



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

**VIRTUAL ONLY**

Registration is required:

<https://us02web.zoom.us/meeting/register/tZYtcOmhrzgrHNzFrXJP1TkFn-vsqjz-CDJF>

**AGENDA**

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
  - A. February 17, 2022
  - B. April 28, 2022
3. Information - Balanced Score Card Report
4. Information – Consumer Report Card Update
5. Information - Youth Balanced Scorecard Update
6. Recommendation as to Approval of the Program Year 2022 -2023 SFWIB American Job Centers Schedule of Operations

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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:** 06/16/2022

**AGENDA ITEM:** 2A

**AGENDA TOPIC:** MEETING MINUTES

**SFWIB PERFORMANCE COUNCIL MEETING MINUTES**

**DATE/TIME:** February 17, 2022, 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/84486611323>

**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.





Agenda items are displayed in the order they were discussed.

## **2. Approval of Performance Council Meeting Minutes – February 17, 2022**

### **Deferred; Lack of Quorum**

## **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 March 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 have placed the service providers on a Performance Improvement Plan. There has been improvements in outcomes and overall placements in the system; however, we are still not meeting the required performance standard measures.

Chairwoman Canales inquired about what CSSF staff is doing with those service providers that have made minimal improvement. Mr. Gilbert advised that those providers that began a more in the middle of the program year (PY), such as those in Monroe County and Opa-Locka CDA, are primarily the ones that are lagging behind a bit – but making steady progress. CSSF staff continues to work with those locations to get them acclimated to the operations of the Career Center. Established service providers that have been active from the beginning of the PY, are more close to reaching the 65% threshold.

There were no further questions or concerns regarding the item.

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

Mr. Gilbert introduced the item and further presented CRC performance indicators for the period of July 1, 2021 through March 31, 2022.

Dr. Reguerio asked if we are getting full credit for placing individuals in “training-related” positions versus the positions they were actually trained for. Chairwoman Canales clarified with Mr. Gilbert that 85% of participants were placed in roles directly related to the training received versus an entry-level positions that will require additional training prior to placement. Mr. Gilbert confirmed the accuracy of the statement and further shared that



many of the outcomes on the report are in the IT fields with an average wage of \$22.00 per hour.

After COVID, we noted a decrease in the number of individuals coming directly into the Career Centers; as such, we revised our outreach strategy to include collaborating with community-based organizations.

Chairwoman Canales reminded the Council that during prior board meetings there was discussion around a more comprehensive outreach strategy that included community outreach and social media. Mr. Gilbert confirmed and reminded members to follow CareerSource South Florida on all SM platforms.

There were no further questions or concerns regarding the item.

Being as there were no further questions or concerns, the meeting adjourned at 9:03am.



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 06/30/2022

**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 May 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 3,834 job placements, which is 32.7 percent of the minimum standard and 27.8 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 May 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	20	50.0%
	North Miami Beach Center	11	21	52.4%
	Northside Center	10	21	47.6%
The College of the Florida Keys	Florida Keys Center(s)	2	17	11.8%
Opa-Locka CDC, Inc.	Carol City Center	5	18	27.8%
	Opa-Locka Center	5	17	29.4%
Youth Co-Op, Inc.	Homestead Center	9	21	42.9%
	Little Havana Center	9	21	42.9%
	Perrine Center	11	21	52.4%
	West Dade Center	10	21	47.6%
LWDB		10	21	47.6%

