



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
PERFORMANCE COUNCIL  
THURSDAY, APRIL 28, 2022  
8:30 A.M.**

Doubletree by Hilton Miami Airport Hotel  
Miami Merchandise Mart/Hotel Entrance (North side of the Hotel)  
**Hibiscus Conference Room**  
711 NW 72nd Avenue  
Miami, FL 33126

The public may choose to view the session online via Zoom. Registration is required:  
<https://us02web.zoom.us/meeting/register/tZYpdO-qqzIuGdMVFWX4J4IK8uyIhEgwHqzc>

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. February 17, 2022
3. Information - Balanced Score Card Report
4. Information – Consumer Report Card Update

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



**SFWIB PERFORMANCE COUNCIL MEETING**

**DATE:** 02/17/2022

**AGENDA ITEM:** 2A

**AGENDA TOPIC:** MEETING MINUTES

**SFWIB PERFORMANCE COUNCIL MEETING MINUTES**

**DATE/TIME:** February 17, 2021, 9:00AM

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

**Zoom:** <https://us02web.zoom.us/j/84486611329>

**1. CALL TO ORDER: 9:10AM**

**ROLL CALL:** 10 members; 5 required; 4 present: No Quorum

<b>SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT</b>	<b>SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT</b>	<b>SFWIB STAFF</b>
Canales, Dequasia Chi, Joe Clayton, Lovey Rod, Denis  Hill-Riggins, Brenda (Zoom) Regueiro, Maria (Zoom)	Diggs, Bill Garza, Maria, Chair Huston, Albert “Al” Manrique, Carlos  <b>SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED</b>	Gilbert, David Perrin, Yian  <b>ADMINISTRATION/IT</b>
<b>OTHER ATTENDEES</b>		

Agenda items are displayed in the order they were discussed.



## 2. Approval of Performance Council Meeting Minutes – October 21, 2021 and December 17, 2021

Ms. Canales presented item 2A, October 21, 2021 and December 17, 2021 Performance Council Meeting minutes for approval. **All in favor with no opposition. Motion Passed Unanimously.**

## 3. Information - Balanced Score Card Report

Ms. Canales introduced the item; Mr. Gilbert further presented.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through January 31, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

Mr. Gilbert advised that CSSF staff has sent Notice of Corrective Action letters to all service providers. There has been some improvement since receiving the notifications and completing/implementing Corrective Action Plans. CSSF staff will continue to monitor and track performance.

Mr. Chi asked for clarification on the reasons why service providers are not meeting the 65% performance standard.

Mr. Gilbert shared that since the pandemic, there has been a shift in the service delivery model. Lack of live traffic flow throughout the Career Centers means that providers have to engage other methods of recruiting. In addition to the learning curve associated with these new activities - similar to other industries, we are experiencing high turnover in the centers.

Mr. Gilbert and Mr. Perrin shared that candidates are turning down work that does not offer a higher wage. Additionally, there is still a tremendous desire to work remote, avoiding contact with others since we are still in a pandemic. Mr. Gilbert shared that even Miami-Dade County began conducting job fairs for open positions because they were having a hard time finding talent.

Recruitment processes are changing and becoming a lot more flexible to attract talent. The private sector is moving faster than the public sector when it comes to recruitment methods, job perks (daily pay, 4-day workweeks, increased benefits), and wages provided.



Mr. Chi advised that we should not only look at supply vs. demand factors, but also the transformation of the workplace, particularly with the retirement of baby boomers and the increase in entrepreneurship.

Ms. Canales asked for clarification regarding the Corrective Action Plans for providers – instead of improvement by a certain date, we are looking for progress over time.

Mr. Gilbert confirmed that we are looking for improvement over time and advised that CSSF staff is working with providers to identify human capital in several different populations (i.e., foster care youth, CDL programs for inmates, workers with disabilities, etc.).

There were no further questions or concerns regarding the item.

#### **4. Information - Consumer Report Card Update**

Ms. Canales introduced the item; Mr. Perrin further presented CRC performance indicators for the period of July 1, 2021 through January 31, 2022.

There were no further questions or concerns regarding the item.

