Follow-Up	
	Standard	Center	Standard	Center	Standard	Center	Standard	Center
AMO	21	9	90%	25%	90%	100%	100%	NDA
CASHD	40	15	90%	6%	90%	100%	100%	NDA
CNC	131	17	90%	33%	90%	100%	100%	NDA
Community Coalition	25	30	90%	58%	90%	NDA	100%	NDA
Youth Co-Op - FL Keys	118	35	90%	15%	90%	NDA	100%	NDA
Youth Co-Op	162	6	90%	18%	90%	100%	100%	NDA
Regional Total	497	112	90%	26%	90%	100%	100%	NDA



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2Q

DATE: February 20, 2020 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 12, 2019 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Chi, Joe 3. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>4. Clayton, Lovey Diggs, Bill 5. Huston, Albert Jordan, Comm. Barbara 6. Manrique, Carlos 7. Regueiro, Maria</p> <p>SFW STAFF Gilbert, David Perrin, Yian</p>	

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SFWIB 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.

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Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

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

Chairwoman Garza shared her comments recent law changes. Mr. Gilbert shared the refugee contract is strictly performance base. Additionally, staff created multiple line items.

No further questions or discussion.

4. Information– Workforce Services Balanced Scorecard Report

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

Chairwoman Garza inquired about the average wage and Mr. Gilbert further explained.

Mr. Rod recommended CSSF collaborate with the State Attorney’s Office for services to the ex-offender population. DEO Program Manager Yian Perrin explained that CSSF currently partners with the State Attorney’s office.

Chairwoman Garza recommended additional outreach.

Chairwoman Garza further asked whether if there’s a demand for such services in the hard to serve areas. Mr. Perrin further explained

5. Information- Consumer Report Card

SFWIB Chairwoman Garza introduced the item and Mr. Perrin further presented.

Chairwoman Garza asked whether if training cost is increasing. Mr. Perrin explained.

6. Information- Youth Partners Regional Performance Update

SFWIB Chairwoman Garza introduced the item and Mr. David Gilbert presented the item.

Chairwoman Garza further inquired about how out of school program services being provided. Mr. Gilbert further explained. She inquired about the age group and Mr. Gilbert explained.

Dr. Rod shared he was marked absent at February 21st meeting and requested the scrivener's error be corrected.

He shared his concern regarding the veteran population. He stressed the importance of strategically find a qualified veteran services representative to assist the veterans population.

Mr

Chairwoman Garza also shared her feedback.

Mr. Chi shared his feedback regarding the challenges servicing the veteran's population in his organization. He recommended encouraging more services to this particular population.

There being no further business to come before the Board, the meeting adjourned at 8.51am.



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2020

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE

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 requires 455 monthly placements for an annual goal of 5,460. The Refugee Employment and Training Program (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service providers. The Year-to-Date (YTD) summary for program year 2019-2020 is from October 1, 2019 through December 31, 2019.

The WDA 23 RET Balanced Scorecard Report performance details are as follows:

- There was a total of 1,320 actual Direct Job Placement, which is 96.7 percent of maximum standard goal.
- Eighty-six percent were still employed after 90 days with an average entered employment wage of \$10.77.
- The cost per placement is \$1,148.20.
- For every dollar spent on the program, the SFWIB obtained a return of \$17.59 Return on the investment.

One of the six RET services providers achieved or exceeded their maximum YTD job placement standard. However, four of the six service providers achieved the minimum YTD standard.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2019 To 12/31/2019

Employment						
Location	Maximum Standard		Minimum Standard		Actual Placements	Actual Vs. Maximum Goal
	Standard	%	Standard	%		
AMO	267	98.50%	255	103.14%	263	-4
Arbor E&T, LLC	132	103.79%	126	108.73%	137	5
CANC	129	86.82%	123	91.06%	112	-17
Community Coalition	114	93.86%	108	99.07%	107	-7
Lutheran Services	327	97.55%	312	102.24%	319	-8
Youth Co-Op	396	96.46%	375	101.87%	382	-14
Region	1,365	96.70%	1,299	101.62%	1,320	-45



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2020

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WORKFORCE SERVICES BALANCED SCORE CARD REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The Balance Scorecard Report measures the performance of the Workforce Development Area (WDA) 23 service providers Direct Job Placements (DJP) and the overall total number of placements. The Balance Scorecard Year-to-Date (YTD) summary for program year 2019-2020 is from July 1, 2019 to January 31, 2020.

The WDA 23 Balance Scorecard Report shows a total of 4,373 direct job placements.

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

- Part-Time DJP 236 or 5.4%
- Seasonal DJP 591 or 13.5%
- Temporary DJP 634 or 14.5%
- Full-Time DJP 2,912 or 66.6%

Currently, the Balanced Scorecard Employment/Job Placement Average Wage report shows an overall job placement average wage for CareerSource center locations is \$11.70. Monroe County(Florida Keys centers) has the highest starting average wage rate at \$13.86 per hour, followed by the Northside center at \$13.76 per hour. The WDA's average time to placement is 125 days for all DJP.

SFWIB staff will continue to monitor these rates to help identify new strategies to close the gap between the average jobseeker and individuals in the hard to serve categories.

