



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, June 23, 2011

8:00 A.M.

Doubletree Miami Airport Hotel – Convention Center
711 NW 72nd Avenue, 2nd Floor
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. August 19, 2010
 - B. October 21, 2010
 - C. December 16, 2010
 - D. February 24, 2011
 - E. April 14, 2011
3. Information – Workforce Services Contractors' Performance Overview
4. Information – Workforce Services Balanced Scorecard Update
5. Information – Refugee Employment and Training Contractors' Performance Overview
6. Information – Refugee Employment and Training Balanced Scorecard Update
7. Information – Monster Power Seeker Workshops Update
8. Information – Customer Service Delivery Flow & Enhanced Management/Quality Assurance Tools for PY 11-12
9. Recommendation as to Approval of PY 2011-12 Workforce Services Balanced Scorecard Performance Measures
10. Recommendation as to Approval of PY 2011-12 Workforce Services Contractor(s)



2.A

SFWIB – Workforce Systems Improvement Committee

June 23, 2011

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 Gaviria 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 – Balanced 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

June 23, 2011

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	SFWIB 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 – Balanced 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 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.



2.C

SFWIB – Workforce Systems Improvement Committee

June 23, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting December 16, 2010

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 December 16, 2010 at 8:00 A.M.
 Miami Dade College West Campus
 3800 NW 115th Avenue, 3rd Floor
 Doral, Florida 33178

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	SFWIB STAFF
10. Fils-Aime, Sr., Daniel– <i>Chair</i> 11. Gaber, Cynthia 12. Manning, Anne 13. Socorro, Ivonne	14. Arboleda, Carlos 15. DuBois, Victoria 16. Huston, Albert 17. Roberts, Alvin 18. Rodriguez, Pedro	Almagro, Olivia Hernandez, Juan OTHER ATTENDEES Berry,Guylene, <i>Positive Impact Foundation</i> Rodriguez, Luis – <i>AARP</i> Someillan, Ana – <i>AMO</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 and October 21, 2010 Meeting Minutes.

Minutes could not be approved due to lack of quorum.

3. Information – Workforce Services Balanced 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 October 31, 2010 as well as the new features and views. He mentioned that the Workforce Services Balanced Scorecard was presented at the Service Partner’s meeting in which they provided great feedback.

Ms. Socorro asked what program is being used to update the balanced scorecard. Mr. Hernandez responded that the data gathered is from two systems that are being run and monitored by the State. She

further asked who verifies and confirms the placements. Mr. Hernandez responded that SFWIB staff reviews them on a quarterly basis conduct a 100% view against the Unemployment Insurance (UI) wage credits and should there be any discrepancies, the employer will be required to provide supporting documents.

Mr. Hernandez further mentioned that there are 22 performance measures per service contractors with the exemption of Transition, Inc. which currently has 18.

Mr. Fils-Aime inquired about the status of Hialeah Downtown's performance and Mr. Hernandez responded that SFWIB staff is currently viewing and monitoring their performance as well as providing technical assistance and training.

Ms. Socorro inquired about the minimum performance measure standard. Mr. Hernandez responded 50%.

Ms. Gaber inquired about the causes for Hialeah Downtown's low performance. Mr. Hernandez responded that it may be due to the constant changes in Management.

Ms. Manning asked if the purpose of changing management is to improve the performance measure standard. Mr. Hernandez responded that many of the managers scheduled to retire and there are several new employees.

4. Information- Refugee Employment and Training Balanced Scorecard

Juan Hernandez discussed the item and went over the RET balanced scorecard as well as the contractors performance summary for the period of October 1, 2010 through October 31, 2010. He mentioned that the contract requirements has significantly changed and explained the changes.

Ms. Socorro asked if Board members are allowed to view the management tool also. Mr. Hernandez responded that Board members would have to put in a request in order to view it.



2.D

SFWIB – Workforce Systems Improvement Committee

June 23, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting February 24, 2011

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 February 24, 2011, at 8:00 A.M.
 Doubletree Miami Mart/Airport Hotel and Exhibition Center
 711 NW 72nd Avenue, Miami, Florida 33126

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

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr. began with introductions and announced that a quorum had not been achieved yet.

2. Approval of Workforce Systems Improvement Meeting Minutes for August 19, 2010; October 21, 2010; and December 16, 2010

Minutes were not approved due to lack of quorum.

3. Information– Workforce Services Contractors’ Performance Overview

Mr. Juan Hernandez presented the item, noting the following:

- For Program Year (PY) 2010-2011 the Workforce Services Contractors, through January 31, 2011 assisted in placing into employment a total of 10,857 job seekers.
- For the WIA Adult/Dislocated Worker (DW) Program, the contractors’ performance statistics for July 1, 2010 to January 31, 2011 revealed:
 - 1,609 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program. This is 448 more than during the same period last PY.
- For the Wagner-Peyser (WP) Program, the performance statistics for the Workforce Services Contractors for the July 1, 2010 to January 31, 2011 period revealed:

- The Region's WP Entered Employment Rate (EER) is at 20.45%. This is 5.6% better than the same period last PY.
- For the Veterans Program, the contractors' performance statistics for July 1, 2010 to January 31, 2011 revealed:
 - The Region's Veterans EER is at 23.98%. This is a 9.5% improvement from the same period last PY.
- For the Career Advancement Program (CAP) / Welfare Transition (WT) Program the performance statistics for the Workforce Services Contractors for the period of July 1, 2010 to January 31, 2011 revealed:
 - The Region's EER is 31.02%. This is a 6.2% improvement to the same period last PY. In addition, out of the State's 24 Regional Workforce Boards, Region 23 is ranked 4th in the State's Monthly Management Report (MMR) Year-to-Date (YTD) July 1, 2010 through December 31, 2010.
 - The Region is at 58.14% in the All Family Participation Rate. Since last PY, this performance measure has been consistently among the highest in the State. In addition, Region 23 is ranked 2nd out of the 24 Regions in the State's MMR YTD July 1, 2010 through December 31, 2010.
 - The Region is at 66.80% in the Two-Parent Participation Rate. Since last PY, this performance has been consistently among the highest in the State. Additionally, the Region is ranked 4th out of the 24 Regions in the State's MMR YTD July 1, 2010 through December 31, 2010.

Overall, the statistics show that the Region's performance is steadily improving. Moreover, the Region's Workforce Services Contractors and SFWIB staff are working diligently through the various Performance Improvement Teams to continue enhancing the quality of services delivered to job seekers.