#### **5. Information - Youth Partners Regional Performance**

Ms. Canales introduced the item; Mr. Gilbert further presented the Youth Balance Scorecard Report for PY 2021-2022 from July 1, 2021 through January 31, 2022.

Provider performance has increased; however, we are still below standard. CSSF staff is working with the youth providers to implement corrective actions to increase performance.

Ms. Canales noted that there has been an improvement since the last meeting, even though providers are not meeting the established goals. Is this situation similar to agenda item 3 with there being a need for new recruitment methodology?

Mr. Gilbert confirmed that COVID-19 restrictions are being relaxed as such; we do have increased access to the schools. In addition, we are working with the Adult Ed facilities to connect with out of school youth to enroll them into GED programs and other training opportunities.

There were no further questions or concerns regarding the item.



Being as there were no further questions or concerns, the meeting adjourned at 9:35am.



## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD AND JOB PLACEMENTS 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 Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center service providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through March 31, 2022. The Balanced Scorecard Performance Summary indicates none of the 10 CareerSource center locations are meeting the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for the same period shows WDA 23 had a total of 3,184 job placements, which is 33.2 percent of the minimum standard and 28.2 percent of the maximum standard.

None of the 10 CareerSource center locations are achieving the minimum or maximum YTD Job Placements standard.

The CareerSource center service providers will continue implementing their corrective action plans to increase performance numbers. South Florida Workforce Investment Board staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance increases.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

## CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY '21-'22 (July 1, 2021 through March 31, 2022) \*

A Service Provider must meet or exceed 65% of the Balanced Scorecard Performance Measures

Service Providers	Career Center Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Hialeah Downtown Center	10	19	52.6%
	North Miami Beach Center	9	21	42.9%
	Northside Center	10	21	47.6%
The College of the Florida Keys	Florida Keys Center(s)	2	16	12.5%
Opa-Locka CDC, Inc.	Carol City Center	6	17	35.3%
	Opa-Locka Center	6	17	35.3%
Youth Co-Op, Inc.	Homestead Center	10	20	50.0%
	Little Havana Center	10	20	50.0%
	Perrine Center	12	20	60.0%
	West Dade Center	12	20	60.0%
LWDB		10	21	47.6%

## CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Provider	Location	Maximum Standard		Minimum Standard		Direct Job Placement												Direct Job Placement by Type												OE %	DJP %								
		#	%	#	%	Total			Obtained			Universal						Total Universal		WIOA Individualized																			
						1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	Adult/DW		Job Seekers		Veterans		Ex-Offenders				RA/Homeless		TANF/CAP		SNAP			
Arbor E&T, LLC	Hialeah Downtown Center	1,161	64.1%	990	75.2%	605	139	744	257	105	362	0	0	0	348	0	4	0	28	348	32	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	48.66%	51.34%
	North Miami Beach Center	1,278	12.0%	1,089	14.0%	87	66	153	51	61	112	0	0	0	35	0	0	0	1	35	1	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	73.20%	26.80%	
The College of the Florida Keys	Northside Center	1,305	25.1%	1,107	29.5%	208	119	327	99	106	205	0	12	0	93	0	3	0	7	105	10	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	62.69%	37.31%	
	Florida Keys Center	990	5.6%	846	6.5%	14	41	55	6	41	47	0	1	3	4	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	85.45%	14.55%		
Opa-Locka CDC, Inc.	Carol City Center	1,017	19.5%	864	22.9%	142	56	198	73	50	123	0	0	6	63	0	0	0	6	69	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62.12%	37.88%		
	Opa Locka Center	315	31.7%	270	37.0%	71	29	100	16	18	34	0	3	7	45	0	0	0	0	55	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	34.00%	66.00%		
Youth Co-Op	Homestead Center	1,188	49.8%	1,008	58.7%	496	96	592	58	75	133	234	137	0	63	1	8	1	9	434	19	4	1	0	0	0	0	0	0	0	0	0	0	0	0	22.47%	77.53%		
	Little Havana Center	1,098	29.2%	936	34.3%	216	105	321	69	100	169	0	4	0	138	0	0	0	5	142	5	5	0	0	0	0	0	0	0	0	0	0	0	0	52.65%	47.35%			
	Perrine Center	1,350	25.6%	1,152	29.9%	205	140	345	67	127	194	0	47	4	85	0	3	1	7	136	11	2	1	0	0	0	0	0	0	0	0	0	0	0	56.23%	43.77%			
	West Dade Center	1,575	22.2%	1,341	26.0%	259	90	349	84	75	159	0	35	1	112	0	3	0	11	148	14	23	1	1	0	0	0	0	0	3	0	0	0	0	45.56%	54.44%			
<b>Total</b>		<b>11,277</b>	<b>28.2%</b>	<b>9,603</b>	<b>33.2%</b>	<b>2,303</b>	<b>881</b>	<b>3,184</b>	<b>780</b>	<b>758</b>	<b>1,538</b>	<b>234</b>	<b>239</b>	<b>21</b>	<b>986</b>	<b>1</b>	<b>21</b>	<b>2</b>	<b>85</b>	<b>1,480</b>	<b>109</b>	<b>39</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>48.30%</b>	<b>51.70%</b>		
		<b>% of DJP</b>	<b>89.91%</b>	<b>6.62%</b>	<b>2.37%</b>	<b>0.73%</b>	<b>0.06%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.12%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.18%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>					



# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	95.0%
2	Training Completion Placement Rate	70%	86.67%
3	Training Related Placements	70%	84.62%
4	Number of Training Enrollments	594	236
5	CAP Participation Rate	50%	3.71%
6	CAP Entered Employment Rate	40%	19.38%
7	WP Entered Employment Rate	65%	66.77%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%
9	Short-Term Veterans EER	50%	13.12%
10	Employers Served	8,388	9,783
11	Employer Services (Level 1)	5,463	7,144
12	Jobs Openings Filled Rate	65%	5.82%
13	Referral Job Skills Match Average	80%	67.53%
Outcome Measures			
14	Employment (Obtained and Direct)	11,277	3,184
15	Employed 2nd Qtr After Exit	95%	21%
16	Employed 4th Qtr After Exit	95%	0%
17	Average Days to Employment	145	135
17a	DJP Average Days to Employment	60	34
17b	Obtained Average Days to Employment	167	220
18	Employment/Job Placement Average Wage	\$14.58	\$14.30
19	Cost Per Placement	\$1,855.67	\$826.58
20	Net Economic Benefit	\$28,471.00	\$28,923.41
21	Return on the Investment	\$15.34	\$35.02

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>52.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	66.67%
4	Number of Training Enrollments	63	236	24
5	CAP Participation Rate	50%	3.71%	4.46%
6	CAP Entered Employment Rate	40%	19.38%	9.48%
7	WP Entered Employment Rate	65%	66.77%	64.05%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	20.0%
10	Employers Served	864	9,783	1,006
11	Employer Services (Level 1)	567	7,144	678
12	Jobs Openings Filled Rate	65%	5.82%	7.39%
13	Referral Job Skills Match Average	80%	67.53%	85.99%
Outcome Measures				
14	Employment (Obtained and Direct)	1,161	3,184	744
15	Employed 2nd Qtr After Exit	95%	21%	8%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	95
	17a DJP Average Days to Employment	60	34	43
	17b Obtained Average Days to Employment	167	220	124
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.94
19	Cost Per Placement	\$1,878.57	\$826.58	\$413.33
20	Net Economic Benefit	\$28,448.00	\$28,923.41	\$32,732.51
21	Return on the Investment	\$15.14	\$35.02	\$79.19