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 5/31/2022

Provider	Location	Maximum Standard		Minimum Standard		Direct Job Placement												Direct Job Placement by Type												OE %	DJP %								
		#	%	#	%	Universal						Individualized						Total		Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless				TANF/CAP		SNAP					
						1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt			1Qrt	>1Qrt	1Qrt	>1Qrt												
Arbor E&T, LLC	Hialeah Downtown Center	1,419	62.8%	1,210	73.6%	740	151	891	303	116	419	0	0	1	436	0	4	0	29	437	33	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	47.03%	52.97%
	North Miami Beach Center	1,562	12.0%	1,331	14.1%	111	77	188	69	70	139	0	0	0	41	0	0	0	3	41	3	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	73.94%	26.06%	
	Northside Center	1,595	23.1%	1,353	27.3%	242	127	369	126	114	240	0	13	0	98	0	3	0	7	111	10	4	3	0	0	1	0	0	0	0	0	0	0	0	0	0	65.04%	34.96%	
The College of the Florida Keys	Florida Keys Center	1,210	4.5%	1,034	5.3%	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	0	85.45%	14.55%	
Opa-Locka CDC, Inc.	Carol City Center	1,243	18.3%	1,056	21.5%	165	62	227	91	56	147	0	0	6	63	0	0	0	6	74	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	64.76%	35.24%	
	Opa Locka Center	385	30.9%	330	36.1%	88	31	119	18	18	36	0	3	7	60	0	0	0	0	70	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30.25%	69.75%	
Youth Co-Op	Homestead Center	1,452	51.7%	1,232	61.0%	650	101	751	75	78	153	358	138	0	75	1	8	2	10	571	21	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20.37%	79.63%
	Little Havana Center	1,342	27.3%	1,144	32.0%	255	111	366	80	106	186	0	4	0	166	0	0	0	5	170	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	50.82%	49.18%	
	Perrine Center	1,650	24.4%	1,408	28.6%	248	155	403	89	141	230	0	51	5	97	0	3	2	7	153	12	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	57.07%	42.93%	
	West Dade Center	1,925	24.2%	1,639	28.4%	371	94	465	110	78	188	0	45	41	134	0	3	0	12	220	15	37	1	1	0	0	0	0	0	0	3	0	0	0	0	0	40.43%	59.57%	
<b>Total</b>		<b>13,783</b>	<b>27.8%</b>	<b>11,737</b>	<b>32.7%</b>	<b>2,884</b>	<b>950</b>	<b>3,834</b>	<b>967</b>	<b>818</b>	<b>1,785</b>	<b>358</b>	<b>255</b>	<b>63</b>	<b>1,179</b>	<b>1</b>	<b>21</b>	<b>4</b>	<b>92</b>	<b>1,855</b>	<b>118</b>	<b>57</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</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>0</b>	<b>46.56%</b>	<b>53.44%</b>	
		<b>% of DJP</b>	<b>90.53%</b>	<b>5.76%</b>	<b>2.78%</b>	<b>0.59%</b>	<b>0.05%</b>	<b>0.00%</b>	<b>0.05%</b>	<b>0.10%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.05%</b>	<b>0.10%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.15%</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 5/31/2022

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	93.5%
2	Training Completion Placement Rate	70%	92.65%
3	Training Related Placements	70%	84.13%
4	Number of Training Enrollments	726	277
5	CAP Participation Rate	50%	4.18%
6	CAP Entered Employment Rate	40%	17.64%
7	WP Entered Employment Rate	65%	66.39%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%
9	Short-Term Veterans EER	50%	14.62%
10	Employers Served	10,252	11,266
11	Employer Services (Level 1)	6,677	8,302
12	Jobs Openings Filled Rate	65%	6.45%
13	Referral Job Skills Match Average	80%	68.49%
Outcome Measures			
14	Employment (Obtained and Direct)	13,783	3,834
15	Employed 2nd Qtr After Exit	95%	21%
16	Employed 4th Qtr After Exit	95%	14%
	17 Average Days to Employment	145	120
	17a DJP Average Days to Employment	60	30
	17b Obtained Average Days to Employment	167	198
18	Employment/Job Placement Average Wage	\$14.58	\$14.16
19	Cost Per Placement	\$1,855.67	\$782.04
20	Net Economic Benefit	\$28,471.00	\$28,671.84
21	Return on the Investment	\$15.34	\$36.66

