

**Workforce Services RFP  
Offerors Conference  
Q & A  
November 13, 2012**

<b>Requests for Clarification prior to the conference:</b>								
<b>1.</b>	<b>Provide a breakdown of expected funding levels by stream per Career Center.</b>							
		WIA Adult	WIA DW	TANF	SNAP	UC	REA	Total
	Ex-Offender Services	98,065	108,666			16,675	39,087	262,493
	Hialeah Downtown	161,850	292,962	304,216	24,425	16,676	39,086	839,215
	Miami Beach	131,272	214,238	271,213	16,992	16,676	39,086	689,477
		391,187	615,866	575,429	41,417	50,027	117,259	1,791,185
<b>2a.</b>	<b>Does Attachment J reflect the current or projected caseload for the WIA Adult and Dislocated Worker, Welfare Transition and Wagner-Peyser programs per Career Center for the last two quarters of Program Year 2012-13?</b>							
	No, Attachment J does not reflect the current or projected caseload for the programs. Rather, Attachment J shows the minimum performance standards set for Program Year 2012-13 per quarter by program type. The standards are established by SFWIB and take into account funding, past performance, and caseloads.							
<b>2b.</b>	<b>If Attachment J reflects the current caseload, provide the projected caseload and vice versa.</b>							
	Attachment J neither reflects the current nor projected caseload. Nevertheless, the following is a breakdown of the current caseload: <u>WIA (Adult and Dislocated Worker)</u> Ex-Offender Services: 86 Hialeah Downtown: 549 Miami Beach: 572 <u>CAP (Career Advancement Program)</u> Ex-Offender Services: Mandatory 121 Transitional 52 Hialeah Downtown: Mandatory 173 Transitional 390 Miami Beach: Mandatory 25 Transitional 109							
<b>3.</b>	<b>What organizations currently operate the Career Centers up for bid?</b>							
	Transition, Inc. (Ex-Offender Services), City of Hialeah (Hialeah Downtown), and UNIDAD of Miami Beach, Inc. (Miami Beach).							
<b>4.</b>	<b>Why are the solicited services to commence mid-program year?</b>							
	The contractors currently operating the centers up for bid did not satisfy last program year's (2011-12) performance standards. As a result, those contractors received six-month (July 1, 2012 to December 31, 2012) contracts covering the first two quarters of Program Year 2012-13. The six-month contracts ensured no interruption in the delivery of employment and training services while affording staff sufficient time to develop a workforce services RFP.							

