



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
Thursday, October 21, 2021  
8:30 A.M.**

The Landing at MIA  
5 Star Conference Center  
7415 Corporate Center Drive, Suite H  
**South Beach Room**  
Miami, FL 33126

The general public may also attend via Zoom **(Registration Required):**  
<https://us02web.zoom.us/j/84451234567>

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. September 5, 2019
  - B. October 17, 2019
  - C. December 12, 2019
  - D. February 20, 2020
  - E. April 16, 2020
  - F. June 18, 2020
  - G. August 20, 2020
  - H. October 15, 2020
  - I. December 17, 2020
  - J. April 15, 2021
  - K. June 17, 2021
  - L. September 9, 2021
3. Information – Refugee Employment and Training Program Performance Overview
4. Information - Balanced Score Card Report
5. Information – Consumer Report Card Update
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."



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/21/2021

**AGENDA ITEM NUMBER:** 2L

**SFWIB PERFORMANCE COUNCIL MEETING MINUTES**

**DATE/TIME:** September 9, 2021

**LOCATION:** Miami Dade College- Hialeah Campus  
 1780 West 49th Street, Room 2303, Building 2, 3rd Floor  
 Hialeah, FL 33012

- 1. CALL TO ORDER:** Mr. Perrin called the meeting to order at 9:07am and asked all those present to introduce themselves.

**ROLL CALL:** 10 members; 5 required; 1 present: No quorum established.

<b>SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT</b>	<b>SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT</b>	<b>SFWIB STAFF</b>
Mr. Denis Rod	Ms. Maria Garza, Chair Mr. Bill Diggs Ms. Brenda Canales Ms. Brenda Hill-Riggins Mr. Carlos Manrique Mr. Lovey Clayton Ms. Maria Regueiro Mr. Albert Huston Mr. Joe Chi	Mr. David Gilbert Mr. Yian Perrin

- 2. Approval of Performance Council Meeting Minutes**

Deferred due to lack of quorum.

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

Gilbert introduced and presented the item.

- 4. Information - Balanced Score Card Report**

Mr. Gilbert introduced and presented the item.

- 5. Information – Consumer Report Card Update**

Mr. Gilbert introduced and presented the item.

There being no further business to come before the Council, meeting adjourned at 9:15am.



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/21/2021

**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 (DCF) requires 287 monthly placements for an annual goal of 3,444. The Refugee Employment and Training (RET) Program Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 service providers. The Year-to-Date (YTD) summary for program year 2020-2021 is for October 1, 2020 through September 30, 2021 of the contract period.

The WDA 23 RET Balanced Scorecard Report shows a total of 2,598 actual Direct Job Placement (DJP), which is 75.44% of the maximum standard and 129.64% minimum standard.

One of the six RET services 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

*ATTACHMENT*

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2020 To 09/30/2021

Employment						
Location	Maximum Standard		Minimum Standard		Actual Placements	Actual Vs. Maximum Goal
	Standard	%	Standard	%		
AMO	672	68.90%	396	116.92%	463	-209
Arbor E&T, LLC	336	97.02%	192	169.79%	326	-10
CANC	324	65.43%	192	110.42%	212	-112
Community Coalition	288	26.74%	168	45.83%	77	-211
Lutheran Services	828	100.00%	480	172.50%	828	0
Youth Co-Op	996	69.48%	576	120.14%	692	-304
<b>Region</b>	<b>3,444</b>	<b>75.44%</b>	<b>2,004</b>	<b>129.64%</b>	<b>2,598</b>	<b>-846</b>

ND = No data

NA = Region performance not applicable for this measure



**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/21/2021

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

**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 (PY) 2020-2021 is from July 1, 2021 through September 30, 2021.

The WDA 23 Balanced Scorecard Report shows a total of 638 direct job placements with an average wage rate of \$14.40.

The following breakdown highlights the three CareerSource centers achieving the most DJP:

1. Homestead center - 161
2. Hialeah Downtown center - 112
3. West Dade center - 94

The following is a breakdown of the CareerSource centers with highest average starting wage rate:

1. West Dade centers - \$15.76
2. Northside center - \$15.63
3. Florida Keys - \$15.56

The attached report displays the aforementioned CareerSource centers performance details for the current program year.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 9/30/2021

Direct Job Placement Performance		
Location	Standard	Actual Performance
Hialeah Downtown Center	135	112
North Miami Beach Center	150	25
Northside Center	153	72
Carol City Center	120	19
Florida Keys Center	116	8
Opa Locka Center	36	14
Homestead Center	138	161
Little Havana Center	129	53
Perrine Center	159	80
West Dade Center	183	94
<b>Total</b>	<b>1,319</b>	<b>638</b>

Employment/Job Placement Average Wage		
Location	Standard	Actual Performance
Hialeah Downtown Center	\$14.58	\$15.42
North Miami Beach Center	\$14.58	\$14.17
Northside Center	\$14.58	\$15.63
Carol City Center	\$14.58	\$11.81
Florida Keys Center	\$14.58	\$15.56
Opa Locka Center	\$14.58	\$12.26
Homestead Center	\$14.58	\$12.72
Little Havana Center	\$14.58	\$13.02
Perrine Center	\$14.58	\$14.97
West Dade Center	\$14.58	\$15.76
<b>Total</b>	<b>\$14.58</b>	<b>\$14.40</b>

ND = No Data

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**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/21/2021

**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, 2021 through October 5, 2021 are as follows:

- The SFWIB generated \$869,657.95 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.93.
- Ninety-six percent of training services participants completed classroom training.
- Of those completing training, 77 percent have obtained employment with an average wage of \$29.58.
- Ninety-four percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$51,156.35.