<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 5/31/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	100.0%
2	Training Completion Placement Rate	70%	92.65%	100.0%
3	Training Related Placements	70%	84.13%	66.67%
4	Number of Training Enrollments	77	277	26
5	CAP Participation Rate	50%	4.18%	4.17%
6	CAP Entered Employment Rate	40%	17.64%	7.43%
7	WP Entered Employment Rate	65%	66.39%	64.77%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	14.62%	29.41%
10	Employers Served	1,056	11,266	1,205
11	Employer Services (Level 1)	693	8,302	832
12	Jobs Openings Filled Rate	65%	6.45%	10.09%
13	Referral Job Skills Match Average	80%	68.49%	87.57%
Outcome Measures				
14	Employment (Obtained and Direct)	1,419	3,834	891
15	Employed 2nd Qtr After Exit	95%	21%	8%
16	Employed 4th Qtr After Exit	95%	14%	7%
17	Average Days to Employment	145	120	84
17a	DJP Average Days to Employment	60	30	35
17b	Obtained Average Days to Employment	167	198	116
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$15.93
19	Cost Per Placement	\$1,878.57	\$782.04	\$411.35
20	Net Economic Benefit	\$28,448.00	\$28,671.84	\$32,731.57
21	Return on the Investment	\$15.14	\$36.66	\$79.57

<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>

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 5/31/2022

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	94.12%
2	Training Completion Placement Rate	70%	92.65%	85.71%
3	Training Related Placements	70%	84.13%	91.67%
4	Number of Training Enrollments	77	277	34
5	CAP Participation Rate	50%	4.18%	0.0%
6	CAP Entered Employment Rate	40%	17.64%	12.98%
7	WP Entered Employment Rate	65%	66.39%	65.41%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	13.64%
10	Employers Served	1,155	11,266	1,358
11	Employer Services (Level 1)	759	8,302	1,118
12	Jobs Openings Filled Rate	65%	6.45%	1.38%
13	Referral Job Skills Match Average	80%	68.49%	52.79%
Outcome Measures				
14	Employment (Obtained and Direct)	1,562	3,834	188
15	Employed 2nd Qtr After Exit	95%	21%	3%
16	Employed 4th Qtr After Exit	95%	14%	1%
17	Average Days to Employment	145	120	154
17a	DJP Average Days to Employment	60	30	29
17b	Obtained Average Days to Employment	167	198	215
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$14.97
19	Cost Per Placement	\$1,853.60	\$782.04	\$1,684.65
20	Net Economic Benefit	\$28,473.00	\$28,671.84	\$29,447.75
21	Return on the Investment	\$15.36	\$36.66	\$17.48

<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 5/31/2022

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	100.0%
2	Training Completion Placement Rate	70%	92.65%	100.0%
3	Training Related Placements	70%	84.13%	100.0%
4	Number of Training Enrollments	77	277	26
5	CAP Participation Rate	50%	4.18%	1.65%
6	CAP Entered Employment Rate	40%	17.64%	13.65%
7	WP Entered Employment Rate	65%	66.39%	64.28%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	14.55%
10	Employers Served	1,188	11,266	1,309
11	Employer Services (Level 1)	770	8,302	967
12	Jobs Openings Filled Rate	65%	6.45%	10.68%
13	Referral Job Skills Match Average	80%	68.49%	56.17%
Outcome Measures				
14	Employment (Obtained and Direct)	1,595	3,834	369
15	Employed 2nd Qtr After Exit	95%	21%	2%
16	Employed 4th Qtr After Exit	95%	14%	1%
17	Average Days to Employment	145	120	182
17a	DJP Average Days to Employment	60	30	52
17b	Obtained Average Days to Employment	167	198	253
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$15.28
19	Cost Per Placement	\$1,844.30	\$782.04	\$885.51
20	Net Economic Benefit	\$28,482.00	\$28,671.84	\$30,898.77
21	Return on the Investment	\$15.44	\$36.66	\$34.89

<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 5/31/2022

College of the Florida Key

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	ND
2	Training Completion Placement Rate	70%	92.65%	ND
3	Training Related Placements	70%	84.13%	ND
4	Number of Training Enrollments	55	277	0
5	CAP Participation Rate	50%	4.18%	0.0%
6	CAP Entered Employment Rate	40%	17.64%	0.0%
7	WP Entered Employment Rate	65%	66.39%	47.17%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	14.62%	25.0%
10	Employers Served	902	11,266	274
11	Employer Services (Level 1)	583	8,302	78
12	Jobs Openings Filled Rate	65%	6.45%	0.15%
13	Referral Job Skills Match Average	80%	68.49%	37.58%
Outcome Measures				
14	Employment (Obtained and Direct)	1,210	3,834	55
15	Employed 2nd Qtr After Exit	95%	21%	45%
16	Employed 4th Qtr After Exit	95%	14%	0%
17	Average Days to Employment	145	120	424
17a	DJP Average Days to Employment	60	30	22
17b	Obtained Average Days to Employment	167	198	476
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$15.56
19	Cost Per Placement	\$1,851.77	\$782.04	\$2,530.74
20	Net Economic Benefit	\$28,475.00	\$28,671.84	\$29,839.26
21	Return on the Investment	\$15.38	\$36.66	\$11.79