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<b>5.</b>	<b>Provide the current performance by program type for each Career Center up for bid.</b>																																																																				
	A Balanced Scorecard chart showcasing current performance (July 1, 2012 through November 13, 2012) for each of the solicited workforce services contracts is attached to this document. Note that the Balanced Scorecard reflects real-time data and is updated daily.																																																																				
<b>6.</b>	<b>Provide the number of staff by title including FTEs for each Career Center up for bid.</b>																																																																				
	<table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th colspan="4" style="text-align: center; background-color: #f2f2f2;">CAREER CENTER STAFFING</th> </tr> <tr style="background-color: #d9e1f2;"> <th style="text-align: left;">Position Title</th> <th style="text-align: center;">Ex-Offender Services</th> <th style="text-align: center;">FTE Hialeah Downtown</th> <th style="text-align: center;">FTE Miami Beach</th> </tr> </thead> <tbody> <tr><td>Clerk/Telephone Operator</td><td style="text-align: center;">0.00</td><td style="text-align: center;">4.52</td><td style="text-align: center;">1.00</td></tr> <tr><td>Customer Service Representative</td><td style="text-align: center;">0.50</td><td style="text-align: center;">3.00</td><td style="text-align: center;">1.00</td></tr> <tr><td>Workshop Facilitator</td><td style="text-align: center;">0.00</td><td style="text-align: center;">2.00</td><td style="text-align: center;">1.00</td></tr> <tr><td>Program Specialist I</td><td style="text-align: center;">2.08</td><td style="text-align: center;">7.00</td><td style="text-align: center;">1.00</td></tr> <tr><td>Program Specialist II</td><td style="text-align: center;">0.50</td><td style="text-align: center;">1.00</td><td style="text-align: center;">3.67</td></tr> <tr><td>Career Advisor</td><td style="text-align: center;">2.37</td><td style="text-align: center;">9.00</td><td style="text-align: center;">5.83</td></tr> <tr><td>Lead Career Advisor</td><td style="text-align: center;">0.20</td><td style="text-align: center;">1.00</td><td style="text-align: center;">2.33</td></tr> <tr><td>Outreach Specialist</td><td style="text-align: center;">0.14</td><td style="text-align: center;">2.00</td><td style="text-align: center;">2.00</td></tr> <tr><td>Placement Specialist</td><td style="text-align: center;">1.63</td><td style="text-align: center;">1.00</td><td style="text-align: center;">5.66</td></tr> <tr><td>Employer Specialist</td><td style="text-align: center;">0.42</td><td style="text-align: center;">1.00</td><td style="text-align: center;">1.00</td></tr> <tr><td>Business Consultant</td><td style="text-align: center;">0.10</td><td style="text-align: center;">1.00</td><td style="text-align: center;">0.50</td></tr> <tr><td>Workforce Program Supervisor</td><td style="text-align: center;">0.50</td><td style="text-align: center;">1.00</td><td style="text-align: center;">1.00</td></tr> <tr><td>Workforce Center Director/Manager</td><td style="text-align: center;">0.40</td><td style="text-align: center;">0.93</td><td style="text-align: center;">0.90</td></tr> <tr style="background-color: #ffff00;"> <td style="text-align: right;"><b>TOTAL STAFF</b></td> <td style="text-align: center;"><b>8.84</b></td> <td style="text-align: center;"><b>34.45</b></td> <td style="text-align: center;"><b>26.89</b></td> </tr> <tr style="background-color: #f2f2f2;"> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	CAREER CENTER STAFFING				Position Title	Ex-Offender Services	FTE Hialeah Downtown	FTE Miami Beach	Clerk/Telephone Operator	0.00	4.52	1.00	Customer Service Representative	0.50	3.00	1.00	Workshop Facilitator	0.00	2.00	1.00	Program Specialist I	2.08	7.00	1.00	Program Specialist II	0.50	1.00	3.67	Career Advisor	2.37	9.00	5.83	Lead Career Advisor	0.20	1.00	2.33	Outreach Specialist	0.14	2.00	2.00	Placement Specialist	1.63	1.00	5.66	Employer Specialist	0.42	1.00	1.00	Business Consultant	0.10	1.00	0.50	Workforce Program Supervisor	0.50	1.00	1.00	Workforce Center Director/Manager	0.40	0.93	0.90	<b>TOTAL STAFF</b>	<b>8.84</b>	<b>34.45</b>	<b>26.89</b>				
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<b>7a.</b>	<b>Will the Career Center located at 1550 NW 3 Ave, Building C, Miami, exclusively serve ex-offenders?</b>																																																																				
	SFWIB is soliciting an entity to exclusively serve ex-offenders. However, ex-offender services <u>do not</u> have to be delivered at the listed location, 1550 NW 3 Ave, Building C, Miami.																																																																				
<b>7b.</b>	<b>Is there an existing relationship with corrections and/or court staff for the referral of ex-offenders?</b>																																																																				
	The current ex-offender services contractor established partnerships with corrections and court staff for the referral of ex-offenders.																																																																				
<b>8.</b>	<b>Regarding item B on page 10, is the Respondent expected to execute MOUs with mandated partners or only to explain how it will collaborate with the partner?</b>																																																																				
	The respondent is expected to explain only how it intends to collaborate with the listed partners.																																																																				
<b>9.</b>	<b>How many DEO Wagner-Peyser staff is assigned to each Career Center?</b>																																																																				
	<p>The staff assignments are as follows:</p> <p>Ex-Offender Services: 1</p>																																																																				

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	Hialeah Downtown:10 Miami Beach: 4
<b>10.</b>	<b>Regarding section IV.B.2. (Organizational Capabilities) on page 16, confirm that only four unbound copies of the response are required for submission.</b>
	As bolded and underlined in section IV.B.2., two unbound originals and four unbound copies of Respondent's Organizational Capabilities are required to be submitted.
<b>11.</b>	<b>In the proposed budget, is the Respondent to include ITA and support services payments, equipment costs, utilities and rent?</b>
	In the proposed budget, respondents should: <ul style="list-style-type: none"> <li>• Include support services expenditures</li> <li>• Exclude ITA payments</li> <li>• Include occupancy costs (equipment costs, utilities, rent, etc.) only if a <u>new</u> service location is being proposed. The occupancy costs for new service locations should be presented in a separate budget worksheet; SFWIB generally pays for all facility-related costs from other available funding sources. If in-kind facility or other in-kind occupancy costs will be provided, please indicate so.</li> </ul>
<b>12.</b>	<b>Do the estimated funds in the table on page six represent six or twelve months of available funding?</b>
	The estimated funds in the table represent six months of available funding.
<b>13a.</b>	<b>Does SFWIB permit administrative costs in the cost reimbursement budget?</b>
	Yes.
<b>13b.</b>	<b>If administrative costs are permitted, what is the cap?</b>
	The cap is 10% of the total contract amount.
<b>14.</b>	<b>Is there a cap on profit allowable for performance?</b>
	Yes, generally "for profit organizations" will be permitted to earn a reasonable profit which should not exceed 5% of programmatic costs.
<b>15.</b>	<b>Are partnerships allowed under this solicitation?</b>
	Partnerships are allowed through MOUs with SFWIB.

