



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
THURSDAY, FEBRUARY 16, 2023
8:30 A.M.**

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

The public may choose to view the session online via Zoom. **Registration is required:**
https://us02web.zoom.us/meeting/register/tZcscuCrzIoH9z91jrG6XSBG0DycYo_qKgV

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. December 15, 2022
3. Information – Balanced Scorecard Report
4. Information – Consumer Report Card Update
5. Information – Youth Balanced Scorecard 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: 2/16/2023

AGENDA ITEM: 2A

AGENDA TOPIC: MEETING MINUTES

SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: December 15, 2022, 8:30AM

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/84461212693>

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:59AM on December 15, 2022.

ROLL CALL: 7 members; 4 required; 4 present: Quorum Achieved

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Chi, Joe, Vice-Chair Clayton, Lovey Rod, Denis	Regueiro, Maria Diggs, Bill Garza, Maria Huston, Albert “Al” SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED	Gilbert, David Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		

Agenda items are displayed in the order they were discussed.



2. Approval - Performance Council Meeting Minutes – August 18, 2022 & October 20, 2022

Ms. Canales introduced the item; Performance Council members were provided an opportunity to review the minutes prior in advance of the vote. No questions or concerns were presented; no changes required.

Motion by Mr. Clayton: Move to approve agenda items 2A, 2B – meeting minutes from August 18, 2022 and October 20, 2022.

Mr. Chi seconded the motion; **item is passed without dissent.**

No further questions or concerns were presented. Item closed.

3. Informational - Balanced Score Card Report

Mr. Gilbert introduced and further presented the item.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource Centers/American Job Center (AJC) Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through November 30, 2022. To date, one of the nine American Job Centers have meet the required 65% performance measure standard.

Mr. Gilbert reminded the Performance Council that Performance Improvement Plans were implemented earlier in the year and are beginning to have an effect on performance.

Mr. Chi queried performance through the Balanced Score Cards. Mr. Gilbert reported that traffic flow within the Career Centers has increased, and recruitments in Miami-Dade County have a positive impact on our performance statistics. Due to the job fairs, CSSF has been able to successfully connect with three to four thousand individuals who would not have otherwise visited a CareerSource Center. At the most recent MDC job fair, which was held in Homestead, Florida, there were approximately 200 attendees and 37 job offers were extended. The next job fair hosted by the MDC will be held at Miami Dade College North.

Mr. Gilbert added that today, CSSF recruitment is taking place **not** through traditional means such as unemployment compensation and TANF, but rather through nontraditional means such as business services and outreach – more boots on the ground and more conversations with captive audiences. CSSF staff is currently working to gain access to real-time data that will allow us to reach individuals and businesses as efficiently as possible.



No further questions or concerns were presented. Item closed.

4. Informational - Consumer Report Card Update

Mr. Gilbert further presented CRC performance indicators for the period of July 1, 2021 through November 30, 2022.

Ms. Canales inquired about the industry where most placements occurred. Mr. Gilbert advised that based on the training vendors, most placements were in IT.

There were no further questions or concerns regarding the item. Item closed.

5. Informational – Youth Balanced Scorecard

Ms. Canales introduced the item; Mr. Gilbert further presented the youth program performance for PY 2022-2023, which is the period of July 1, 2021 through December 6, 2022.

Mr. Gilbert disclosed that the SFWIB/CSSF staff has modified Youth Balanced Scorecards to incorporate enrollments and work experience. In addition, Federal performance measures are available the second and fourth quarters after exit; therefore, we have added a tracker for the first and third quarters to ensure we are on track prior to the availability of state performance measures. Finally, we are finalizing an Indicators of Performance Follow-up Tool that will review wage data daily and/or weekly and will automatically update to indicate when/if youth have been employed, allowing Career Advisors to concentrate on those who still need employment assistance. The Equifax Pilot project, which was recently approved by the Board, will be a pivotal part of this process.

There were no further questions or concerns regarding the item. Item closed.

Being as there were no further questions or concerns, the meeting adjourned at 9:18am.



SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2022

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 (BSC) measures the performance of the Workforce Development Area (WDA) 23 CareerSource center/American Job Centers (AJC) service providers. The report for Program Year (PY) 2022-23, is from July 1, 2022 through January 31, 2023. The BSC Performance Summary indicates one of the nine AJC locations achieved the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for PY 2022-23 shows WDA 23 has a total of 2,266 job placements, which was 37.9 percent of the minimum standard and 32.2 percent of the maximum standard.