4. Information– Workforce Services Balanced Scorecard Update

Mr. Hernandez presented the Region's Balanced Scorecard, which measures the performance of Service Partners, for the period of July 1, 2010, through January 31, 2011.

Mr. Hernandez noted that there was a correction regarding the Carol City Career Center which met 12 of the 24 performance measures, which means they met fifty (50) percent of the performance standards.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through January 31, 2011) shows that nine (9) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY '10-'11 Balanced Scorecard Performance Measures standards.

Mr. Hernandez noted that an option for the Committee's consideration and discussion, was provided on the agenda item: *A Service Provider that does not meet at least 50% of the PY 2010-2011 Balanced Scorecard Performance Measures (July 1, 2010 through April 30, 2011) may not be recommended for a PY 2011-2012 Workforce Services Contract.*

Mr. Fils-Aime noted that two (2) Career Centers (Hialeah, and Transition, Inc.) met less than fifty (50) percent of the Performance Measures, and he asked staff what could be done, given the possibility of not being recommended for a PY 2011-2012 contract.

Mr. Hernandez referred to the balanced scorecard for Transition, Inc. He noted that Transition, Inc. is a HUB, not a full service Career Center, and the center has no WIA funding, or program. The center is basically Wagner-Peyser and TANF (Welfare Transition), which is why they have fewer than 24 items to be considered. They are improving in Welfare Transition. Although the weaknesses are the number

of job orders entered; entering job orders received less than \$13.00 and above; and placing people into self-sufficiency positions which are \$13.00 per hour or more.

The center serves cash assistance participants as well as many ex-offenders.

Ms. Socorro questioned if Transition, Inc. is a HUB, and not a Career Center, would they be rated differently. Mr. Hernandez noted that Transition, Inc. is rated differently. That site is only measured by the funding and the programs they have. In addition Transition, Inc. has only seventeen performance measures, not 24. And with that, Transition, Inc. is below fifty percent (50%) threshold by two performance measures. Action must be taken to market and reach out to employers in order to enter 182 job orders into the system. Their goal for placements of \$13.00 per hour or more was 32, and they have achieved seven.

Mr. Hernandez noted that the performance measures were based on three years of data, and also noted that AWI staff is located in the Career Center as well.

5. Information- Refugee Employment and Training Contractors' Performance Overview

Mr. Hernandez presented the item.

For Program Year (PY) 2010-2011, the Refugee Employment and Training (RET) Program Contractors have thus far assisted in placing into employment a total of 2,272 refugee job seekers.

As of January 31, 2011, the RET Program Contractors' performance statistics reveal the following:

- 3,068 refugee job seekers were enrolled in the RET program;
- 1,558 refugees placed in employment are still working after 90 days of hire;
- 1,351 refugees placed in employment are still working after 180 days of hire; and
- 956 refugees placed in employment are also receiving health benefits through the employer.

Overall, the statistics reveal that the Region's RET performance is steadily improving. The Region's RET contractors and SFWIB staff are working diligently through the Performance Improvement Team (PIT) to continue improving the quality of services delivered to refugee job seekers.

6. Information- Refugee Employment and Training Balanced Scorecard Update

Mr. Hernandez presented the item.

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

During that period, all ten (10) RET Services Contracts are meeting or exceeding 83% of the PY '10-'11 Performance Measures standards.

Ms. Socorro asked whether a peer-assisted strategy is being used, and Mr. Hernandez responded that the Region is using this strategy, and many others are being implemented.

7. AWI Quality Assurance and Data Validation Review

Mr. Hernandez presented the item.

The Agency for Workforce Innovation (AWI) conducted an on-site quality assurance review from January 10, 2011 through January 14, 2011.

A total of 397 participant files were reviewed, and based on the review, AWI staff identified their findings by program: Welfare Transition (WT) had 2 findings, Wagner-Peyser (WP) had 6 findings, and Migrant and Seasonal Farm Worker (MSFW) had 3 findings.

Of the overall number of files reviewed, 397, the number of findings of 2, 6, and 3 is an improvement over the previous year, and the region has continued to improve each year.

The reviewers noted that this was the first time they finished the review a day in advance as the files were organized, and they did not have many questions.

Corrective actions have begun.

8. Recommendation as to Approval to Authorize Staff to Release a RFP to Provide Workforce Services for PY 2011-2012

Mr. Hernandez presented the item to authorize staff to release a Request for Proposals (RFP) to provide Workforce Services for Program Year (PY) 2011-2012.

Mr. Hernandez noted that this is the last year of the contract and a new contract must be approved.

The consensus of the members present moved the item to the full Board.

The meeting adjourned at 8:45 A.M.



2.E

SFWIB – Workforce Systems Improvement Committee

June 23, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting April 14, 2011

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 April 14, 2011, at 8:00 A.M.
 Doubletree Miami Mart/Airport Hotel and Exhibition Center
 711 NW 72nd Avenue, Miami, Florida 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. Manning, Anne 5. Socorro, Ivonne	6. Arboleda, Carlos 7. Huston, Albert 8. Roberts, Alvin 9. Rodriguez, Pedro	Hernandez, Juan OTHER ATTENDEES Gaviria, Beatrice: SER Jobs for Progress, Inc. Perez, Julio: Transition, Inc.

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr. called the meeting to order at 8:12am, asked the members present to introduce themselves and noted that a quorum had not been achieved yet.

2. Approval of Workforce Systems Improvement Meeting Minutes for August 19, 2010, October 21, 2010, December 16, 2010 and February 24, 2011.

Meeting minutes could not be approved due to lack of quorum.

3. Information– Workforce Services Performance Overview

Mr. Juan Hernandez, SFWIB Programs Director presented the item and noted the following:

For Program Year (PY) 2010-2011 the Workforce Services Contractors, through March 31, 2011, assisted in placing into employment a total of 13,668 job seekers.

- WIA Adult/Dislocated Worker (DW) Program, the contractors' performance statistics for July 1, 2010 to March 31, 2011 revealed 2,056 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program. This is 331 more placements than during the same period last PY.
- Wagner-Peyser (WP) Program, the performance statistics for the Workforce Services Contractors for the July 1, 2010 to March 31, 2011 period reveals the Region's WP Entered Employment Rate (EER) is at 24.96%. This is 9.04% better than the same period last PY.