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<b>16a.</b>	<b>Provide guidance on addressing the financial control process under the Organizational Capabilities section on page 16.</b>
	<p>This part of the Organizational Capabilities response should document the financial control process utilized by the Respondent. Representative examples of financial control include the following:</p> <ul style="list-style-type: none"> <li>• Documented policies and procedures (e.g. policies to hire, train, promote and compensate employees)</li> <li>• Adequate review process for financial reports and budgets</li> <li>• Satisfactory cash management procedures (e.g., monthly bank reconciliations by supervisory personnel)</li> <li>• Physical safeguarding of assets</li> <li>• System to follow-up on problems to ensure resolution</li> <li>• Existence of codes of conduct</li> <li>• Job descriptions</li> <li>• Assignment of responsibilities</li> </ul>
<b>16b.</b>	<b>For the financial control process, are Respondents to provide copies of external audit reports and/or SFWB reviews?</b>
	<p>No, neither a copy of Respondent's last audit report nor SFWB reviews are required as part of the Organizational Capabilities submission. Instead Respondent must indicate that its financial control process includes a yearly external audit. Submission of the audit report is required for new Respondents under the Due Diligence section. Copies of existing contractors' audit reports are on file with SFWB's Office of Continuous Improvement. The Selection Committee will verify whether an audit report was submitted with a new Respondent's Due Diligence package and for existing contractors, the committee will verify if a copy of the report is already on file.</p>
<b>17.</b>	<b>See item 7 – Operational Documents – on page 20. Do providers with existing contracts have to submit operational documents?</b>
	<p><u>For existing contractors</u>, Operational Documents <u>do not</u> have to be submitted with the proposal but will be requested following the Board's recommendation for a contract.</p>
<b>18.</b>	<b>See item 8 – Due Diligence Requirements – on page 21. Regarding the Accounting System, are Respondents to provide bank statements and reconciliations just for the month of September 2012 or for July 1, 2012 to September 30, 2012?</b>
	<p><u>For existing contractors</u> – A complete set of bank account statements and corresponding reconciliations for <u>all</u> existing bank accounts for the month of September 2012 <u>only</u>.</p> <p><u>For new Respondents</u> – A complete set of bank account statements and corresponding reconciliation for all existing bank accounts for the months of August and September 2012.</p>

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<b>19a.</b>	<b>Is there a limit or cap to the ratio of fringe benefits?</b>
	No, there is no limit or cap. However, you may be rated on the reasonableness of the expenditures.
<b>19b.</b>	<b>In previous RFPs for comparable services, SFWIB has responded that there is no cap but Respondents are to be reasonable. Please provide guidance as to what is considered reasonable.</b>
	Reasonable is considered no more than 22% of salaries.
<b>20.</b>	<b>Regarding the budget section, is the agency wide budget to be prepared based on the six remaining months of the program year or for a 12-month period ending June 30, 2013?</b>
	The six remaining months, ending June 30, 2013.
<b>21.</b>	<b>Where can Respondents access performance data for the current and last program year by Career Center?</b>
	Respondents do not have access to the online Balanced Scorecard Performance Reporting Tool. For current performance data, please refer to question five. For last program year's performance, a Balanced Scorecard chart showing performance data (covering July 1, 2011 through June 30, 2012) for each of the solicited workforce services contracts up for bid is attached to this Q&A document. Note that the Balanced Scorecard reflects real-time data and is updated daily.