None of the nine CareerSource center/AJC locations achieved the minimum or maximum YTD Job Placements standard PY 2022-23.

The CareerSource center/AJC service providers will continue implementing their corrective action plans to increase and achieve the PY 2022-23 performance standards. South Florida Workforce Investment Board staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY

Balanced Scorecard PY '22-'23 (July 1, 2022 through January 31, 2023) *

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	Carol City Center	11	24	45.8%
	Hialeah Downtown Center	16	24	66.7%
	North Miami Beach Center	12	24	50.0%
	Northside Center	9	23	39.1%
The College of the Florida Keys	Florida Keys Center(s)	6	19	31.6%
Youth Co-Op, Inc.	Homestead Center	11	23	47.8%
	Little Havana Center	12	23	52.2%
	Perrine Center	14	23	60.9%
	West Dade Center	12	24	50.0%
LWDB		12	24	50.0%

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Provider	Location	Maximum Standard		Minimum Standard		Direct Job Placement												Direct Job Placement by Type												OE %	DJP %							
		#	%	#	%	Total			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	Carol City Center	840	21.8%	714	25.6%	141	42	183	109	42	151	0	0	5	25	0	0	0	0	30	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	82.51%	17.49%
	Hialeah Downtown Center	966	75.3%	819	88.8%	621	106	727	396	94	490	0	3	0	219	0	0	0	12	222	12	3	0	0	0	0	0	0	0	0	0	0	0	0	0	67.40%	32.60%	
	North Miami Beach Center	1,050	24.4%	896	28.6%	202	54	256	111	50	161	0	0	2	77	0	0	0	3	79	3	6	1	0	0	1	0	5	0	0	0	0	0	0	62.89%	37.11%		
	Northside Center	1,071	18.2%	910	21.4%	114	81	195	76	78	154	0	0	1	35	0	0	0	3	36	3	2	0	0	0	0	0	0	0	0	0	0	0	0	78.97%	21.03%		
The College of the Florida Keys	Florida Keys Center	553	3.3%	469	3.8%	16	2	18	12	2	14	0	0	2	2	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	77.78%	22.22%		
Youth Co-Op	Homestead Center	973	40.1%	826	47.2%	333	57	390	95	50	145	191	15	1	28	1	3	0	0	235	4	2	3	0	0	1	0	0	0	0	0	0	0	0	37.18%	62.82%		
	Little Havana Center	910	39.8%	777	46.6%	307	55	362	140	40	180	0	11	10	137	0	3	2	8	158	13	9	1	0	0	0	1	0	0	0	0	0	0	49.72%	50.28%			
	Perrine Center	1,113	30.7%	945	36.2%	236	106	342	167	103	270	0	22	0	37	0	1	1	1	59	3	9	0	0	0	1	0	0	0	0	0	0	0	78.95%	21.05%			
	West Dade Center	1,302	27.3%	1,106	32.1%	296	59	355	163	54	217	0	4	12	94	0	1	0	1	110	2	21	2	0	0	0	1	0	1	0	0	0	0	61.13%	38.87%			
Total		8,778	32.2%	7,462	37.9%	2,266	562	2,828	1,269	513	1,782	191	55	33	654	1	8	3	28	933	40	53	7	0	0	2	1	3	1	6	0	0	0	0	63.01%	36.99%		
																				% of DJP	89.20%	3.82%	5.07%	0.67%	0.00%	0.00%	0.19%	0.10%	0.29%	0.10%	0.57%	0.00%	0.00%	0.00%	0.00%			

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	75%	90.2%
2	Training Related Placements	75%	92.86%
3	Credential Attainment	75%	100.0%
4	Measurable Skills Gain	75%	85.9%
5	Training Enrollments Rate	651	212
6	CAP All Family Participation Rate	50%	0.49%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%
10	Short-Term Veterans EER	50%	37.18%
11	Employers Served (Employer Penetration Rate)	6,503	7,533
12	Employer Serviced with Level 1 Services	4,228	5,375
13	Jobs Openings Filled Rate	65%	3.68%
14	Referral Job Skills Match Average	80%	91.32%
Outcome Measures			
15	Employment (Obtained Employment and Direct Job Placements)	8,778	2,828
16	Employed 1st Qtr After Exit	95%	57%
17	Employed 2nd Qtr After Exit	95%	67%
18	Employed 3rd Qtr After Exit	95%	51%
19	Employed 4th Qtr After Exit	95%	49%
20	Average Days to Employment	145	96
	20a DJP Average Days to Employment	60	33
	20b Obtained Average Days to Employment	167	121
21	Employment/Job Placement Average Wage	\$14.58	\$15.08
22	Cost Per Placement	\$2,240.96	\$466.26
23	Net Economic Benefit	\$28,085.00	\$30,892.91
24	Return on the Investment	\$12.53	\$66.29