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>52.6%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	75.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	32
5	CAP Participation Rate	50%	3.71%	0.0%
6	CAP Entered Employment Rate	40%	19.38%	13.86%
7	WP Entered Employment Rate	65%	66.77%	65.45%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	9.52%
10	Employers Served	945	9,783	1,096
11	Employer Services (Level 1)	621	7,144	877
12	Jobs Openings Filled Rate	65%	5.82%	1.45%
13	Referral Job Skills Match Average	80%	67.53%	52.49%
Outcome Measures				
14	Employment (Obtained and Direct)	1,278	3,184	153
15	Employed 2nd Qtr After Exit	95%	21%	3%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	135	171
17a	DJP Average Days to Employment	60	34	27
17b	Obtained Average Days to Employment	167	220	255
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$14.73
19	Cost Per Placement	\$1,853.60	\$826.58	\$1,937.09
20	Net Economic Benefit	\$28,473.00	\$28,923.41	\$28,700.27
21	Return on the Investment	\$15.36	\$35.02	\$14.82

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>42.9%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	25
5	CAP Participation Rate	50%	3.71%	1.31%
6	CAP Entered Employment Rate	40%	19.38%	14.79%
7	WP Entered Employment Rate	65%	66.77%	64.61%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	11.54%
10	Employers Served	972	9,783	1,089
11	Employer Services (Level 1)	630	7,144	793
12	Jobs Openings Filled Rate	65%	5.82%	11.61%
13	Referral Job Skills Match Average	80%	67.53%	56.14%
Outcome Measures				
14	Employment (Obtained and Direct)	1,305	3,184	327
15	Employed 2nd Qtr After Exit	95%	21%	2%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	135	196
17a	DJP Average Days to Employment	60	34	54
17b	Obtained Average Days to Employment	167	220	285
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.32
19	Cost Per Placement	\$1,844.30	\$826.58	\$927.53
20	Net Economic Benefit	\$28,482.00	\$28,923.41	\$30,939.32
21	Return on the Investment	\$15.44	\$35.02	\$33.36

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>47.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

College of the Florida Key

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	45	236	ND
5	CAP Participation Rate	50%	3.71%	0.0%
6	CAP Entered Employment Rate	40%	19.38%	0.0%
7	WP Entered Employment Rate	65%	66.77%	47.98%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	25.93%
10	Employers Served	738	9,783	242
11	Employer Services (Level 1)	477	7,144	70
12	Jobs Openings Filled Rate	65%	5.82%	0.18%
13	Referral Job Skills Match Average	80%	67.53%	37.58%
Outcome Measures				
14	Employment (Obtained and Direct)	990	3,184	55
15	Employed 2nd Qtr After Exit	95%	21%	49%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	135	424
17a	DJP Average Days to Employment	60	34	22
17b	Obtained Average Days to Employment	167	220	476
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.56
19	Cost Per Placement	\$1,851.77	\$826.58	\$2,530.74
20	Net Economic Benefit	\$28,475.00	\$28,923.41	\$29,839.26
21	Return on the Investment	\$15.38	\$35.02	\$11.79

<b>Number of Performance Measures Met</b>	<b>2</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>12.5%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Opa-Locka CDC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	54	236	6
5	CAP Participation Rate	50%	3.71%	10.93%
6	CAP Entered Employment Rate	40%	19.38%	18.1%
7	WP Entered Employment Rate	65%	66.77%	59.99%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	6.67%
10	Employers Served	765	9,783	792
11	Employer Services (Level 1)	495	7,144	568
12	Jobs Openings Filled Rate	65%	5.82%	1.39%
13	Referral Job Skills Match Average	80%	ND	ND
Outcome Measures				
14	Employment (Obtained and Direct)	1,017	3,184	198
15	Employed 2nd Qtr After Exit	95%	21%	1%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	135	121
17a	DJP Average Days to Employment	60	34	17
17b	Obtained Average Days to Employment	167	220	178
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.55
19	Cost Per Placement	\$1,851.77	\$826.58	\$270.92
20	Net Economic Benefit	\$28,475.00	\$28,923.41	\$25,831.63
21	Return on the Investment	\$15.38	\$35.02	\$95.35

<b>Number of Performance Measures Met</b>	<b>6</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>35.3%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Opa Locka CDC