<b>Questions from the floor:</b>	
<b>1a.</b>	<b>See page 23 – Payment Structure – what is the specific hold-back percentage?</b>
	Presently, the hold-back amount is up to 5% of the award amount.
<b>1b.</b>	<b>Should Respondent's budget proposal be based on 95% or 100%?</b>
	It should be for 100%.
<b>2a.</b>	<b>With regard to Operational Documents (page 20), the RFP states that "for new contractors/service providers one original labeled operational documents must be packaged separately and included in Respondent's submission. Operational Documents are located in the Attachment K folder." And then the Due Diligence (page 21) section, states that for new contractors, the guidelines are found in Attachment K. Are the Operational Documents and Due Diligence requirements found in the same attachment, K?</b>
	Yes, both the Operational Documents and Due Diligence requirements are found in the "Attachment_K_Due Diligence" folder on the website. An Operational Documents subfolder is located within the attachment K folder. For proposal submission purposes, the Operational Documents should not be included with the Due Diligence package; the Operational Documents must be separately packaged and labeled.
<b>2b.</b>	<b>How does Due Diligence impact the total evaluation score?</b>
	The Office of Continuous Improvement (i.e. SFWIB Fiscal & Monitoring Unit) reviews and scores the Due Diligence submission. The Due Diligence score is either "pass" or "fail". There is no numerical value assigned to Due Diligence as there is for the Technical, Organizational, Performance, Budget and Cost Allocation proposal components. However, Respondents must pass due diligence to be eligible for contract consideration.

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<b>2c.</b>	<b>What is considered passing due diligence?</b>
	A tool, seen in the attachment K folder, is utilized to assess Respondent's fiscal soundness. Each section of the tool has a point value and a minimum of 80 points is considered passing. Respondents failing to meet the 20% funding reserve requirement automatically fail.
<b>3.</b>	<b>Is it looked at more favorably if a Respondent proposes to manage and operate all three centers up for bid?</b>
	No.
<b>4.</b>	<b>In Attachment I, fringe benefits is mentioned and listed separately. May Respondents pool the fringe benefits rate?</b>
	SFWIB requires specifics as to which fringe benefits Respondent is budgeting for (e.g., health insurance, 401k, etc.) If by "pooling," Respondent is proposing for example "22%," SFWIB will not accept that. The specifics justifying the 22% must be provided.
<b>5.</b>	<b>For the proposal submission, how should Respondents view the attachments for ITA Policy, ITA Procedures, and Career Center Staffing?</b>
	With regard to the ITA Policy and ITA Procedures, Respondent must indicate in the Technical Narrative component how it intends to apply both in the administration of training services. That analysis should include the process for training staff on the policy and procedures. Regarding the Career Center Staffing attachment, the Respondent must reference it to fully complete applicable proposal components (e.g. Technical Narrative and Organizational Capabilities) requiring an analysis of staff integral to the successful delivery of the solicited services.

# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 11/13/2012

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	3.042%	7.381%
2	Level of Services for Special Groups	3.042%	9.327%
3	Training Completion Rate	70%	71.429%
4	Training Completion Placement Rate	70%	60.00%
5	Training Related Placements	70%	100.00%
6	Employment WIA	49	50
7	Net Economic Benefit	\$22,009.00	\$18,949.30
8	Employment After Services (EAS)	301	196
9	EAS within 90 Days	127	126
10	Cost Per Placement	\$3,544.00	\$2,662.56
11	Increase Self-Sufficiency Placement	27	16
12	Job Order Index	178	234
13	Job Order Index 28% of \$14 and above	65	129

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62%	68.564%	53.38%
16	WP Entered Employment Rate	40%	34.503%	41.864%
17	WIA Adult EER	97%	100.00%	100.00%
18	WIA Dislocated Worker EER	94%	100.00%	100.00%
19	WIA Emp Worker Outcome	95%	100.00%	100.00%
20	CAP Entered Employment Rate	35%	27.423%	44.444%
21	CAP Participation Rate	55%	43.206%	59.574%
22	CAP Two-Family Participation Rate	90%	50.885%	66.667%
23	Short-Term Veterans EER	40%	46.132%	63.934%
24	SNAP EER	20%	18.512%	23.81%

ND = No Data

South Florida Workforce is an equal opportunity employer / program.

Auxiliary aids & services are available upon request to individuals with disabilities.

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 11/13/2012

## Transition

### Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.35%	1.506%
2	Level of Services for Special Groups	1.35%	2.11%
3	Training Completion Rate	70%	87.50%
4	Training Completion Placement Rate	70%	42.857%
5	Training Related Placements	70%	100.00%
6	Employment WIA	28	19
7	Net Economic Benefit	\$22,829.00	\$21,919.96
8	Employment After Services (EAS)	167	150
9	EAS within 90 Days	97	127
10	Cost Per Placement	\$2,863.00	\$1,548.12
11	Increase Self-Sufficiency Placement	21	14
12	Job Order Index	99	103
13	Job Order Index 28% of \$14 and above	28	21