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Arbor E&T, LLC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	100.0%
2	Training Related Placements	75%	92.86%	0.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	82.89%
5	Training Enrollments Rate	63	212	22
6	CAP All Family Participation Rate	50%	0.49%	3.93%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	15.45%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	49.79%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	50.0%
10	Short-Term Veterans EER	50%	37.18%	28.57%
11	Employers Served (Employer Penetration Rate)	623	7,533	625
12	Employer Serviced with Level 1 Services	406	5,375	486
13	Jobs Openings Filled Rate	65%	3.68%	0.18%
14	Referral Job Skills Match Average	80%	91.32%	88.61%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	840	2,828	183
16	Employed 1st Qtr After Exit	95%	57%	53%
17	Employed 2nd Qtr After Exit	95%	67%	79%
18	Employed 3rd Qtr After Exit	95%	51%	88%
19	Employed 4th Qtr After Exit	95%	49%	56%
20	Average Days to Employment	145	96	89
20a	DJP Average Days to Employment	60	33	20
20b	Obtained Average Days to Employment	167	121	100
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$14.78
22	Cost Per Placement	\$2,235.82	\$466.26	\$366.65
23	Net Economic Benefit	\$28,091.00	\$30,892.91	\$30,377.00
24	Return on the Investment	\$12.56	\$66.29	\$82.85

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	100.0%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	81.02%
5	Training Enrollments Rate	77	212	19
6	CAP All Family Participation Rate	50%	0.49%	1.89%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	6.15%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	77.86%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	100.0%
10	Short-Term Veterans EER	50%	37.18%	100.0%
11	Employers Served (Employer Penetration Rate)	714	7,533	770
12	Employer Serviced with Level 1 Services	462	5,375	504
13	Jobs Openings Filled Rate	65%	3.68%	11.58%
14	Referral Job Skills Match Average	80%	91.32%	99.77%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	966	2,828	727
16	Employed 1st Qtr After Exit	95%	57%	100%
17	Employed 2nd Qtr After Exit	95%	67%	0%
18	Employed 3rd Qtr After Exit	95%	51%	82%
19	Employed 4th Qtr After Exit	95%	49%	88%
20	Average Days to Employment	145	96	94
20a	DJP Average Days to Employment	60	33	23
20b	Obtained Average Days to Employment	167	121	106
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$17.17
22	Cost Per Placement	\$2,273.59	\$466.26	\$263.68
23	Net Economic Benefit	\$28,053.00	\$30,892.91	\$35,446.60
24	Return on the Investment	\$12.34	\$66.29	\$134.43

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	100.0%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	80.06%
5	Training Enrollments Rate	77	212	25
6	CAP All Family Participation Rate	50%	0.49%	1.51%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	6.82%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	64.81%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	88.89%
10	Short-Term Veterans EER	50%	37.18%	0.0%
11	Employers Served (Employer Penetration Rate)	777	7,533	883
12	Employer Serviced with Level 1 Services	504	5,375	713
13	Jobs Openings Filled Rate	65%	3.68%	8.16%
14	Referral Job Skills Match Average	80%	91.32%	92.14%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,050	2,828	256
16	Employed 1st Qtr After Exit	95%	57%	41%
17	Employed 2nd Qtr After Exit	95%	67%	39%
18	Employed 3rd Qtr After Exit	95%	51%	8%
19	Employed 4th Qtr After Exit	95%	49%	43%
20	Average Days to Employment	145	96	91
20a	DJP Average Days to Employment	60	33	29
20b	Obtained Average Days to Employment	167	121	121
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$14.92
22	Cost Per Placement	\$2,279.89	\$466.26	\$537.72
23	Net Economic Benefit	\$28,088.00	\$30,892.91	\$30,498.79
24	Return on the Investment	\$12.55	\$66.29	\$56.72

CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	66.67%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	73.28%
5	Training Enrollments Rate	77	212	15
6	CAP All Family Participation Rate	50%	0.49%	2.39%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	8.29%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	61.4%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	ND
10	Short-Term Veterans EER	50%	37.18%	43.75%
11	Employers Served (Employer Penetration Rate)	791	7,533	903
12	Employer Serviced with Level 1 Services	518	5,375	659
13	Jobs Openings Filled Rate	65%	3.68%	2.79%
14	Referral Job Skills Match Average	80%	91.32%	98.05%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,071	2,828	195
16	Employed 1st Qtr After Exit	95%	57%	75%
17	Employed 2nd Qtr After Exit	95%	67%	89%
18	Employed 3rd Qtr After Exit	95%	51%	50%
19	Employed 4th Qtr After Exit	95%	49%	49%
20	Average Days to Employment	145	96	152
20a	DJP Average Days to Employment	60	33	20
20b	Obtained Average Days to Employment	167	121	181
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$15.72
22	Cost Per Placement	\$2,226.90	\$466.26	\$488.96
23	Net Economic Benefit	\$28,099.00	\$30,892.91	\$32,211.76
24	Return on the Investment	\$12.62	\$66.29	\$65.88

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

College of Florida Keys

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	ND
2	Training Related Placements	75%	92.86%	ND
3	Credential Attainment	75%	100.0%	ND
4	Measurable Skills Gain	75%	85.9%	ND
5	Training Enrollments Rate	28	212	ND
6	CAP All Family Participation Rate	50%	0.49%	5.26%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	37.5%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	31.58%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	ND
10	Short-Term Veterans EER	50%	37.18%	0.0%
11	Employers Served (Employer Penetration Rate)	413	7,533	109
12	Employer Serviced with Level 1 Services	266	5,375	ND
13	Jobs Openings Filled Rate	65%	3.68%	0.33%
14	Referral Job Skills Match Average	80%	91.32%	93.28%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	553	2,828	18
16	Employed 1st Qtr After Exit	95%	57%	0%
17	Employed 2nd Qtr After Exit	95%	67%	0%
18	Employed 3rd Qtr After Exit	95%	51%	0%
19	Employed 4th Qtr After Exit	95%	49%	0%
20	Average Days to Employment	145	96	38
20a	DJP Average Days to Employment	60	33	18
20b	Obtained Average Days to Employment	167	121	42
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$18.13
22	Cost Per Placement	\$2,235.82	\$466.26	\$105.56
23	Net Economic Benefit	\$28,091.00	\$30,892.91	\$37,594.44
24	Return on the Investment	\$12.56	\$66.29	\$356.16

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	100.0%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	94.66%
5	Training Enrollments Rate	70	212	31
6	CAP All Family Participation Rate	50%	0.49%	4.25%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	9.38%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	78.03%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	ND
10	Short-Term Veterans EER	50%	37.18%	30.77%
11	Employers Served (Employer Penetration Rate)	721	7,533	973
12	Employer Serviced with Level 1 Services	469	5,375	902
13	Jobs Openings Filled Rate	65%	3.68%	56.53%
14	Referral Job Skills Match Average	80%	91.32%	90.92%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	973	2,828	390
16	Employed 1st Qtr After Exit	95%	57%	57%
17	Employed 2nd Qtr After Exit	95%	67%	92%
18	Employed 3rd Qtr After Exit	95%	51%	75%
19	Employed 4th Qtr After Exit	95%	49%	55%
20	Average Days to Employment	145	96	58
20a	DJP Average Days to Employment	60	33	16
20b	Obtained Average Days to Employment	167	121	114
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$11.70
22	Cost Per Placement	\$2,223.62	\$466.26	\$557.51
23	Net Economic Benefit	\$28,103.00	\$30,892.91	\$23,776.41
24	Return on the Investment	\$12.64	\$66.29	\$42.65