The attached reports display the aforementioned information for the current program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 1/31/2020

Direct Placement Type	Total Placements	Average Wage Rate	Average Days to Placement
Seasonal	591	\$8.55	9
Temporary	634	\$13.86	65
Part-Time	236	\$12.34	75
Full Time Universal	1,724	\$11.90	49
WIOA Adult/Dislocated Worker	790	\$11.59	201
WIOA Job Seekers with Disability	2	\$11.00	53
WIOA Veterans	24	\$12.57	244
WIOA Ex-Offenders	125	\$11.77	315
WIOA Reemployment Assistance	63	\$12.93	36
WIOA Homeless	65	\$11.42	108
WIOA TANF/CAP	87	\$11.39	336
WIOA SNAP	32	\$11.07	239
Totals:	4,373	\$11.70	125

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2019 To 1/31/2020

Employment/Job Placement Average Wage		
Location	Standard	Center
Hialeah Downtown center	\$14.58	\$10.99
North Miami Beach center	\$14.58	\$11.83
Northside center	\$14.58	\$13.76
Carol City center	\$14.58	\$12.68
Miami Beach center	\$14.58	\$12.01
Florida Keys center	\$14.58	\$13.86
Miami Beach center	\$14.58	\$11.35
Opa Locka center	\$14.58	\$11.18
Homestead center	\$14.58	\$9.60
Little Havana center	\$14.58	\$12.48
Perrine center	\$14.58	\$11.94
West Dade center	\$14.58	\$11.97
Workforce Development Area	\$14.58	\$11.70



SFWIB PERFORMANCE COUNCIL

DATE: 2/6/2020

AGENDA ITEM NUMBER: 5

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 (CRC) 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) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance indicators for the period of July 1, 2019 through February 06, 2020 are as follows:

- The SFWIB generated \$1,626,283.54 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.82.
- Eighty-six percent of training services participants completed classroom training.
- Of those completing training, 90 percent have obtained employment with an average wage of \$21.44.
- One hundred percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$35,353.99.

The attached CRC table is a summary for program year 2019-2020.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2019 - 06/30/2020

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	6	6	6	100.00 %	6	100.00 %	\$ 5,867.20	\$ 35,203.20	\$ 5,867.20	\$ 15.02	\$ 31,234.67	\$ 25,367.47	\$ 4.32
Dade Institute of Technology	7	7	4	57.14 %	4	100.00 %	\$ 8,850.00	\$ 61,950.00	\$ 15,487.50	\$ 16.06	\$ 33,410.00	\$ 17,922.50	\$ 1.16
Miami-Dade College	1	-	-	0.00 %	-	0.00 %	\$ 1,410.42	-	-	-	-	-	-
New Horizons	18	17	15	88.24 %	15	100.00 %	\$ 9,166.67	\$ 155,833.33	\$ 10,388.89	\$ 19.60	\$ 40,766.61	\$ 30,377.72	\$ 2.92
The Academy -- Fort Lauderdale Campus	3	2	2	100.00 %	2	100.00 %	\$ 6,477.33	\$ 12,954.67	\$ 6,477.33	\$ 18.94	\$ 39,384.80	\$ 32,907.47	\$ 5.08
The Academy -- Miami Campus	22	18	18	100.00 %	18	100.00 %	\$ 9,166.66	\$ 164,999.86	\$ 9,166.66	\$ 26.45	\$ 55,021.78	\$ 45,855.12	\$ 5.00
The CDL School, Inc.	1	-	-	0.00 %	-	0.00 %	\$ 2,500.00	-	-	-	-	-	-
Wyncode Academy	1	1	1	100.00 %	1	100.00 %	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 24.04	\$ 50,003.20	\$ 45,003.20	\$ 9.00
	59	51	46	90.20 %	46	100.00 %	\$ 8,341.73	\$ 425,428.27	\$ 9,248.44	\$ 21.44	\$ 44,602.43	\$ 35,353.99	\$ 3.82



SFWIB PERFORMANCE COUNCIL

DATE: 2/20/2020

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: YOUTH SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Joint contribution for youth career pathway models**

BACKGROUND:

The Youth Balance Scorecard measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers. The Youth Balanced Scorecard was recently updated to provide detailed information regarding the first quarter program performance for Program Year (PY) 2019-2020. The report measures New Enrollments, Measurable Skills Gains, Credential Attainment, and Workforce Innovation and Opportunity Act (WIOA) Follow Up. The time period for the Youth Balance Scorecard Report is from July 1, 2019 thru December 31, 2019.

Performance Indicators:

- New Enrollments is used to measure the number new youth participants engaged/enrolled in the WIOA youth program.
- The Measurable Skills Gain 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 the specified reporting period.
- 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) who attain 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 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.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Youth Balanced Scorecard Performance Measures - In-School								
Youth Providers	New Enrollments		Measurable Skills Gains		Credential Attainment		WIOA Follow-Up	
	Standard	Actual	Standard	Actual	Standard	Actual	Standard	Actual
AMO	110	76	90%	43%	90%	100%	100%	100%
CNC	88	54	90%	43%	90%	ND	100%	ND
Youth Co-Op FL Keys	39	1	90%	43%	90%	ND	100%	ND
Youth Co-Op	127	77	90%	36%	90%	ND	100%	100%
Regional Toal	364	208	90%	40%	90%	100%	100%	100%

Youth Balanced Scorecard Performance Measures - Out of School								
Youth Providers	New Enrollments		Measurable Skills Gains		Credential Attainment		WIOA Follow-Up	
	Standard	Actual	Standard	Actual	Standard	Actual	Standard	Actual
AMO	49	31	90%	22%	90%	100%	100%	ND
CASHD	30	27	90%	8%	90%	100%	100%	ND
CNC	131	23	90%	34%	90%	100%	100%	ND
Community Coalition	94	53	90%	62%	90%	0%	100%	ND
Youth Co-Op FL Keys	113	8	90%	19%	90%	ND	100%	ND
Youth Co-Op	269	62	90%	24%	90%	100%	100%	ND
Regional Toal	686	204	90%	26%	90%	94%	100%	ND

*The standard is an annual performance measure.