- Veterans Program, the contractors' performance statistics reveal the Region's Veterans EER is at 28.64%. This is a 13.6% improvement from the same period last PY.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program the performance statistics for the Workforce Services Contractors reveal the following:
 - The Region's EER is 30.64%. This is a 6.78% improvement to the same period last PY.
 - The Region is at 58.55% in the All Family Participation Rate. Since last PY, this performance measure has been consistently among the highest in the State. In addition, Region 23 is ranked 2nd out of the 24 Regions in the State's MMR YTD, July 1, 2010 through February 28, 2011.
 - The Region is at 66.26% in the Two-Parent Participation Rate. Since last PY, this performance has been consistently among the highest in the State. Additionally, the Region is ranked 3rd out of the 24 Regions in the State's MMR YTD July 1, 2010 through February 2011.

The statistics show that the Region's performance is steadily improving. Moreover, the Region's Workforce Services Contractors and SFWIB staff are working diligently through the various Performance Improvement Teams to continue enhancing the quality of services delivered to job seekers.

Mr. Fils-Aime inquired about the first place region. Mr. Hernandez responded it's one of the smallest regions located in the northern part of Florida.

[Anne Manning arrived; **Quorum Achieved**]

4. Information– Workforce Services Balanced Scorecard Update

Mr. Hernandez presented the region's Balanced Scorecard, which measures the performance of Service Partners, for the period of July 1, 2010, through March 31, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through March 31, 2011) shows that nine of the 12 Workforce Services Contractors were at least meeting 50% of the PY '10-'11 Balanced Scorecard Performance Measures standards. However, Mr. Hernandez noted that there have been some improvements since the last Committee meeting.

Mr. Fils-Aime inquired about the RFPs and Mr. Hernandez responded that the RFPs are expected to be released within the next two weeks.

Ms. Manning requested additional explanation on the performance measures and Mr. Hernandez referred to the balanced scorecard to explain how each outcome came about.

5. Information- Refugee Employment and Training Performance Overview

Mr. Hernandez presented the item and noted that a total of 2,829 refugee job seekers have received employment during the October 1, 2010 through February 28, 2011 period. He also read the following statistics:

- 3,865 refugee job seekers were enrolled in the RET program;
- 1,881 refugees placed in employment are still working after 90 days of hire;
- 1,662 refugees placed in employment are still working after 180 days of hire; and
- 1,163 refugees placed in employment are also receiving health benefits through the employer.

Ms. Manning inquired about the current goal. Mr. Hernandez responded that there were two months when goals weren't met; however, current goals have been met, at this point.

6. Information- Refugee Employment and Training Services Balanced Scorecard Update

Mr. Hernandez presented the item. He noted that the current contract is performance based.

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of RET Service Contractors for the period of October 1, 2010 through February 28, 2011.

During that period, all 10 RET Services Contractors are meeting or exceeding 67% of the PY '10-'11 Performance Measures standards.

Ms. Manning inquired about the demographics being served. He responded that most are Hispanic and Haitian refugees. She further asked were there increases in services for Haitians and Mr. Hernandez responded that SFW has tried reaching out to the Haitian population for the past two years, but there hasn't been much success. He also said one of the ways SFW has reached out is through Florida Education Institute, Inc. (FEI).

Mr. Fils-Aime asked if there were any questions or concerns and since there was none, he adjourned the meeting at 8:31 A.M.



3.

SFWIB - Workforce Systems Improvement (WSI) Committee

June 23, 2011

Workforce Services Contractors' Performance Overview

Information Item

BACKGROUND

For Program Year (PY) 2010-2011 the Workforce Services Contractors, through May 31, 2011 have assisted in placing into employment a total of 16,212 job seekers.

For the WIA Adult/Dislocated Worker (DW) Program the performance statistics for the Workforce Services Contractors reveal the following:

- 2,422 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program during July 1, 2010 through May 31, 2011. This is 14.3 percent (303 more placements) increase for the same period last PY.

For the Wagner-Peyser (WP) Program, the performance statistics for the Workforce Services Contractors reveal the following:

- For the July 1, 2010 through May 31, 2011 period, the Region's WP Entered Employment Rate (EER) is at 33.5 percent. This is 17.2 percent better than the same period last PY.

For the Veterans Program, the performance statistics for the Workforce Services Contractors reveal the following:

- The Region's Veterans EER is at 35.6 percent. This is a 20.5 percent improvement from the same period last PY.

And for the Career Advancement Program (CAP)/Welfare Transition (WT) Program, the performance statistics for the Workforce Services Contractors reveal the following:

- The Region is at 30.8 percent EER. This is 6.7 percent better than the same period last PY.
- The Region is at 58.6 percent in the All Family Participation Rate. This performance has been consistently one of the highest in the State since last PY. In addition, the Region is ranked second for the month of April 2011 out of the 24 Regional Workforce Boards in the State's MMR; and in the YTD MMR data report, covering July 1, 2010 through April 30, 2011, the Region is also ranked second.
- The Region is at 66.3 percent in the Two-Parent Participation Rate. This performance has been consistently one of the highest in the State since last PY. In addition, the Region is ranked third for the month of April 2011 out of the 24 Regional Workforce Boards in the State's MMR; and in the YTD MMR data report, covering July 1, 2010 through April 30, 2011, the Region is also ranked third.

Overall, the statistics show that the Region is steadily improving its performance. The Region's Workforce Services Contractors and SFWIB staff are working diligently through the efforts of the various Performance Improvement Teams to continue improving performance and thereby improve the quality of services offered to job seekers.



4.

SFWIB - Workforce Systems Improvement (WSI) Committee

June 23, 2011

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 May 31, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through May 31, 2011) is set forth below. The summary indicates that 10 of the 12 Workforce locations are meeting at least 50 percent of the PY '10-'11 Balanced Scorecard Performance Measures standards.