Opa Locka Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	18	236	1
5	CAP Participation Rate	50%	3.71%	13.0%
6	CAP Entered Employment Rate	40%	19.38%	23.64%
7	WP Entered Employment Rate	65%	66.77%	65.69%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	5.88%
10	Employers Served	234	9,783	323
11	Employer Services (Level 1)	153	7,144	291
12	Jobs Openings Filled Rate	65%	5.82%	22.09%
13	Referral Job Skills Match Average	80%	67.53%	82.04%
Outcome Measures				
14	Employment (Obtained and Direct)	315	3,184	100
15	Employed 2nd Qtr After Exit	95%	21%	0%
16	Employed 4th Qtr After Exit	95%	0%	0%
17	Average Days to Employment	145	135	238
17a	DJP Average Days to Employment	60	34	32
17b	Obtained Average Days to Employment	167	220	571
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.85
19	Cost Per Placement	\$1,845.84	\$826.58	\$499.05
20	Net Economic Benefit	\$28,481.00	\$28,923.41	\$26,226.45
21	Return on the Investment	\$15.43	\$35.02	\$52.55

<b>Number of Performance Measures Met</b>	<b>6</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>35.3%</b>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	87.5%
4	Number of Training Enrollments	63	236	32
5	CAP Participation Rate	50%	3.71%	10.0%
6	CAP Entered Employment Rate	40%	19.38%	13.22%
7	WP Entered Employment Rate	65%	66.77%	75.49%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	14.52%
10	Employers Served	882	9,783	1,053
11	Employer Services (Level 1)	576	7,144	951
12	Jobs Openings Filled Rate	65%	5.82%	40.52%
13	Referral Job Skills Match Average	80%	67.53%	73.95%
Outcome Measures				
14	Employment (Obtained and Direct)	1,188	3,184	592
15	Employed 2nd Qtr After Exit	95%	21%	37%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	113
	17a DJP Average Days to Employment	60	34	28
	17b Obtained Average Days to Employment	167	220	384
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.04
19	Cost Per Placement	\$1,878.57	\$826.58	\$770.81
20	Net Economic Benefit	\$284,883.00	\$28,923.41	\$24,281.96
21	Return on the Investment	\$15.45	\$35.02	\$31.50

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>50.0%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	27
5	CAP Participation Rate	50%	3.71%	7.34%
6	CAP Entered Employment Rate	40%	19.38%	9.09%
7	WP Entered Employment Rate	65%	66.77%	70.91%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	9.52%
10	Employers Served	810	9,783	1,299
11	Employer Services (Level 1)	531	7,144	690
12	Jobs Openings Filled Rate	65%	5.82%	2.2%
13	Referral Job Skills Match Average	80%	67.53%	42.59%
Outcome Measures				
14	Employment (Obtained and Direct)	1,098	3,184	321
15	Employed 2nd Qtr After Exit	95%	21%	38%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	140
	17a DJP Average Days to Employment	60	34	21
	17b Obtained Average Days to Employment	167	220	246
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$13.96
19	Cost Per Placement	\$1,875.80	\$826.58	\$794.61
20	Net Economic Benefit	\$288,451.00	\$28,923.41	\$28,247.39
21	Return on the Investment	\$15.17	\$35.02	\$35.55

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>50.0%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	92.31%
3	Training Related Placements	70%	84.62%	75.0%
4	Number of Training Enrollments	72	236	29
5	CAP Participation Rate	50%	3.71%	6.59%
6	CAP Entered Employment Rate	40%	19.38%	26.9%
7	WP Entered Employment Rate	65%	66.77%	65.06%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	14.29%
10	Employers Served	1,008	9,783	1,371
11	Employer Services (Level 1)	657	7,144	1,079
12	Jobs Openings Filled Rate	65%	5.82%	4.77%
13	Referral Job Skills Match Average	80%	67.53%	81.67%
Outcome Measures				
14	Employment (Obtained and Direct)	1,350	3,184	345
15	Employed 2nd Qtr After Exit	95%	21%	45%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	182
	17a DJP Average Days to Employment	60	34	30
	17b Obtained Average Days to Employment	167	220	309
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.31
19	Cost Per Placement	\$1,852.85	\$826.58	\$935.60
20	Net Economic Benefit	\$28,474.00	\$28,923.41	\$30,900.05
21	Return on the Investment	\$15.37	\$35.02	\$33.03