<b>Number of Performance Measures Met</b>	<b>2</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>11.8%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 5/31/2022

Opa-Locka CDC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	ND
2	Training Completion Placement Rate	70%	92.65%	ND
3	Training Related Placements	70%	84.13%	ND
4	Number of Training Enrollments	66	277	17
5	CAP Participation Rate	50%	4.18%	11.22%
6	CAP Entered Employment Rate	40%	17.64%	15.79%
7	WP Entered Employment Rate	65%	66.39%	58.95%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	6.25%
10	Employers Served	935	11,266	871
11	Employer Services (Level 1)	605	8,302	630
12	Jobs Openings Filled Rate	65%	6.45%	1.34%
13	Referral Job Skills Match Average	80%	68.49%	71.0%
Outcome Measures				
14	Employment (Obtained and Direct)	1,243	3,834	227
15	Employed 2nd Qtr After Exit	95%	21%	1%
16	Employed 4th Qtr After Exit	95%	14%	0%
17	Average Days to Employment	145	120	118
17a	DJP Average Days to Employment	60	30	16
17b	Obtained Average Days to Employment	167	198	162
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$12.57
19	Cost Per Placement	\$1,851.77	\$782.04	\$244.23
20	Net Economic Benefit	\$28,475.00	\$28,671.84	\$25,908.02
21	Return on the Investment	\$15.38	\$36.66	\$106.08

<b>Number of Performance Measures Met</b>	<b>5</b>
<b>Number of Performance Measures</b>	<b>18</b>
<b>Percent of Performance Measures Met</b>	<b>27.8%</b>

ND = No Data

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 5/31/2022

Opa Locka CDC

Opa Locka Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	ND
2	Training Completion Placement Rate	70%	92.65%	ND
3	Training Related Placements	70%	84.13%	ND
4	Number of Training Enrollments	22	277	3
5	CAP Participation Rate	50%	4.18%	14.81%
6	CAP Entered Employment Rate	40%	17.64%	22.58%
7	WP Entered Employment Rate	65%	66.39%	64.82%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	14.62%	5.88%
10	Employers Served	286	11,266	344
11	Employer Services (Level 1)	187	8,302	310
12	Jobs Openings Filled Rate	65%	6.45%	16.49%
13	Referral Job Skills Match Average	80%	68.49%	82.04%
Outcome Measures				
14	Employment (Obtained and Direct)	385	3,834	119
15	Employed 2nd Qtr After Exit	95%	21%	0%
16	Employed 4th Qtr After Exit	95%	14%	0%
17	Average Days to Employment	145	120	196
	17a DJP Average Days to Employment	60	30	26
	17b Obtained Average Days to Employment	167	198	519
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$12.79
19	Cost Per Placement	\$1,845.84	\$782.04	\$470.63
20	Net Economic Benefit	\$28,481.00	\$28,671.84	\$26,123.00
21	Return on the Investment	\$15.43	\$36.66	\$55.51

<b>Number of Performance Measures Met</b>	<b>5</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>29.4%</b>