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July 1, 2010 through May 31, 2011)				
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	14	26	54%
	Hialeah Gardens	17	26	65%
City of Hialeah	Hialeah Downtown	6	26	23%
Ser Jobs for Progress, Inc.	North Miami Beach	15	26	58%
Transition, Inc.	Offender Service Center	11	18	61%
UNIDAD of Miami Beach, Inc.	Miami Beach	11	26	42%
Youth Co-Op, Inc.	Florida Keys	14	26	54%
	Homestead	18	26	69%
	Little Havana	18	26	69%
	Northside	16	26	62%
	Perrine	18	26	69%
	West Dade	19	26	73%

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.96 %	100.00 %
2	Level of Services for Special Groups	79.96 %	100.00 %
3	Service Outcome Rate	15 %	10.77 %
3.A	Core	20 %	7.77 %
3.B	Staff Assisted	14 %	10.49 %
3.C	Intensive	11 %	9.57 %
3.D	Training	70 %	90.90 %
4	Training Completion Rate	70 %	87.94 %
5	Training Related Placements	70 %	77.04 %
6	Employment After Services	21,319	16,212
7	Employment WIA	2,339	2,422
8	Prof. Placement 3% of Employment	486	613
9	Self-Sufficiency 14% of Employment	2,263	2,289
10	Job Order Index	13,152	13,721
11	Job Order Index 28% of \$13 and above	3,833	4,624
12	CAP Error Rate	3 %	9.77 %
13	WIA Error Rate	3 %	5.78 %

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	51.68 %
15	WP Entered Employment Rate	28 %	33.45 %
16	WIA Adult EER	97 %	98.62 %
17	WIA Dislocated Worker EER	94 %	99.59 %
18	WIA Emp Worker Outcome	95 %	96.94 %
19	CAP Entered Employment Rate	30 %	30.79 %
20	CAP Participation Rate	52 %	58.55 %
21	CAP Two-Family Participation Rate	90 %	66.26 %
22	Short-Term Veterans EER	30 %	35.59 %
23	FSET EER	20 %	8.21 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.00 %	7.58 %
2	Level of Services for Special Groups	6.59 %	7.11 %
3	Service Outcome Rate	15 %	7.33 %
3.A	Core	20 %	0.85 %
3.B	Staff Assisted	14 %	6.28 %
3.C	Intensive	11 %	8.63 %
3.D	Training	70 %	87.50 %
4	Training Completion Rate	70 %	90.72 %
5	Training Related Placements	70 %	73.33 %
6	Employment After Services	1,353	970
7	Employment WIA	158	195
8	Prof. Placement 3% of Employment	23	49
9	Self-Sufficiency 14% of Employment	135	170
10	Job Order Index	770	860
11	Job Order Index 28% of \$13 and above	240	340
12	CAP Error Rate	3 %	7.92 %
13	WIA Error Rate	3 %	7.49 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	36.57 %
15	WP Entered Employment Rate	28 %	33.45 %	44.20 %
16	WIA Adult EER	97 %	98.62 %	95.38 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	50.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	24.59 %
20	CAP Participation Rate	52 %	58.55 %	54.98 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	64.71 %
22	Short-Term Veterans EER	30 %	35.59 %	47.57 %
23	FSET EER	20 %	8.21 %	17.99 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.04 %	8.57 %
2	Level of Services for Special Groups	5.68 %	8.13 %
3	Service Outcome Rate	15 %	5.57 %
3.A	Core	20 %	1.93 %
3.B	Staff Assisted	14 %	5.46 %
3.C	Intensive	11 %	5.53 %
3.D	Training	70 %	92.59 %
4	Training Completion Rate	70 %	93.46 %
5	Training Related Placements	70 %	84.93 %
6	Employment After Services	1,518	885
7	Employment WIA	231	264
8	Prof. Placement 3% of Employment	22	36
9	Self-Sufficiency 14% of Employment	123	123
10	Job Order Index	1,170	1,211
11	Job Order Index 28% of \$13 and above	339	460
12	CAP Error Rate	3 %	19.25 %
13	WIA Error Rate	3 %	2.32 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	30.09 %
15	WP Entered Employment Rate	28 %	33.45 %	31.62 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	50.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	45.61 %
20	CAP Participation Rate	52 %	58.55 %	65.36 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	71.79 %
22	Short-Term Veterans EER	30 %	35.59 %	34.69 %
23	FSET EER	20 %	8.21 %	20.83 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.56 %	5.76 %
2	Level of Services for Special Groups	7.11 %	3.62 %
3	Service Outcome Rate	15 %	5.96 %
3.A	Core	20 %	1.86 %
3.B	Staff Assisted	14 %	5.26 %
3.C	Intensive	11 %	7.49 %
3.D	Training	70 %	69.88 %
4	Training Completion Rate	70 %	88.03 %
5	Training Related Placements	70 %	82.19 %
6	Employment After Services	1,169	739
7	Employment WIA	180	132
8	Prof. Placement 3% of Employment	16	11
9	Self-Sufficiency 14% of Employment	103	62
10	Job Order Index	1,625	1,625
11	Job Order Index 28% of \$13 and above	455	450
12	CAP Error Rate	3 %	12.99 %
13	WIA Error Rate	3 %	25.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	22.00 %
15	WP Entered Employment Rate	28 %	33.45 %	26.88 %
16	WIA Adult EER	97 %	98.62 %	88.24 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	93.33 %
19	CAP Entered Employment Rate	30 %	30.79 %	37.95 %
20	CAP Participation Rate	52 %	58.55 %	58.78 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	68.44 %
22	Short-Term Veterans EER	30 %	35.59 %	25.81 %
23	FSET EER	20 %	8.21 %	6.67 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.52 %	11.11 %
2	Level of Services for Special Groups	7.08 %	11.68 %
3	Service Outcome Rate	15 %	8.25 %
3.A	Core	20 %	3.93 %
3.B	Staff Assisted	14 %	8.07 %
3.C	Intensive	11 %	9.77 %
3.D	Training	70 %	92.66 %
4	Training Completion Rate	70 %	89.36 %
5	Training Related Placements	70 %	81.73 %
6	Employment After Services	2,167	1,427
7	Employment WIA	198	242
8	Prof. Placement 3% of Employment	43	46
9	Self-Sufficiency 14% of Employment	199	343
10	Job Order Index	1,544	1,547
11	Job Order Index 28% of \$13 and above	433	537
12	CAP Error Rate	3 %	8.35 %
13	WIA Error Rate	3 %	2.21 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	38.70 %
15	WP Entered Employment Rate	28 %	33.45 %	25.25 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	26.21 %
20	CAP Participation Rate	52 %	58.55 %	59.58 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	56.04 %
22	Short-Term Veterans EER	30 %	35.59 %	28.70 %
23	FSET EER	20 %	8.21 %	7.69 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.39 %	2.27 %
2	Level of Services for Special Groups	1.31 %	3.12 %
3	Service Outcome Rate	15 %	18.31 %
3.A	Core	20 %	20.83 %
3.B	Staff Assisted	14 %	18.82 %
3.C	Intensive	11 %	17.23 %
3.D	Training	70 %	ND
4	Training Completion Rate		ND
5	Training Related Placements		ND
6	Employment After Services	535	449
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	2	3
9	Self-Sufficiency 14% of Employment	62	14
10	Job Order Index	286	447
11	Job Order Index 28% of \$13 and above	125	170
12	CAP Error Rate	3 %	4.73 %
13	WIA Error Rate		ND