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	100.0%
2	Training Related Placements	75%	92.86%	66.67%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	79.1%
5	Training Enrollments Rate	70	212	23
6	CAP All Family Participation Rate	50%	0.49%	2.59%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	9.84%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	71.27%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	ND
10	Short-Term Veterans EER	50%	37.18%	33.33%
11	Employers Served (Employer Penetration Rate)	672	7,533	1,082
12	Employer Serviced with Level 1 Services	434	5,375	460
13	Jobs Openings Filled Rate	65%	3.68%	4.85%
14	Referral Job Skills Match Average	80%	91.32%	91.24%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	910	2,828	362
16	Employed 1st Qtr After Exit	95%	57%	71%
17	Employed 2nd Qtr After Exit	95%	67%	93%
18	Employed 3rd Qtr After Exit	95%	51%	75%
19	Employed 4th Qtr After Exit	95%	49%	47%
20	Average Days to Employment	145	96	105
20a	DJP Average Days to Employment	60	33	51
20b	Obtained Average Days to Employment	167	121	132
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$14.71
22	Cost Per Placement	\$2,270.53	\$466.26	\$495.57
23	Net Economic Benefit	\$28,056.00	\$30,892.91	\$30,105.39
24	Return on the Investment	\$12.36	\$66.29	\$60.75

ND = No Data

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	75.0%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	98.74%
5	Training Enrollments Rate	84	212	28
6	CAP All Family Participation Rate	50%	0.49%	6.25%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	24.79%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	66.67%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	ND
10	Short-Term Veterans EER	50%	37.18%	57.14%
11	Employers Served (Employer Penetration Rate)	826	7,533	949
12	Employer Serviced with Level 1 Services	539	5,375	738
13	Jobs Openings Filled Rate	65%	3.68%	4.3%
14	Referral Job Skills Match Average	80%	91.32%	91.43%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,113	2,828	342
16	Employed 1st Qtr After Exit	95%	57%	63%
17	Employed 2nd Qtr After Exit	95%	67%	44%
18	Employed 3rd Qtr After Exit	95%	51%	38%
19	Employed 4th Qtr After Exit	95%	49%	40%
20	Average Days to Employment	145	96	122
20a	DJP Average Days to Employment	60	33	35
20b	Obtained Average Days to Employment	167	121	142
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$15.43
22	Cost Per Placement	\$2,237.30	\$466.26	\$522.76
23	Net Economic Benefit	\$28,089.00	\$30,892.91	\$31,579.96
24	Return on the Investment	\$12.55	\$66.29	\$60.41

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CSSF Balanced Scorecard Report

Report Date: 7/1/2022 To 1/31/2023

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	75%	90.2%	92.31%
2	Training Related Placements	75%	92.86%	100.0%
3	Credential Attainment	75%	100.0%	100.0%
4	Measurable Skills Gain	75%	85.9%	92.71%
5	Training Enrollments Rate	105	212	49
6	CAP All Family Participation Rate	50%	0.49%	5.72%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	40%	11.13%	16.07%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%	64.57%	43.85%
9	WIOA Adult & Dislocated Worker EER	98%	75.0%	50.0%
10	Short-Term Veterans EER	50%	37.18%	16.67%
11	Employers Served (Employer Penetration Rate)	966	7,533	1,137
12	Employer Serviced with Level 1 Services	630	5,375	912
13	Jobs Openings Filled Rate	65%	3.68%	16.38%
14	Referral Job Skills Match Average	80%	91.32%	98.93%
Outcome Measures				
15	Employment (Obtained Employment and Direct Job Placements)	1,302	2,828	355
16	Employed 1st Qtr After Exit	95%	57%	65%
17	Employed 2nd Qtr After Exit	95%	67%	72%
18	Employed 3rd Qtr After Exit	95%	51%	65%
19	Employed 4th Qtr After Exit	95%	49%	70%
20	Average Days to Employment	145	96	73
20a	DJP Average Days to Employment	60	33	29
20b	Obtained Average Days to Employment	167	121	96
21	Employment/Job Placement Average Wage	\$14.58	\$15.08	\$15.95
22	Cost Per Placement	\$2,279.89	\$466.26	\$702.21
23	Net Economic Benefit	\$28,047.00	\$30,892.91	\$32,476.08
24	Return on the Investment	\$12.30	\$66.29	\$46.25

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SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2023

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 for program year 2022-2023, dated July 1, 2022 through January 31, 2023, indicates the following:

- The SFWIB generated \$1,335,763.10 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$4.26.
- Ninety-five percent of training services participants completed classroom training.
- Of those completing training, 97 percent have obtained employment with an average wage of \$22.66.
- Ninety-one percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$38,164.66.