ND = No Data

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 5/31/2022

## Youth Co-Op Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	93.33%
2	Training Completion Placement Rate	70%	92.65%	100.0%
3	Training Related Placements	70%	84.13%	91.67%
4	Number of Training Enrollments	77	277	33
5	CAP Participation Rate	50%	4.18%	11.73%
6	CAP Entered Employment Rate	40%	17.64%	12.41%
7	WP Entered Employment Rate	65%	66.39%	75.52%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	15.94%
10	Employers Served	1,078	11,266	1,312
11	Employer Services (Level 1)	704	8,302	1,206
12	Jobs Openings Filled Rate	65%	6.45%	49.36%
13	Referral Job Skills Match Average	80%	68.49%	76.62%
Outcome Measures				
14	Employment (Obtained and Direct)	1,452	3,834	751
15	Employed 2nd Qtr After Exit	95%	21%	37%
16	Employed 4th Qtr After Exit	95%	14%	23%
17	Average Days to Employment	145	120	93
17a	DJP Average Days to Employment	60	30	24
17b	Obtained Average Days to Employment	167	198	338
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$11.71
19	Cost Per Placement	\$1,878.57	\$782.04	\$679.76
20	Net Economic Benefit	\$284,883.00	\$28,671.84	\$23,673.71
21	Return on the Investment	\$15.45	\$36.66	\$34.83

<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 5/31/2022

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	100.0%
2	Training Completion Placement Rate	70%	92.65%	100.0%
3	Training Related Placements	70%	84.13%	100.0%
4	Number of Training Enrollments	77	277	27
5	CAP Participation Rate	50%	4.18%	7.65%
6	CAP Entered Employment Rate	40%	17.64%	8.26%
7	WP Entered Employment Rate	65%	66.39%	69.93%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	9.09%
10	Employers Served	990	11,266	1,441
11	Employer Services (Level 1)	649	8,302	736
12	Jobs Openings Filled Rate	65%	6.45%	2.1%
13	Referral Job Skills Match Average	80%	68.49%	42.59%
Outcome Measures				
14	Employment (Obtained and Direct)	1,342	3,834	366
15	Employed 2nd Qtr After Exit	95%	21%	39%
16	Employed 4th Qtr After Exit	95%	14%	40%
17	Average Days to Employment	145	120	125
17a	DJP Average Days to Employment	60	30	19
17b	Obtained Average Days to Employment	167	198	216
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$14.21
19	Cost Per Placement	\$1,875.80	\$782.04	\$813.37
20	Net Economic Benefit	\$288,451.00	\$28,671.84	\$28,752.59
21	Return on the Investment	\$15.17	\$36.66	\$35.35

<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 5/31/2022

Youth Co-Op  
Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	96.0%
2	Training Completion Placement Rate	70%	92.65%	95.0%
3	Training Related Placements	70%	84.13%	78.95%
4	Number of Training Enrollments	88	277	35
5	CAP Participation Rate	50%	4.18%	7.77%
6	CAP Entered Employment Rate	40%	17.64%	26.49%
7	WP Entered Employment Rate	65%	66.39%	64.56%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	13.33%
10	Employers Served	1,232	11,266	1,400
11	Employer Services (Level 1)	803	8,302	1,094
12	Jobs Openings Filled Rate	65%	6.45%	5.68%
13	Referral Job Skills Match Average	80%	68.49%	81.86%
Outcome Measures				
14	Employment (Obtained and Direct)	1,650	3,834	403
15	Employed 2nd Qtr After Exit	95%	21%	45%
16	Employed 4th Qtr After Exit	95%	14%	30%
17	Average Days to Employment	145	120	173
17a	DJP Average Days to Employment	60	30	29
17b	Obtained Average Days to Employment	167	198	280
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$15.19
19	Cost Per Placement	\$1,852.85	\$782.04	\$898.35
20	Net Economic Benefit	\$28,474.00	\$28,671.84	\$30,697.89
21	Return on the Investment	\$15.37	\$36.66	\$34.17

<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 5/31/2022

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	93.5%	86.49%
2	Training Completion Placement Rate	70%	92.65%	81.82%
3	Training Related Placements	70%	84.13%	66.67%
4	Number of Training Enrollments	110	277	76
5	CAP Participation Rate	50%	4.18%	14.18%
6	CAP Entered Employment Rate	40%	17.64%	22.45%
7	WP Entered Employment Rate	65%	66.39%	66.87%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	14.62%	12.2%
10	Employers Served	1,430	11,266	1,612
11	Employer Services (Level 1)	924	8,302	1,293
12	Jobs Openings Filled Rate	65%	6.45%	16.75%
13	Referral Job Skills Match Average	80%	68.49%	62.77%
Outcome Measures				
14	Employment (Obtained and Direct)	1,925	3,834	465
15	Employed 2nd Qtr After Exit	95%	21%	50%
16	Employed 4th Qtr After Exit	95%	14%	40%
17	Average Days to Employment	145	120	98
17a	DJP Average Days to Employment	60	30	37
17b	Obtained Average Days to Employment	167	198	169
18	Employment/Job Placement Average Wage	\$14.58	\$14.16	\$15.19
19	Cost Per Placement	\$1,880.98	\$782.04	\$1,220.41
20	Net Economic Benefit	\$28,445.00	\$28,671.84	\$30,367.30
21	Return on the Investment	\$15.12	\$36.66	\$24.88