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	71.98 %
15	WP Entered Employment Rate	28 %	33.45 %	33.96 %
16	WIA Adult EER		98.62 %	ND
17	WIA Dislocated Worker EER		99.59 %	ND
18	WIA Emp Worker Outcome		96.94 %	ND
19	CAP Entered Employment Rate	30 %	30.79 %	21.89 %
20	CAP Participation Rate	52 %	58.55 %	61.98 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	42.86 %
22	Short-Term Veterans EER	30 %	35.59 %	39.29 %
23	FSET EER	20 %	8.21 %	3.51 %

ND = No Data

Run Date: 6/13/2011 8:17:32 AM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.38 %	5.28 %
2	Level of Services for Special Groups	5.06 %	6.89 %
3	Service Outcome Rate	15 %	7.01 %
3.A	Core	20 %	6.69 %
3.B	Staff Assisted	14 %	5.91 %
3.C	Intensive	11 %	5.91 %
3.D	Training	70 %	91.95 %
4	Training Completion Rate	70 %	75.82 %
5	Training Related Placements	70 %	77.14 %
6	Employment After Services	1,177	744
7	Employment WIA	242	170
8	Prof. Placement 3% of Employment	41	33
9	Self-Sufficiency 14% of Employment	104	111
10	Job Order Index	833	838
11	Job Order Index 28% of \$13 and above	234	197
12	CAP Error Rate	3 %	3.43 %
13	WIA Error Rate	3 %	10.53 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	27.57 %
15	WP Entered Employment Rate	28 %	33.45 %	22.84 %
16	WIA Adult EER	97 %	98.62 %	96.88 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	44.74 %
20	CAP Participation Rate	52 %	58.55 %	72.38 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	64.29 %
22	Short-Term Veterans EER	30 %	35.59 %	36.24 %
23	FSET EER	20 %	8.21 %	14.25 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.92 %	1.88 %
2	Level of Services for Special Groups	5.58 %	3.89 %
3	Service Outcome Rate	15 %	20.88 %
3.A	Core	20 %	16.02 %
3.B	Staff Assisted	14 %	21.88 %
3.C	Intensive	11 %	14.57 %
3.D	Training	70 %	91.80 %
4	Training Completion Rate	70 %	88.89 %
5	Training Related Placements	70 %	40.00 %
6	Employment After Services	590	745
7	Employment WIA	96	101
8	Prof. Placement 3% of Employment	21	101
9	Self-Sufficiency 14% of Employment	104	501
10	Job Order Index	517	496
11	Job Order Index 28% of \$13 and above	138	166
12	CAP Error Rate	3 %	8.17 %
13	WIA Error Rate	3 %	0.35 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	56.62 %
15	WP Entered Employment Rate	28 %	33.45 %	36.72 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	75.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	44.29 %
20	CAP Participation Rate	52 %	58.55 %	26.47 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	37.50 %
22	Short-Term Veterans EER	30 %	35.59 %	28.50 %
23	FSET EER	20 %	8.21 %	6.04 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.07 %	6.46 %
2	Level of Services for Special Groups	4.77 %	6.06 %
3	Service Outcome Rate	15 %	20.22 %
3.A	Core	20 %	23.71 %
3.B	Staff Assisted	14 %	19.82 %
3.C	Intensive	11 %	14.78 %
3.D	Training	70 %	94.37 %
4	Training Completion Rate	70 %	87.39 %
5	Training Related Placements	70 %	75.44 %
6	Employment After Services	2,970	2,465
7	Employment WIA	136	142
8	Prof. Placement 3% of Employment	18	27
9	Self-Sufficiency 14% of Employment	345	78
10	Job Order Index	532	533
11	Job Order Index 28% of \$13 and above	149	152
12	CAP Error Rate	3 %	4.83 %
13	WIA Error Rate	3 %	0.76 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	82.79 %
15	WP Entered Employment Rate	28 %	33.45 %	33.79 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	29.30 %
20	CAP Participation Rate	52 %	58.55 %	77.58 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	84.09 %
22	Short-Term Veterans EER	30 %	35.59 %	27.00 %
23	FSET EER	20 %	8.21 %	8.91 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.40 %	11.08 %
2	Level of Services for Special Groups	8.85 %	11.02 %
3	Service Outcome Rate	15 %	16.61 %
3.A	Core	20 %	2.43 %
3.B	Staff Assisted	14 %	18.77 %
3.C	Intensive	11 %	7.24 %
3.D	Training	70 %	93.27 %
4	Training Completion Rate	70 %	94.23 %
5	Training Related Placements	70 %	81.00 %
6	Employment After Services	2,064	1,368
7	Employment WIA	341	323
8	Prof. Placement 3% of Employment	60	62
9	Self-Sufficiency 14% of Employment	191	209
10	Job Order Index	1,570	1,769
11	Job Order Index 28% of \$13 and above	495	638
12	CAP Error Rate	3 %	15.60 %
13	WIA Error Rate	3 %	2.98 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	35.11 %
15	WP Entered Employment Rate	28 %	33.45 %	38.26 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	98.47 %
19	CAP Entered Employment Rate	30 %	30.79 %	33.96 %
20	CAP Participation Rate	52 %	58.55 %	54.07 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	68.56 %
22	Short-Term Veterans EER	30 %	35.59 %	40.00 %
23	FSET EER	20 %	8.21 %	4.65 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.86 %	12.42 %
2	Level of Services for Special Groups	11.16 %	12.80 %
3	Service Outcome Rate	15 %	12.43 %
3.A	Core	20 %	7.47 %
3.B	Staff Assisted	14 %	11.48 %
3.C	Intensive	11 %	10.92 %
3.D	Training	70 %	92.57 %
4	Training Completion Rate	70 %	91.30 %
5	Training Related Placements	70 %	70.92 %
6	Employment After Services	3,047	1,675
7	Employment WIA	301	327
8	Prof. Placement 3% of Employment	45	47
9	Self-Sufficiency 14% of Employment	234	152
10	Job Order Index	1,562	1,619
11	Job Order Index 28% of \$13 and above	453	512
12	CAP Error Rate	3 %	10.62 %
13	WIA Error Rate	3 %	1.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	44.59 %
15	WP Entered Employment Rate	28 %	33.45 %	31.01 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	100.00 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	22.07 %
20	CAP Participation Rate	52 %	58.55 %	57.21 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	71.47 %
22	Short-Term Veterans EER	30 %	35.59 %	42.17 %
23	FSET EER	20 %	8.21 %	3.56 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.75 %	12.03 %
2	Level of Services for Special Groups	7.30 %	11.71 %
3	Service Outcome Rate	15 %	12.89 %
3.A	Core	20 %	9.95 %
3.B	Staff Assisted	14 %	7.28 %
3.C	Intensive	11 %	24.37 %
3.D	Training	70 %	93.18 %
4	Training Completion Rate	70 %	90.58 %
5	Training Related Placements	70 %	76.19 %
6	Employment After Services	2,361	2,320
7	Employment WIA	206	230
8	Prof. Placement 3% of Employment	45	47
9	Self-Sufficiency 14% of Employment	324	166
10	Job Order Index	1,016	1,023
11	Job Order Index 28% of \$13 and above	286	438
12	CAP Error Rate	3 %	8.15 %
13	WIA Error Rate	3 %	0.00 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	73.58 %
15	WP Entered Employment Rate	28 %	33.45 %	38.91 %
16	WIA Adult EER	97 %	98.62 %	97.87 %
17	WIA Dislocated Worker EER	94 %	99.59 %	96.97 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	33.39 %
20	CAP Participation Rate	52 %	58.55 %	67.54 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	66.58 %
22	Short-Term Veterans EER	30 %	35.59 %	36.27 %
23	FSET EER	20 %	8.21 %	7.26 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 5/31/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.06 %	15.53 %
2	Level of Services for Special Groups	9.47 %	13.94 %
3	Service Outcome Rate	15 %	6.80 %
3.A	Core	20 %	6.88 %
3.B	Staff Assisted	14 %	8.11 %
3.C	Intensive	11 %	3.36 %
3.D	Training	70 %	95.51 %
4	Training Completion Rate	70 %	76.88 %
5	Training Related Placements	70 %	77.22 %
6	Employment After Services	2,368	2,425
7	Employment WIA	250	296
8	Prof. Placement 3% of Employment	150	151
9	Self-Sufficiency 14% of Employment	339	360
10	Job Order Index	1,727	1,738
11	Job Order Index 28% of \$13 and above	486	562
12	CAP Error Rate	3 %	3.80 %
13	WIA Error Rate	3 %	1.90 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	51.68 %	57.65 %
15	WP Entered Employment Rate	28 %	33.45 %	40.67 %
16	WIA Adult EER	97 %	98.62 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.59 %	99.10 %
18	WIA Emp Worker Outcome	95 %	96.94 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.79 %	43.62 %
20	CAP Participation Rate	52 %	58.55 %	60.76 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	61.73 %
22	Short-Term Veterans EER	30 %	35.59 %	40.37 %
23	FSET EER	20 %	8.21 %	9.33 %



