



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, December 16, 2010

8:00 A.M.

Miami Dade College West Campus
3800 NW 115th Avenue, 3rd Floor
Miami, Florida

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. August 19, 2010
 - B. October 21, 2010
3. Information – Workforce Services Balanced Scorecard Update
4. Information – Refugee Employment and Training Balanced Scorecard

South Florida Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individual



2.A

SFWIB – Workforce Systems Improvement Committee

December 16, 2010

Minutes of SFWIB Workforce Systems Improvement Committee Meeting August 19, 2010

South Florida Workforce Investment Board
Workforce Systems Improvement Committee Meeting
August 19, 2010 at 8:00 A.M.
Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue, Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	SFW STAFF
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Huston, Albert 4. Manning, Anne 5. Roberts, Alvin	6. Arboleda, Carlos 7. Gaber, Cynthia 8. Rodriguez, Pedro 9. Socorro, Ivonne	Almagro, Olivia Hernandez, Juan OTHER ATTENDEES Belanoun, Easa, AATI Gavia Lopez, Beatriz – <i>SER NMB</i> Perez, Julio – <i>Transition Inc.</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime Sr., Committee Chairperson called the meeting to order at 8:27 a.m. and asked the members present to introduce themselves.

Due to lack of quorum, the Committee proceeded to discussion item# 3.

Ms. Manning inquired about the current members as she wanted to know has anything been resolved with regards to members not being able to show up to the meetings. Mr. Fils-Aime responded that nothing has been changed as of yet; however, he will make a recommendation to the chair to consider other options for this committee.

3. Discussion – Balance Scorecard Update

Mr. Juan Hernandez, SFWIB Program Director, discussed the item and provided an update on the SFWIB Balanced Scorecard. He went over the 27 performance measures that were shown in the scorecard data for the period of July 1, 2009 through June 30, 2010.

4. Information- Region 23 Quality Assurance Analysis Tool

Juan Hernandez gave a presentation on the Quality Assurance Analysis Tool.

[Mr. Huston arrived (**Quorum Achieved**)]

Ms. Manning inquired about the hours that were captured. Mr. Hernandez responded that the hours were generated from the management system used by TANF case managers.

Mr. Roberts inquired about the activity assignments as he said there seems to be a large disparity between Key West and the other Career Centers. Mr. Hernandez responded that Key West is the lowest performing site with regards to TANF as currently there are only 8 TANF cases. Mr. Roberts further inquired about the staffing and Mr. Hernandez responded three. He inquired about advertisement and eligibility requirements for cash assistance. Mr. Hernandez said that the TANF is being led by the Department of Children & Families (DCF) in which they handle the eligibility and case processing. He also said that the requirements are the same for cash assistance and food stamps.

2. Approval of Workforce Systems Improvement Meeting Minutes for June 18, 2009, August 20, 2009, October 15, 2009, December 17, 2009, February 18, 2010, April 15, 2010 and June 17, 2010.

Ms. Manning moved the approval of June 18, 2009, August 20, 2009, October 15, 2009, December 17, 2009, February 18, 2010, April 15, 2010 and June 17, 2010 minutes. Motion was seconded by Mr. Huston; **Motion Passed.**

Mr. Fils-Aime asked the members if they had any additional questions then adjourned the meeting.



2.B

SFWIB – Workforce Systems Improvement Committee

December 16, 2010

Minutes of SFWIB Workforce Systems Improvement Committee Meeting October 21, 2010

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 October 21, 2010 at 8:00 A.M.
 Doubletree Miami Mart/Airport Hotel and Exhibition Center
 711 NW 72nd Avenue, Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	SFW STAFF
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Gaber, Cynthia	4. Arboleda, Carlos 5. Huston, Albert 6. Manning, Anne 7. Roberts, Alvin 8. Rodriguez, Pedro 9. Socorro, Ivonne	Almagro, Olivia Almonte, Ivan Hernandez, Juan OTHER ATTENDEES Alonso, Karla, AATI Gaviria Lopez, Beatriz – <i>SER NMB</i> Perez, Julio – <i>Transition Inc.</i> Porro, William – <i>City of Miami</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime Sr., Committee Chairperson called the meeting to order and asked the members present to introduce themselves.