<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>



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 06/30/2022

**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 May 31, 2022 are as follows:

- The SFWIB generated \$2,829,355.96 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.89.
- Ninety-six percent of training services participants completed classroom training.
- Of those completing training, 90 percent have obtained employment with an average wage of \$23.10.
- Eighty-two percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$38,234.54.

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		
Academy, The (#3051) - Miami Campus	37	36	35	97.22 %	29	82.86 %	\$ 9,634.59	\$ 346,845.16	\$ 9,909.86	\$ 24.32	\$ 50,595.70	\$ 40,685.84	\$ 4.11
Academy, The (#3409) - Fort Lauderdale Campus	6	6	6	100.00 %	6	100.00 %	\$ 8,445.42	\$ 50,672.50	\$ 8,445.42	\$ 24.72	\$ 51,417.60	\$ 42,972.18	\$ 5.09
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	\$ 11.20
BrainStation Education - Miami	1	1	1	100.00 %	-	0.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 18.00	\$ 37,440.00	\$ 27,440.00	\$ 2.74
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	\$ 1.48
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 C.L.C. of South Florida-Miami #2438	22	21	19	90.48 %	17	89.47 %	\$ 9,772.73	\$ 205,227.27	\$ 10,801.44	\$ 22.17	\$ 46,107.03	\$ 35,305.60	\$ 3.27
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	\$ 14.92
The Code Academy - Miami Campus	9	9	8	88.89 %	4	50.00 %	\$ 9,776.67	\$ 87,990.00	\$ 10,998.75	\$ 21.65	\$ 45,037.20	\$ 34,038.45	\$ 3.09
	<b>85</b>	<b>82</b>	<b>74</b>	<b>90.24 %</b>	<b>61</b>	<b>82.43 %</b>	<b>\$ 8,863.91</b>	<b>\$ 726,840.62</b>	<b>\$ 9,822.17</b>	<b>\$ 23.10</b>	<b>\$ 48,056.71</b>	<b>\$ 38,234.54</b>	<b>\$ 3.89</b>



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 06/30/2022

**AGENDA ITEM NUMBER:** 5

**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 Enrollments, Measurable Skills Gains, Youth Education and Employment Rate - 2nd Quarter After Exit, Youth Education and Employment Rate - 4th Quarter After Exit, and the Credential Attainment. The time period for the Youth Balance Scorecard Report is from July 1, 2021 thru June 6, 2022.

It is expected that the In-School Youth (ISY) program enrollment standard will be achieved by the end of the program year. The Out-of-School Youth (OSY) program enrollment performance has been impacted by environmental factors, such as employment availability with easy entry level access to higher wages.

**ISY PERFORMANCE:**

Performance	Regional Standard	Actual Performance
Enrollment Performance	189	184
Measurable Skills Gains	90%	80%
Youth Education & Employment 2 <sup>nd</sup> Quarter After Exit	90%	11%
Credential Attainment	90%	33%

OSY PERFORMANCE:

Performance	Regional Standard	Actual Performance
Enrollment Performance	646	358
Measurable Skills Gains	90%	64%
Youth Education & Employment 2 <sup>nd</sup> Quarter After Exit	90%	17%
Youth Education & Employment 4 <sup>th</sup> Quarter After Exit	90%	36%
Credential Attainment	90%	50%

**FUNDING:** N/A

**PERFORMANCE:** WIOA

*ATTACHMENT*

## CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2021 thru 6/6/2022

Regional for ISY Providers		
Measure	Standard	Providers
New Enrollments	189	184
Measurable Skills Gain	90%	80%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	11%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	14%
Credential Attainment	90%	33%

## CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2021 thru 6/6/2022

Regional for OSY Providers		
Measure	Standard	Providers
New Enrollments	646	358
New Enrollments (General Population)	123	358
New Enrollments (Youth Offender)	132	15
New Enrollments (Homeless Runaway Foster Care)	131	15
New Enrollments (Pregnant or Parenting)	131	26
New Enrollments (Disability)	130	8
Measurable Skills Gain	90%	64%
Title I Youth Education and Employment Rate - 2nd Quarter After Exit	90%	17%
Title I Youth Education and Employment Rate - 4th Quarter After Exit	90%	36%
Credential Attainment	90%	50%



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 06/30/2022

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** PROGRAM YEAR 2022-2023 AMERICAN JOB CENTER SCHEDULE OF OPERATIONS

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Performance Council to recommend to the Board the approval of the following American Job Centers (CareerSource centers) and Affiliated Colleges CareerSource centers Schedule of Operations for program year 2022–2023, as set forth below.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

Pursuant to the Department of Economic Opportunity Grantee/Subgrantee Agreement, the South Florida Workforce Investment Board (SFWIB) shall adopt a schedule of operations for the upcoming state fiscal year. Said schedule of operations shall include, but is not limited to, daily hours of operation of one-stop operators, and a closure schedule which adopts either the federal, state, or appropriate county holiday schedule. If the Board has a CareerSource center that is affiliated with a college or university, the education institution's schedule may be adopted for those centers.

SFWIB staff recommends, for the approval of the Council, the daily hours of operations of 8:00 a.m. to 5:00 p.m., Monday through Friday; and the holiday schedule in accordance with the attached memorandum, for all CareerSource centers operated by One-Stop Operators (Carol City, Hialeah Downtown, Homestead, Little Havana, Northside, North Miami Beach, Opa-Locka, Perrine, and West Dade).

Additionally, SFWIB staff recommends for the approval of the Council, the daily hours of operations of 8:00 a.m. to 5:00 p.m., Monday through Friday, and the holiday schedule in accordance with the attached Schedule A for all CareerSource centers operated by Miami Dade College, and Schedule B for all CareerSource centers operated by The College of the Florida Keys (Key Largo and Key West).

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Miami Dade College

## Academic Calendar 2022 – 2023

### DATE HOLIDAYS/RECESS PERIOD

July 4, 2022	Observance of Independence Day*
September 5, 2022	Observance of Labor Day*
November 11, 2022	Observance of Veterans Day*
November 24-25, 2022	Observance of Thanksgiving Holiday*
December 19 – Jan 2, 2023	Winter Recess
December 26, 2022	Observance of Christmas Day Holiday*
December 27– 30, 2022	College Winter Recess
January 2, 2023	Observance of New Year’s Day Holiday*
January 16, 2023	Observance of Martin Luther King, Jr. Birthday*
February 20, 2023	Observance of Presidents’ Day*
April 7, 2023	Spring Recess Day
May 12, 2023	National Law Enforcement Appreciation Day*
May 29, 2023	Observance of Memorial Day*
June 20, 2023	Juneteenth Holiday*
July 4, 2023	Observance of Independence Day*

**\*All Centers including those operated by other service providers**

# **The College of the Florida Keys Academic Calendar 2022 – 2023**

July 4, 2022	Observance of Independence Day
September 5, 2022	Labor Day (College Closed)
November 11, 2022	Veteran's Day (College Closed)
November 23 – 27, 2022	Thanksgiving (College Closed)
December 16 - Jan 1, 2023	Winter Break (College Closed)
January 16, 2023	MLK Jr Day (College Closed)
March 18 - Mar 26, 2023	Spring Break (College Closed)
May 12, 2023	National Law Enforcement Appreciation Day (Center Closed)
May 29, 2023	Memorial Day (College Closed)
June 2, 9, 16, 23 & 30, 2023	Summer Schedule (College Closed)
June 20, 2023	Juneteenth (Center Closed)
July 4, 2023	Independence Day (College Closed)
July 7, 14, 21 & 28, 2023	Summer Schedule (College Closed)
August 4 & 11, 2023	Summer Schedule (College Closed)