5.

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

June 23, 2011

**Refugee Employment and Training Program
Performance Overview**

Information Item

BACKGROUND

For Program Year (PY) 2010-11 the Refugee Employment and Training (RET) Program Contractors, during October 1, 2010 through May 31, 2011, have assisted in placing into employment a total of 4,518 refugee job seekers.

For the RET Program, the performance statistics reveal the following:

- 6,418 refugee job seekers have been enrolled in the RET Program;
- 2,747 refugees placed in employment are still working after 90 days of hire;
- 2,588 refugees placed in employment are still working after 180 days of hire; and
- 1,787 refugees placed in employment are also receiving health benefits through the employer.

Overall, the statistics above show that the Region is steadily improving performance. The Region's Refugee Employment and Training Program Contractors and SFWIB staff are working diligently through the efforts of the Performance Improvement Team (PIT) to continue improving performance and thereby improve the quality of services offered to refugee job seekers.



6.

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

June 23, 2011

**Refugee Employment and Training Program
Balanced Scorecard Update**

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 May 31, 2011.

The RET Services Contractors Performance Summary for the same period (October 1, 2010, through May 31, 2011) is set forth below. The summary indicates that all 10 RET Services Contractors are meeting or exceeding 67 percent of the PY '10-'11 performance measures standards.

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2010 through May 31, 2011)			
RET Services Contractors	# of Performance Measures Standards Met	# of * Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	6	6	100%
Arbor E & T, LLC	5	6	83%
Cuban American National Council, Inc.	4	6	67%
Community Coalition, Inc.	5	6	83%
City of Hialeah	4	6	67%
Florida Educational Institute, Inc.	5	6	83%
Lutheran Services of Florida, Inc. * *	7	7	100%
Miami Beach Latin Chamber of Commerce, Inc.	6	6	100%
UNIDAD of Miami Beach, Inc.	4	6	67%
Youth Co-Op, Inc. * *	7	7	100%

Attachment

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	50.82 %	↓
2	Employed on the 90th Day	50 %	70.44 %	↓
3	Employed on the 180th Day	50 %	63.26 %	↓
4	Health Benefits	38 %	44.60 %	↓
5	Placements	559	500	
6	Intakes	772	812	
7	Career Laddering Placements	50 %	88.89 %	↑