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62%	68.564%	50.77%
16	WP Entered Employment Rate	40%	34.503%	41.058%
17	WIA Adult EER	97%	100.00%	100.00%
18	WIA Dislocated Worker EER	94%	100.00%	100.00%
19	WIA Emp Worker Outcome	95%	100.00%	ND
20	CAP Entered Employment Rate	35%	27.423%	23.232%
21	CAP Participation Rate	55%	43.206%	45.665%
22	CAP Two-Family Participation Rate	90%	50.885%	37.50%
23	Short-Term Veterans EER	40%	46.132%	83.333%
24	SNAP EER	20%	18.512%	ND

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 11/13/2012

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	4.995%	7.603%
2	Level of Services for Special Groups	4.995%	7.554%
3	Training Completion Rate	70%	100.00%
4	Training Completion Placement Rate	70%	100.00%
5	Training Related Placements	70%	100.00%
6	Employment WIA	64	18
7	Net Economic Benefit	\$27,796.00	\$66,596.02
8	Employment After Services (EAS)	286	203
9	EAS within 90 Days	131	105
10	Cost Per Placement	\$5,036.00	\$4,219.83
11	Increase Self-Sufficiency Placement	28	16
12	Job Order Index	171	482
13	Job Order Index 28% of \$14 and above	134	303

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62%	68.564%	68.13%
16	WP Entered Employment Rate	40%	34.503%	31.997%
17	WIA Adult EER	97%	100.00%	100.00%
18	WIA Dislocated Worker EER	94%	100.00%	100.00%
19	WIA Emp Worker Outcome	95%	100.00%	100.00%
20	CAP Entered Employment Rate	35%	27.423%	34.146%
21	CAP Participation Rate	55%	43.206%	52.522%
22	CAP Two-Family Participation Rate	90%	50.885%	59.211%
23	Short-Term Veterans EER	40%	46.132%	55.556%
24	SNAP EER	20%	18.512%	35.294%

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 6/30/2012

## Transition

### Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	3.485%	1.801%
2	Level of Services for Special Groups	3.485%	2.014%
3	Training Completion Rate	70%	ND
4	Training Completion Placement Rate	70%	ND
5	Training Related Placements	70%	ND
6	Employment WIA	0	11
7	Net Economic Benefit	\$29,027.00	ND
8	Employment After Services (EAS)	1,212	441
9	EAS within 90 Days	286	291
10	Cost Per Placement	\$1,116.00	\$3,978.66
11	Increase Self-Sufficiency Placement	61	14
12	Job Order Index	384	409
13	Job Order Index 28% of \$14 and above	114	119

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62%	53.998%	63.33%
17	WP Entered Employment Rate	35%	46.395%	44.257%
18	WIA Adult EER	97%	99.144%	ND
19	WIA Dislocated Worker EER	94%	96.867%	ND
20	WIA Emp Worker Outcome	95%	94.667%	ND
21	CAP Entered Employment Rate	35%	31.492%	19.024%
22	CAP Participation Rate	55%	61.762%	55.92%
23	CAP Two-Family Participation Rate	90%	71.902%	45.455%
24	Short-Term Veterans EER	30%	49.785%	37.778%
25	FSET EER	20%	16.743%	37.50%

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 6/30/2012

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.653%	4.975%
2	Level of Services for Special Groups	5.653%	6.172%
3	Training Completion Rate	70%	89.831%
4	Training Completion Placement Rate	70%	54.717%
5	Training Related Placements	70%	96.552%
6	Employment WIA	144	166
7	Net Economic Benefit	\$21,818.00	\$25,298.59
8	Employment After Services (EAS)	1,080	828
9	EAS within 90 Days	538	399
10	Cost Per Placement	\$2,394.00	\$3,432.84
11	Increase Self-Sufficiency Placement	115	77
12	Job Order Index	924	953
13	Job Order Index 28% of \$14 and above	266	367

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62%	53.998%	52.53%
17	WP Entered Employment Rate	35%	46.395%	47.647%
18	WIA Adult EER	97%	99.144%	100.00%
19	WIA Dislocated Worker EER	94%	96.867%	100.00%
20	WIA Emp Worker Outcome	95%	94.667%	80.00%
21	CAP Entered Employment Rate	35%	31.492%	40.789%
22	CAP Participation Rate	55%	61.762%	70.144%
23	CAP Two-Family Participation Rate	90%	71.902%	53.846%
24	Short-Term Veterans EER	30%	49.785%	66.667%
25	FSET EER	20%	16.743%	11.864%

ND = No Data

South Florida Workforce is an equal opportunity employer / program.

Auxiliary aids & services are available upon request to individuals with disabilities.

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