2. Approval of Workforce Systems Improvement August 19, 2010 Meeting Minutes.

Minutes could not be approved due to lack of quorum.

3. Information – Balance Scorecard Update

Mr. Juan Hernandez, SFWIB Program Director, discussed the item and provided an update on the SFWIB Balanced Scorecard. He went over the Performance Measures that were shown in the Scorecard Data for the period of July 1, 2010 through September 30, 2010 as well as the new features and views.

4. Information- Extension of the Workforce Services Provider Contracts

Juan Hernandez discussed the item and mentioned that it was discussed at the last Executive Committee meeting in which the Committee came to a consensus to extend the Workforce Services Provider Contracts to the end of the Fiscal Year (September 30, 2010).

The Workforce Committee has agreed to recommend this item to the full Board for approval to extend the contracts.

5. Recommendation as to Approval of a SFWIB-City of Miami Workforce Services Contract

Juan Hernandez presented the item. He mentioned that this item was also presented at the Executive Committee Meeting and provided a brief background.

Mr. Fils-Aime asked how it will impact the nearby career centers. Mr. Hernandez responded that it will help alleviate the large case loads in the nearby career centers and be more convenient for those who live within the area that are seeking assistance.

The Workforce Committee has agreed to recommend this item to the full Board for a approval of a SFWIB City of Miami Workforce Services Contract.

Mr. Fils-Aime asked the members if they had any additional questions then adjourned the meeting.



3.

**SFWIB - Workforce Systems Improvement
(WSI) Committee**

December 16, 2010

Workforce Services Balanced Scorecard Update

Information Item

BACKGROUND

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2010, through October 31, 2010.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through October 31, 2010) is set forth below:

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July - October)				
Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E&T, LLC	Carol City	10	22	45%
	Hialeah Gardens	13	22	59%
City of Hialeah	Hialeah Downtown	6	22	27%
Ser Jobs for Progress, Inc.	North Miami Beach	13	22	59%
Transition, Inc.	Transition Offender	6	18	33%
UNIDAD of Miami Beach, Inc.	Miami Beach	8	22	36%
Youth Co-Op, Inc.	Florida Keys	12	22	55%
	Homestead	13	22	59%
	Little Havana	14	22	64%
	Northside	9	22	41%
	Perrine	10	22	45%
	West Dade	11	22	50%

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.94 %	100.00 %
2	Level of Services for Special Groups	79.94 %	100.00 %
3	Service Outcome Rate	15 %	8.43 %
3.A	Core	20 %	4.44 %
3.B	Staff Assisted	14 %	8.65 %
3.C	Intensive	11 %	6.38 %
3.D	Training	70 %	88.19 %
6	Employment After Services	7,744	5,749
7	Employment WIA	853	920
8	Prof. Placement 3% of Employment	172	292
9	Self-Sufficiency 14% of Employment	798	1,211
10	Job Order Index	4,785	5,267
11	Job Order Index 28% of \$13 and above	1,471	2,045

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	41.33 %
15	WP Entered Employment Rate	28 %	14.96 %
16	WIA Adult EER	97 %	99.87 %
17	WIA Dislocated Worker EER	94 %	99.38 %
18	WIA Emp Worker Outcome	95 %	95.06 %
19	CAP Entered Employment Rate	30 %	32.28 %
20	CAP Participation Rate	52 %	56.77 %
21	CAP Two-Family Participation Rate	90 %	65.91 %
22	Short-Term Veterans EER	30 %	15.72 %
23	FSET EER	20 %	3.51 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.03 %	8.29 %
2	Level of Services for Special Groups	6.62 %	7.36 %
3	Service Outcome Rate	15 %	6.42 %
3.A	Core	20 %	0.95 %
3.B	Staff Assisted	14 %	5.89 %
3.C	Intensive	11 %	5.77 %
3.D	Training	70 %	82.98 %
6	Employment After Services	491	427
7	Employment WIA	58	94
8	Prof. Placement 3% of Employment	8	25
9	Self-Sufficiency 14% of Employment	59	93
10	Job Order Index	280	369
11	Job Order Index 28% of \$13 and above	103	189