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	47.35 %	↓
2	Employed on the 90th Day	55 %	NA	81.64 %	↑
3	Employed on the 180th Day	55 %	NA	70.82 %	↑
4	Health Benefits	38 %	44.60 %	42.44 %	↓
5	Placements	67	NA	100	
6	Intakes	176	NA	176	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	24.26 %	↓
2	Employed on the 90th Day	55 %	NA	82.04 %	↓
3	Employed on the 180th Day	55 %	NA	75.95 %	↓
4	Health Benefits	38 %	44.60 %	40.63 %	↓
5	Placements	17	NA	25	
6	Intakes	85	NA	92	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	76.04 %	↓
2	Employed on the 90th Day	55 %	NA	66.96 %	↓
3	Employed on the 180th Day	55 %	NA	61.00 %	↓
4	Health Benefits	38 %	44.60 %	39.92 %	↑
5	Placements	34	NA	13	
6	Intakes	30	NA	20	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	64.86 %	↓
2	Employed on the 90th Day	55 %	NA	64.12 %	↑
3	Employed on the 180th Day	55 %	NA	60.68 %	↑
4	Health Benefits	38 %	44.60 %	36.11 %	↑
5	Placements	14	NA	14	
6	Intakes	20	NA	29	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	52.62 %	↑
2	Employed on the 90th Day	55 %	NA	62.01 %	↓
3	Employed on the 180th Day	55 %	NA	54.62 %	↓
4	Health Benefits	38 %	44.60 %	45.10 %	↑
5	Placements	65	NA	89	
6	Intakes	109	NA	119	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	22.13 %	↑
2	Employed on the 90th Day	55 %	NA	65.00 %	↓
3	Employed on the 180th Day	55 %	NA	75.00 %	
4	Health Benefits	38 %	44.60 %	29.87 %	↓
5	Placements	8	NA	8	
6	Intakes	26	NA	27	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	58.81 %	↓
2	Employed on the 90th Day	55 %	NA	64.64 %	↓
3	Employed on the 180th Day	55 %	NA	57.49 %	↑
4	Health Benefits	38 %	44.60 %	45.98 %	↑
5	Placements	65	NA	87	
6	Intakes	115	NA	124	
7	Career Laddering Placements	50 %	NA	91.67 %	↑

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	93.58 %	↓
2	Employed on the 90th Day	55 %	NA	90.00 %	↑
3	Employed on the 180th Day	55 %	NA	78.82 %	↓
4	Health Benefits	38 %	44.60 %	64.89 %	↑
5	Placements	9	NA	13	
6	Intakes	12	NA	13	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	45.00 %	↓
2	Employed on the 90th Day	55 %	NA	67.57 %	↑
3	Employed on the 180th Day	55 %	NA	71.01 %	↓
4	Health Benefits	38 %	44.60 %	33.75 %	↓
5	Placements	7	NA	6	
6	Intakes	22	NA	23	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 5/31/2011

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.82 %	57.08 %	↑
2	Employed on the 90th Day	55 %	NA	67.47 %	↓
3	Employed on the 180th Day	55 %	NA	60.72 %	↓
4	Health Benefits	38 %	44.60 %	48.04 %	↓
5	Placements	99	NA	145	
6	Intakes	177	NA	189	
7	Career Laddering Placements	50 %	NA	83.33 %	↑

ND = No data

NA = Region performance not applicable for this measure

6/15/2011 10:53:01 AM



7.

SFWIB - Workforce Systems Improvement (WSI) Committee

June 23, 2011

Monster Power Seeker Workshops Update

Information Item

BACKGROUND

SFWIB has partnered with Monster Worldwide, Inc. (Monster.com), the globally popular online career resource, to deliver a series of Monster Power Seeker Workshops throughout Miami-Dade and Monroe counties. These workshops are high-intensity seminars designed to empower and educate job seekers on how to effectively manage their careers and navigate through today's competitive job market.

At its February 24, 2011 meeting, the SFWIB approved funding 10 Monster Power Seeker Workshops for Program Year (PY) 2010-2011.

The following is an attendance report by each scheduled workshop. The report shows that 9 of 10 Monster Power Seeker Workshops have been conducted during PY 10-11, and 944 job seekers have attended throughout the region. Participant attendance increased by 38.8 percent (264 more attendees) for the same number of workshops last PY, 09-10.

Location	Event Date	Registered	Capacity	Attendees	% of Attended
New Horizons	4/12/2011	89	90	73	82.02%
Miami Dade College - Medical Center	4/19/2011	158	200	119	75.32%
Miami Dade College - Wolfson Campus	4/26/2011	199	225	135	67.84%
Miami Dade College - Hialeah Campus	5/3/2011	221	224	110	49.77%
Miami Dade College - InterAmerican Campus	5/10/2011	213	220	135	63.38%
Miami Dade College - North Campus	5/18/2011	247	225	165	66.80%
Miami Dade College - Kendall Campus	5/24/2011	199	200	78	39.20%
Miami Dade College - Homestead Campus	5/31/2011	163	300	101	61.96%
Murray E. Nelson Government & Cultural Center	6/14/2011	39	100	28	71.79%
The Harvey Government Center	6/21/2011	92	100	0	0.00%
Total		1620		944	58.27%

Staff conducted participant surveys at each completed workshop. Bulleted below are the survey results:

- 99% felt the information presented was useful
- 99% rated the workshop as good or excellent
- 97% felt the workshop was time well spent
- 97% felt the workshop met their expectations
- 99% would recommend the workshop to others



8.

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

June 23, 2011

**Customer Service Delivery Flow & Enhanced
Management/Quality Assurance Tools for
PY 11-12**

Information Item

BACKGROUND

The Workforce Services Performance Improvement Team (PIT), which consists of SFWIB and service provider staff, analyzed Region 23 Career Centers' customer service. The goal of the project was to standardize the Region's delivery of workforce services through effective, efficient, and measurable processes that are outlined in the proposed PY 2011-12 Customer Service Delivery Flow Chart and Enhanced Management / Quality Assurance Tools which will be presented to the Committee.



9.

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

June 23, 2011

**Approval of Revised Workforce Services
Balanced Scorecard Performance Measures for
PY 11-12**

RECOMMENDATION

Staff recommends that the WSI Committee recommend to the Board the approval of revised Workforce Services Balanced Scorecard Performance Measures for PY 2011-12.

BACKGROUND

For Program Year (PY) 2010-2011 the Workforce Services (WS) Balanced Scorecard (BSC) consists of 26 Performance Measures. SFWIB staff reduced the number of standards to 24 measures for PY 2011-12.