The attached CRC table is a summary for program year 2022-2023.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2022 - 06/30/2023

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	22	20	20	100.00 %	18	90.00 %	\$ 9,039.30	\$ 180,785.91	\$ 9,039.30	\$ 23.94	\$ 49,791.04	\$ 40,751.74	\$ 4.51
Apex Training Center - 3971	3	3	3	100.00 %	3	100.00 %	\$ 3,801.60	\$ 11,404.80	\$ 3,801.60	\$ 18.67	\$ 38,826.67	\$ 35,025.07	\$ 9.21
MDCP SCHOOLS (ALL)	1	1	1	100.00 %	-	0.00 %	\$ 834.20	\$ 834.20	\$ 834.20	\$ 16.89	\$ 35,131.20	\$ 34,297.00	\$ 41.11
New Horizons C.L.C. of South Florida-Miami #2438	12	12	11	91.67 %	11	100.00 %	\$ 10,000.00	\$ 120,000.00	\$ 10,909.09	\$ 21.94	\$ 45,637.09	\$ 34,728.00	\$ 3.18
	38	36	35	97.22 %	32	91.43 %	\$ 8,713.25	\$ 313,677.00	\$ 8,962.20	\$ 22.66	\$ 47,126.86	\$ 38,164.66	\$ 4.26



SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2023

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 (BSC) measures the performance of contracted Workforce Development Area (WDA) 23 Youth Service providers on an annual basis. The Youth BSC provides detailed information regarding the program performance for Program Year (PY) 2022-2023. 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 Credential Attainment. The time period for the Youth BSC Report is from July 1, 2022 thru December 31, 2023.

The In-School Youth (ISY) Program exceeded its enrollment standard. The Out-of-School Youth (OSY) Program enrollment performance has been impacted by barriers to education and employment and by environmental factors such as a lack of training instructors and employment availability with easy entry-level access to higher wages.

ISY PERFORMANCE:

- Enrollment Performance: Regional Standard/159; Actual Performance/238
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/91%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/35%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/25%
- Credential Attainment: Regional Standard/90%; Actual Performance/100%

OSY PERFORMANCE:

- Enrollment Performance: Regional Standard/773; Actual Performance/470
- Measurable Skills Gains: Regional Standard/90%; Actual Performance/69%
- Youth Education and Employment Rate-2nd Quarter After Exit: Regional Standard/90%; Actual Performance/10%
- Youth Education and Employment Rate-4th Quarter After Exit: Regional Standard/90%; Actual Performance/13%
- Credential Attainment: Regional Standard/90%; Actual Performance/69%

SFWIB staff revised the Youth BSC to align with the Workforce Innovation and Opportunity Act (WIOA) Youth negotiated primary performance indicators for PY 2022-2023 and 2023-2024 to enhance the oversight and management of the performance indicators. The following performance indicators were added to the Youth BSC:

- Paid Work Experience Enrollment
- Employment (Obtained, Direct & Post Secondary)
- Employed 1st Quarter After Exit
- Employed 3rd Quarter After Exit

FUNDING: N/A

PERFORMANCE: WIOA

ATTACHMENT

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 12/31/2022

Regional for ISY Providers		
Measure	Standard	Region
New Enrollments	159	56
Total Enrollments	159	238
PWE Enrollments	153	20
Measurable Skills Gain	90%	91%
Credential Attainment	90%	100%
Outcome Measures		
Education and Employment Rate - 1st Qtr After Exit	90%	32%
Education and Employment Rate - 2nd Qtr After Exit	90%	35%
Education and Employment Rate - 3rd Qtr After Exit	90%	37%
Education and Employment Rate - 4th Qtr After Exit	90%	25%

CSSF Youth Balanced Scorecard Report

Report Date: 7/1/2022 thru 12/31/2022

Regional for OSY Providers		
Measure	Standard	Region
New Enrollments	416	N/D
Total Enrollments	773	446
New Enrollments (General Population)	280	176
New Enrollments (Youth Offender)	34	N/D
New Enrollments (Homeless Runaway Foster Care)	34	9
New Enrollments (Pregnant or Parenting)	34	N/D
New Enrollments (Disability)	34	4
PWE Enrollments	407	107
Measurable Skills Gain	90%	69%
Credential Attainment	90%	36%
Outcome Measures		
Employment (Obtained, Direct, & Post Secondary)		N/D
Education and Employment Rate - 1st Qtr After Exit	90%	10%
Education and Employment Rate - 2nd Qtr After Exit	90%	13%
Education and Employment Rate - 3rd Qtr After Exit	90%	13%
Education and Employment Rate - 4th Qtr After Exit	90%	13%