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	42.99 %
15	WP Entered Employment Rate	28 %	14.96 %	13.94 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	50.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	24.07 %
20	CAP Participation Rate	52 %	56.77 %	50.29 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	60.18 %
22	Short-Term Veterans EER	30 %	15.72 %	17.54 %
23	FSET EER	20 %	3.51 %	9.89 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.81 %	8.93 %
2	Level of Services for Special Groups	5.46 %	7.33 %
3	Service Outcome Rate	15 %	6.09 %
3.A	Core	20 %	3.59 %
3.B	Staff Assisted	14 %	6.45 %
3.C	Intensive	11 %	3.59 %
3.D	Training	70 %	93.75 %
6	Employment After Services	551	388
7	Employment WIA	84	114
8	Prof. Placement 3% of Employment	8	20
9	Self-Sufficiency 14% of Employment	54	64
10	Job Order Index	426	459
11	Job Order Index 28% of \$13 and above	128	183

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	20.83 %
15	WP Entered Employment Rate	28 %	14.96 %	19.57 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	100.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	48.71 %
20	CAP Participation Rate	52 %	56.77 %	67.11 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	70.93 %
22	Short-Term Veterans EER	30 %	15.72 %	28.57 %
23	FSET EER	20 %	3.51 %	0.00 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.31 %	5.26 %
2	Level of Services for Special Groups	6.88 %	2.81 %
3	Service Outcome Rate	15 %	6.19 %
3.A	Core	20 %	2.72 %
3.B	Staff Assisted	14 %	7.11 %
3.C	Intensive	11 %	4.78 %
3.D	Training	70 %	44.74 %
6	Employment After Services	425	257
7	Employment WIA	66	42
8	Prof. Placement 3% of Employment	6	2
9	Self-Sufficiency 14% of Employment	35	17
10	Job Order Index	591	591
11	Job Order Index 28% of \$13 and above	165	186

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	14.71 %
15	WP Entered Employment Rate	28 %	14.96 %	15.17 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	85.71 %
19	CAP Entered Employment Rate	30 %	32.28 %	37.25 %
20	CAP Participation Rate	52 %	56.77 %	59.39 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	71.95 %
22	Short-Term Veterans EER	30 %	15.72 %	13.64 %
23	FSET EER	20 %	3.51 %	0.00 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.04 %	10.39 %
2	Level of Services for Special Groups	7.57 %	11.37 %
3	Service Outcome Rate	15 %	6.40 %
3.A	Core	20 %	2.40 %
3.B	Staff Assisted	14 %	6.78 %
3.C	Intensive	11 %	6.59 %
3.D	Training	70 %	93.48 %
6	Employment After Services	787	793
7	Employment WIA	72	92
8	Prof. Placement 3% of Employment	15	21
9	Self-Sufficiency 14% of Employment	111	245
10	Job Order Index	562	602
11	Job Order Index 28% of \$13 and above	168	208

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	55.97 %
15	WP Entered Employment Rate	28 %	14.96 %	13.02 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	100.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	27.02 %
20	CAP Participation Rate	52 %	56.77 %	55.78 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	47.83 %
22	Short-Term Veterans EER	30 %	15.72 %	17.70 %
23	FSET EER	20 %	3.51 %	3.08 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.51 %	1.80 %
2	Level of Services for Special Groups	1.42 %	2.51 %
3	Service Outcome Rate	15 %	13.75 %
3.A	Core	20 %	7.14 %
3.B	Staff Assisted	14 %	13.90 %
3.C	Intensive	11 %	14.29 %
3.D	Training	70 %	ND
6	Employment After Services	194	179
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	1	1
9	Self-Sufficiency 14% of Employment	25	3
10	Job Order Index	104	86
11	Job Order Index 28% of \$13 and above	24	4