For the PY 2011-12 WS BSC, SFWIB have revised the following:

- Remove the four Service Outcome Rate (SOR) Performance Measures
 - Core
 - Staff-Assisted
 - Intensive
 - Training
- Modify the Employment After Services Performance Measure by removing the Employed Worker Training (EWT) Program participants;
- Modify the Professional Placements Performance Measure into the Self-Sufficiency Performance Measure as well as modify the wage rate to the average of the two measures at \$14.00 per hour;
- Modify the Job Order Index at \$13.00 per hour Performance Measure to \$14.00 per hour to align it with the Self-Sufficiency Performance Measure wage rate;
- Add the Training Completion Placement Rate. The performance measure aligns with the SFW Training Performance Measure on the Consumer Report Card.
- Add the Training Net Economic Benefit per Placement Performance Measure. The performance standard aligns with the SFW Training Performance Measure on the Consumer Report Card.
- Add the Cost per Placement Performance Measure to gauge the efficiency and effectiveness of the SFW Career Center Contractor's delivery of employment and training services.

Attachment

SFWIB Balanced Scorecard

Current Performance Measures for PY 2010-2011

Per Center- Performance Measures (70%)	
1	Level of Services
2	Level of Services for Special Groups
3	Service Outcome Rate - Core
4	Service Outcome Rate - Staff Assisted
5	Service Outcome Rate - Intensive
6	Service Outcome Rate - Training
7	Training Completion Rate
8	Training Related Placements
9	Employment After Services
10	Employment WIA
11	Prof. Placement 3% of Employment
12	Self-Sufficiency 14% of Employment
13	Job Order Index
14	Job Order Index 28% of \$13 and above
15	CAP Error Rate
16	WIA Error Rate

Regional / Per Center - Performance Measures (30%)	
17	Jobs Openings Filled Rate
18	WP Entered Employment Rate
19	WIA Adult EER
20	WIA Dislocated Worker EER
21	WIA Emp Worker Outcome
22	CAP Entered Employment Rate
23	CAP Participation Rate
24	CAP Two-Family Participation Rate
25	Short-Term Veterans EER
26	FSET EER

 Permance measures to be removed

Proposed Performance Measures for PY 2011-2012

Per Center - Performance Measures (70%)	
1	Level of Services
2	Level of Services for Special Groups
3	Training Completion Rate
4	Training Completion Placement Rate
5	Training Related Placements Rate
6	Net Economic Benefit Per Placement
7	Employment After Services
8	Cost Per Placement
9	Employment Workforce Investment Act (WIA) Gateway
10	Self-Sufficiency 14% of Employment at \$14/Hr. and above
11	Job Order Index
12	Job Order Index 28% of \$14/Hr. and above
13	Career Advancement Program (CAP) Error Rate
14	WIA Error Rate

Regional / Per Center - Performance Measures (30%)	
15	Jobs Openings Filled Rate
16	Wagner-Peyser (WP) Entered Employment Rate (EER)
17	WIA Adult EER
18	WIA Dislocated Worker EER
19	WIA Employed Worker Outcome
20	CAP EER
21	CAP Participation Rate
22	CAP Two-Family Participation Rate
23	Short-Term Veterans EER
24	FSET EER

 Performance measures to be added

Proposed BSC - Performance Measures PY 10-11 and PY 11-12.xlsx



10.

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

June 23, 2011

**Approval of PY 11-12 Workforce Services
Contractor(s)**

RECOMMENDATION

Staff recommends that the WSI Committee recommend to the Board the negotiation of Workforce Services contracts, if funding is available, with PY 11-12 Workforce Services RFP Respondents.

BACKGROUND

At its February 24, 2011 meeting, the SFWIB approved authorizing staff to draft and release a Request for Proposals (RFP) for Workforce Services as the existing contracts expire at the end of this Program Year, June 30, 2011.

Accordingly, a Workforce Services RFP was released on May 13, 2011; the RFP solicited agencies capable of delivering an integrated menu of employment and training services. Seven proposals were submitted by the June 13, 2011 deadline. Staff scored the proposals, and on June 20, 2011, a Public Review Forum was held during which staff disclosed Respondents' scores.

A table displaying Respondents' scores is attached. The table includes each Respondent's proposed service delivery location (Career Center site).

For the current PY (2010-11), SFWIB has contracted with six Workforce Services Providers, delivering services in 13 Career Centers.

The following is the staff's recommendation for PY2011-2012:

- (1) Award a contract with each Respondent that has satisfied the 80 point threshold. For Respondents that satisfied the 80 point threshold but did not meet due diligence, a contract award is contingent upon the Respondent meeting the required due diligence. For the service delivery locations where the Respondents scored below the required 80-points threshold, authorize staff to release another RFP for those locations, and extend contracts for those Career Center locations for three months.

Requesting Organization	Service Delivery Location	Requesting Organization ID Number	2011-12 Workforce Services RFP																
			Organizational Experience/Capabilities and Staffing Qualifications (5 Points)	Service Strategies/Scope of Services (70 Points)						Performance (5 Points)	Budget (15 Points)	Cost Allocation Plan (5 Points)	Due Diligence: (Pass/Fail)	Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Performance Budget & Cost Allocation Plan)					
				Rater	Raters										Rater	Raters			
				Phillip Edwards	Monica Arias	Neysa Bays	Gina Ford	Yian Perrin	Edna Smith						Average Score Across Raters	Juan Hernandez	Odell Ford	Gustavo Alonso	Dulce Quiñones
Ser Jobs	North Miami Beach	337148184C	4.50	49.50	49.50	52.75	48.50	45.50	49.15	4.00	12.50	4.50	Failed	74.65					
Transition	Ex-Offender Center	MATT707HEW	5.00	51.00	56.50	54.75	53.75	51.00	53.40	5.00	13.00	4.75	Pass	81.15					
City of Hialeah (COH)	Hialeah Downtown	WFSP613211	3.50	21.00	28.00	26.75	21.25	27.50	24.90	5.00	12.75	4.25	Pass	50.40					
Arbor	(1) Hialeah Gardens (2) Carol City	DREG062011	4.25	45.25	46.75	41.75	44.50	40.75	43.80	5.00	12.75	4.75	Pass	70.55					
Youth Coop	(1) Homestead (2) Key Largo (3) Key West (4) Little Havana (5) Northside (6) Perrine (7) West Dade	E92355362E	5.00	50.25	50.75	43.50	45.75	44.50	46.95	4.83	14.66	5.00	Pass	76.44					
AMO	(1) Hialeah Gardens (2) Carol City	11OSC101411	4.50	50.75	52.00	52.00	53.25	45.25	50.65	4.50	14.00	5.00	Pass	78.65					
Unidad	Miami Beach	WOR0611SER	3.50	56.00	54.50	56.50	55.50	50.00	54.50	5.00	13.00	4.25	Failed	80.25					