The attached CRC table is a summary for program year 2021-2022.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2021 - 06/30/2022

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Apex Training Center - Main Campus	1	1	1	100.00 %	1	100.00 %	\$ 3,801.60	\$ 3,801.60	\$ 3,801.60	\$ 20.00	\$ 41,600.00	\$ 37,798.40	\$ 9.94
Dade Institute of Technology	1	1	-	0.00 %	-	0.00 %	\$ 6,278.40	\$ 6,278.40	-	-	-	-	-
MDCP SCHOOLS (ALL)	1	1	-	0.00 %	-	0.00 %	\$ 2,189.46	\$ 2,189.46	-	-	-	-	-
Miami Dade College	2	1	-	0.00 %	-	0.00 %	\$ 1,309.98	\$ 1,309.98	-	-	-	-	-
New Horizons	4	4	4	100.00 %	4	100.00 %	\$ 10,000.00	\$ 40,000.00	\$ 10,000.00	\$ 30.82	\$ 64,105.60	\$ 54,105.60	\$ 5.41
The Academy -- Fort Lauderdale Campus	2	2	2	100.00 %	2	100.00 %	\$ 8,794.50	\$ 17,589.00	\$ 8,794.50	\$ 39.66	\$ 82,492.80	\$ 73,698.30	\$ 8.38
The Academy -- Miami Campus	11	11	9	81.82 %	8	88.89 %	\$ 9,980.82	\$ 109,789.00	\$ 12,198.78	\$ 29.25	\$ 60,844.62	\$ 48,645.84	\$ 3.99
The CDL Schools LLC - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 2,058.32	\$ 2,058.32	\$ 2,058.32	\$ 17.00	\$ 35,360.00	\$ 33,301.68	\$ 16.18
	<b>23</b>	<b>22</b>	<b>17</b>	<b>77.27 %</b>	<b>16</b>	<b>94.12 %</b>	<b>\$ 8,014.16</b>	<b>\$ 176,311.58</b>	<b>\$ 10,371.27</b>	<b>\$ 29.58</b>	<b>\$ 61,527.62</b>	<b>\$ 51,156.35</b>	<b>\$ 4.93</b>





**SFWIB PERFORMANCE COUNCIL**

**DATE:** 10/21/2021

**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 provides detailed information regarding the program performance for Program Year (PY) 2021-2022. The report measures New Program Enrollments and Measurable Skills Gains. The time period for the Youth Balance Scorecard Report is from July 1, 2021 thru September 30, 2021.

These are the measures that CSSF Youth staff will implement to address the low youth enrollment numbers:

- Have all service providers complete a corrective action that will demonstrate how they will increase enrollment..
- Worked with schools to gain access (affiliating agreements are with both attorneys and being negotiated, indemnification and COVID protocols).
- Conduct bi-monthly meeting with youth service providers and community base organizations to ensure services are offered/provided to all youth populations.
- Survey schools on student career interest to ensure services are aligned.
- Have each provider conduct a weekly scheduled youth outreach activity targeting OSY (parenting, offenders, BSD, etc.),

**FUNDING:** N/A

**PERFORMANCE:** WIOA

*ATTACHMENT*

# CSSF Youth Scorecard Report In-School Youth

Report Date: 7/1/2021 To 9/30/2021

New Enrollments		
Provider	Standard	Provider
AMO ISYP	51	10
CNC - ISYP	43	ND
FL Keys ISYP	10	ND
Youth Coop ISYP	85	ND

Measurable Skills Gain		
Provider	Standard	Provider
AMO ISYP	90%	0%
CNC - ISYP	90%	90%
FL Keys ISYP	90%	ND
Youth Coop ISYP	90%	3%

ND = No Data

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# CSSF Youth Scorecard Report

## Out-of-School Youth

Report Date: 7/1/2021 To 9/30/2021

New Enrollments		
Provider	Standard	Center
AMO OSYP	83	1
CNC - OSYP	95	35
Community Coalition OSYP	100	16
FL Keys ISYP	0	1
FL Keys OSYP	35	1
Greater Miami Svcs Corps OSYP	79	4
Youth Coop OSYP	254	12

Measurable Skills Gain		
Provider	Standard	Center
AMO OSYP	90%	ND
CNC - OSYP	90%	ND
Community Coalition OSYP	90%	ND
FL Keys OSYP	90%	ND
Greater Miami Svcs Corps OSYP	90%	0%
Youth Coop OSYP	90%	ND

ND = No Data

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