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	90.80 %
15	WP Entered Employment Rate	28 %	14.96 %	11.70 %
16	WIA Adult EER		99.87 %	ND
17	WIA Dislocated Worker EER		99.38 %	ND
18	WIA Emp Worker Outcome		95.06 %	ND
19	CAP Entered Employment Rate	30 %	32.28 %	26.50 %
20	CAP Participation Rate	52 %	56.77 %	60.69 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	61.54 %
22	Short-Term Veterans EER	30 %	15.72 %	23.53 %
23	FSET EER	20 %	3.51 %	0.00 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.65 %	5.87 %
2	Level of Services for Special Groups	5.32 %	9.30 %
3	Service Outcome Rate	15 %	4.96 %
3.A	Core	20 %	2.46 %
3.B	Staff Assisted	14 %	3.34 %
3.C	Intensive	11 %	7.14 %
3.D	Training	70 %	86.67 %
6	Employment After Services	427	116
7	Employment WIA	88	48
8	Prof. Placement 3% of Employment	15	10
9	Self-Sufficiency 14% of Employment	16	32
10	Job Order Index	303	243
11	Job Order Index 28% of \$13 and above	68	51

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	16.56 %
15	WP Entered Employment Rate	28 %	14.96 %	14.33 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	100.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	24.32 %
20	CAP Participation Rate	52 %	56.77 %	69.67 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	81.82 %
22	Short-Term Veterans EER	30 %	15.72 %	20.00 %
23	FSET EER	20 %	3.51 %	2.42 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.72 %	2.17 %
2	Level of Services for Special Groups	5.38 %	4.51 %
3	Service Outcome Rate	15 %	24.56 %
3.A	Core	20 %	11.36 %
3.B	Staff Assisted	14 %	26.10 %
3.C	Intensive	11 %	12.25 %
3.D	Training	70 %	90.24 %
6	Employment After Services	214	467
7	Employment WIA	35	48
8	Prof. Placement 3% of Employment	7	73
9	Self-Sufficiency 14% of Employment	65	379
10	Job Order Index	188	211
11	Job Order Index 28% of \$13 and above	59	89

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	73.20 %
15	WP Entered Employment Rate	28 %	14.96 %	32.71 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	75.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	46.43 %
20	CAP Participation Rate	52 %	56.77 %	20.45 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	ND
22	Short-Term Veterans EER	30 %	15.72 %	20.62 %
23	FSET EER	20 %	3.51 %	0.00 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	4.67 %	6.04 %
2	Level of Services for Special Groups	4.39 %	5.83 %
3	Service Outcome Rate	15 %	13.70 %
3.A	Core	20 %	9.83 %
3.B	Staff Assisted	14 %	15.02 %
3.C	Intensive	11 %	9.55 %
3.D	Training	70 %	91.67 %
6	Employment After Services	1,079	568
7	Employment WIA	50	55
8	Prof. Placement 3% of Employment	7	16
9	Self-Sufficiency 14% of Employment	79	34
10	Job Order Index	194	226
11	Job Order Index 28% of \$13 and above	63	76

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	66.77 %
15	WP Entered Employment Rate	28 %	14.96 %	19.82 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome		95.06 %	ND
19	CAP Entered Employment Rate	30 %	32.28 %	32.63 %
20	CAP Participation Rate	52 %	56.77 %	77.76 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	85.58 %
22	Short-Term Veterans EER	30 %	15.72 %	12.31 %
23	FSET EER	20 %	3.51 %	4.62 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.34 %	11.70 %
2	Level of Services for Special Groups	8.79 %	13.26 %
3	Service Outcome Rate	15 %	22.89 %
3.A	Core	20 %	3.91 %
3.B	Staff Assisted	14 %	21.78 %
3.C	Intensive	11 %	14.20 %
3.D	Training	70 %	92.65 %
6	Employment After Services	750	507
7	Employment WIA	124	136
8	Prof. Placement 3% of Employment	21	16
9	Self-Sufficiency 14% of Employment	70	92
10	Job Order Index	571	812
11	Job Order Index 28% of \$13 and above	227	348