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>60.0%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	84.0%
2	Training Completion Placement Rate	70%	86.67%	70.0%
3	Training Related Placements	70%	84.62%	85.71%
4	Number of Training Enrollments	90	236	60
5	CAP Participation Rate	50%	3.71%	12.3%
6	CAP Entered Employment Rate	40%	19.38%	23.61%
7	WP Entered Employment Rate	65%	66.77%	68.73%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	11.11%
10	Employers Served	1,170	9,783	1,395
11	Employer Services (Level 1)	756	7,144	1,112
12	Jobs Openings Filled Rate	65%	5.82%	11.71%
13	Referral Job Skills Match Average	80%	67.53%	62.77%
Outcome Measures				
14	Employment (Obtained and Direct)	1,575	3,184	349
15	Employed 2nd Qtr After Exit	95%	21%	50%
16	Employed 4th Qtr After Exit	95%	0%	ND
17	Average Days to Employment	145	135	116
17a	DJP Average Days to Employment	60	34	43
17b	Obtained Average Days to Employment	167	220	186
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.53
19	Cost Per Placement	\$1,880.98	\$826.58	\$1,282.90
20	Net Economic Benefit	\$28,445.00	\$28,923.41	\$31,009.52
21	Return on the Investment	\$15.12	\$35.02	\$24.17

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>60.0%</b>

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## **SFWIB PERFORMANCE COUNCIL**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 4

**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 March 31, 2022 are as follows:

- The SFWIB generated \$1,895,936.16 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.85.
- Ninety-seven percent of training services participants completed classroom training.
- Of those completing training, 84 percent have obtained employment with an average wage of \$23.92.
- Eighty-five percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$39,498.67.

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
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit	
Apex Training Center - Main Campus	3	3	3	100.00 %	3	100.00 %	\$ 3,801.60	\$ 11,404.80	\$ 3,801.60	\$ 22.29	\$ 46,370.13	\$ 42,568.53
Dade Institute of Technology	2	2	1	50.00 %	1	100.00 %	\$ 6,278.80	\$ 12,557.60	\$ 12,557.60	\$ 15.00	\$ 31,200.00	\$ 18,642.40
MDCP SCHOOLS (ALL)	1	1	-	0.00 %	-	0.00 %	\$ 2,189.46	\$ 2,189.46	-	-	-	-
Miami Dade College	3	2	-	0.00 %	-	0.00 %	\$ 1,693.31	\$ 3,386.61	-	-	-	-
New Horizons	13	13	11	84.62 %	10	90.91 %	\$ 10,000.00	\$ 130,000.00	\$ 11,818.18	\$ 22.76	\$ 47,344.58	\$ 35,526.40
The Academy -- Fort Lauderdale Campus	5	5	5	100.00 %	5	100.00 %	\$ 8,595.60	\$ 42,978.00	\$ 8,595.60	\$ 25.66	\$ 53,381.12	\$ 44,785.52
The Academy -- Miami Campus	28	27	26	96.30 %	21	80.77 %	\$ 9,783.70	\$ 264,159.80	\$ 10,159.99	\$ 24.95	\$ 51,900.80	\$ 41,740.81
The CDL Schools LLC - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 2,058.32	\$ 2,058.32	\$ 2,058.32	\$ 15.75	\$ 32,760.00	\$ 30,701.68
The Code Academy - Miami Campus	3	3	1	33.33 %	-	0.00 %	\$ 9,665.00	\$ 28,995.00	\$ 28,995.00	\$ 22.93	\$ 47,694.40	\$ 18,699.40
	<b>59</b>	<b>57</b>	<b>48</b>	<b>84.21 %</b>	<b>41</b>	<b>85.42 %</b>	<b>\$ 8,630.62</b>	<b>\$ 491,945.36</b>	<b>\$ 10,248.86</b>	<b>\$ 23.92</b>	<b>\$ 49,747.53</b>	<b>\$ 39,498.67</b>

Value Added per Placement
\$ 11.20
\$ 1.48
-
-
\$ 3.01
\$ 5.21
\$ 4.11
\$ 14.92
\$ 0.64
<b>\$ 3.85</b>