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	41.49 %
15	WP Entered Employment Rate	28 %	14.96 %	16.50 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	100.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	31.31 %
20	CAP Participation Rate	52 %	56.77 %	52.31 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	66.50 %
22	Short-Term Veterans EER	30 %	15.72 %	15.38 %
23	FSET EER	20 %	3.51 %	1.67 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	12.10 %	13.88 %
2	Level of Services for Special Groups	11.38 %	13.55 %
3	Service Outcome Rate	15 %	4.15 %
3.A	Core	20 %	2.97 %
3.B	Staff Assisted	14 %	3.33 %
3.C	Intensive	11 %	4.47 %
3.D	Training	70 %	93.94 %
6	Employment After Services	1,107	621
7	Employment WIA	110	90
8	Prof. Placement 3% of Employment	16	11
9	Self-Sufficiency 14% of Employment	86	46
10	Job Order Index	568	573
11	Job Order Index 28% of \$13 and above	160	217

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	47.83 %
15	WP Entered Employment Rate	28 %	14.96 %	9.13 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.06 %	100.00 %
19	CAP Entered Employment Rate	30 %	32.28 %	24.75 %
20	CAP Participation Rate	52 %	56.77 %	52.89 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	71.08 %
22	Short-Term Veterans EER	30 %	15.72 %	11.24 %
23	FSET EER	20 %	3.51 %	0.14 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.82 %	11.29 %
2	Level of Services for Special Groups	7.36 %	11.15 %
3	Service Outcome Rate	15 %	7.64 %
3.A	Core	20 %	8.29 %
3.B	Staff Assisted	14 %	7.18 %
3.C	Intensive	11 %	4.70 %
3.D	Training	70 %	96.88 %
6	Employment After Services	858	662
7	Employment WIA	75	112
8	Prof. Placement 3% of Employment	16	14
9	Self-Sufficiency 14% of Employment	92	60
10	Job Order Index	370	416
11	Job Order Index 28% of \$13 and above	116	224

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	57.50 %
15	WP Entered Employment Rate	28 %	14.96 %	13.87 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome		95.06 %	ND
19	CAP Entered Employment Rate	30 %	32.28 %	41.10 %
20	CAP Participation Rate	52 %	56.77 %	68.62 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	69.01 %
22	Short-Term Veterans EER	30 %	15.72 %	9.90 %
23	FSET EER	20 %	3.51 %	5.93 %

ND = No Data

Run Date:

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 10/31/2010

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.95 %	14.36 %
2	Level of Services for Special Groups	9.36 %	10.93 %
3	Service Outcome Rate	15 %	4.44 %
3.A	Core	20 %	2.69 %
3.B	Staff Assisted	14 %	3.97 %
3.C	Intensive	11 %	4.77 %
3.D	Training	70 %	96.88 %
6	Employment After Services	861	764
7	Employment WIA	91	89
8	Prof. Placement 3% of Employment	53	83
9	Self-Sufficiency 14% of Employment	106	146
10	Job Order Index	628	679
11	Job Order Index 28% of \$13 and above	190	270

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	41.33 %	21.68 %
15	WP Entered Employment Rate	28 %	14.96 %	12.56 %
16	WIA Adult EER	97 %	99.87 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.38 %	100.00 %
18	WIA Emp Worker Outcome		95.06 %	ND
19	CAP Entered Employment Rate	30 %	32.28 %	42.30 %
20	CAP Participation Rate	52 %	56.77 %	58.61 %
21	CAP Two-Family Participation Rate	90 %	65.91 %	59.90 %
22	Short-Term Veterans EER	30 %	15.72 %	13.00 %
23	FSET EER	20 %	3.51 %	6.97 %

ND = No Data

Run Date:



4.

SFWIB - Workforce Systems Improvement (WSI) Committee

December 16, 2010

Refugee Employment and Training Balanced Scorecard

Information Item

BACKGROUND

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of RET Service Contractors and is attached for the period of October 1, 2010, through October 31, 2010.

A RET Services Contractors Performance Summary for the same period (October 1, 2010, through October 31, 2010) is set forth below:

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2010 through October 31, 2010)			
RET Services Contractors	# of Performance Measures Standards Met	# of * Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	4	5	80%
Arbor E & T, LLC	3	5	60%
Cuban American National Council, Inc.	2	5	40%
Community Coalition, Inc.	2	5	40%
City of Hialeah	3	5	60%
Florida Educational Institute, Inc.	3	5	60%
Lutheran Services of Florida, Inc. * *	3	6	50%
Miami Beach Latin Chamber of Commerce, Inc.	5	5	100%
UNIDAD of Miami Beach, Inc.	3	5	60%
Youth Co-Op, Inc. * *	4	6	67%

* Entered Employment Rate Performance Measure is Quarterly (not included) and Error Rate Performance Measure is Annually (not included)

* * Includes an additional Performance Measure for Career Laddering Placements

Attachment

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	40 %	27.04 %
2	Employed on the 90th Day	50 %	58.32 %
3	Employed on the 180th Day	50 %	51.53 %
4	Health Benefits	38 %	43.33 %
5	Placements	559	510
6	Intakes	772	629
7	Career Laddering Placements	50 %	8.33 %

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

AMO

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	59.88 %
2	Employed on the 90th Day	55 %	NA	65.38 %
3	Employed on the 180th Day	55 %	NA	56.12 %
4	Health Benefits	38 %	43.33 %	39.39 %
5	Placements	67	NA	90
6	Intakes	176	NA	77
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	27.04 %	23.91 %	
2	Employed on the 90th Day	55 %	NA	74.07 %	
3	Employed on the 180th Day	55 %	NA	74.42 %	
4	Health Benefits	38 %	43.33 %	41.38 %	
5	Placements	17	NA	16	
6	Intakes	85	NA	33	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

CANC

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	41.46 %
2	Employed on the 90th Day	55 %	NA	53.06 %
3	Employed on the 180th Day	55 %	NA	45.28 %
4	Health Benefits	38 %	43.33 %	31.82 %
5	Placements	34	NA	42
6	Intakes	30	NA	35
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Community Coalition

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	51.16 %
2	Employed on the 90th Day	55 %	NA	40.91 %
3	Employed on the 180th Day	55 %	NA	41.67 %
4	Health Benefits	38 %	43.33 %	16.67 %
5	Placements	14	NA	20
6	Intakes	20	NA	24
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	22.65 %
2	Employed on the 90th Day	55 %	NA	55.24 %
3	Employed on the 180th Day	55 %	NA	37.04 %
4	Health Benefits	38 %	43.33 %	44.44 %
5	Placements	65	NA	60
6	Intakes	109	NA	114
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Hialeah, City of

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	11.18 %
2	Employed on the 90th Day	55 %	NA	66.67 %
3	Employed on the 180th Day	55 %	NA	40.00 %
4	Health Benefits	38 %	43.33 %	35.00 %
5	Placements	8	NA	20
6	Intakes	26	NA	44
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Lutheran Services

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	40.00 %
2	Employed on the 90th Day	55 %	NA	50.48 %
3	Employed on the 180th Day	55 %	NA	43.08 %
4	Health Benefits	38 %	43.33 %	46.15 %
5	Placements	65	NA	101
6	Intakes	115	NA	87
7	Career Laddering Placements	50 %	NA	50.00 %

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Miami Beach Latin Chamber

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	59.09 %
2	Employed on the 90th Day	55 %	NA	83.33 %
3	Employed on the 180th Day	55 %	NA	66.67 %
4	Health Benefits	38 %	43.33 %	64.29 %
5	Placements	9	NA	14
6	Intakes	12	NA	16
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Unidad of Miami Beach Devlpmt

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	8.89 %
2	Employed on the 90th Day	55 %	NA	28.57 %
3	Employed on the 180th Day	55 %	NA	47.37 %
4	Health Benefits	38 %	43.33 %	44.44 %
5	Placements	7	NA	9
6	Intakes	22	NA	26
7	Career Laddering Placements		NA	ND

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 10/31/2010

Youth Co-Op

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	27.04 %	19.87 %
2	Employed on the 90th Day	55 %	NA	60.77 %
3	Employed on the 180th Day	55 %	NA	72.46 %
4	Health Benefits	38 %	43.33 %	50.67 %
5	Placements	99	NA	138
6	Intakes	177	NA	173
7	Career Laddering Placements	50 %	NA	0.00 %

ND = No data

NA = Region performance not applicable for this measure

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