



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, April 14, 2011

8:00 A.M.

Doubletree Miami Mart/Airport Hotel and Exhibition Center
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
 - C. December 16, 2010
 - D. February 24, 2011
3. Information – Workforce Services Performance Overview
4. Information – Workforce Services Balanced Scorecard Update
5. Information – Refugee Employment and Training Services Performance Overview
6. Information – Refugee Employment and Training Services Balanced Scorecard Update



2.A

SFWIB – Workforce Systems Improvement Committee

April 14, 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 – 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

April 14, 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	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 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

April 14, 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	SFW STAFF
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Gaber, Cynthia 3. Manning, Anne 4. Socorro, Ivonne	5. Arboleda, Carlos 6. DuBois, Victoria 7. Huston, Albert 8. Roberts, Alvin 9. 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 Score 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 balance 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 SFW 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 SFW 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 balance 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.

Meeting adjourned.



2.D

SFWIB – Workforce Systems Improvement Committee

April 14, 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.



3.

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

April 14, 2011

Workforce Services Performance Overview

Information Item

BACKGROUND

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

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

- 2,056 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program during July 1, 2010 through March 31, 2011. This is 19.19% (331 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:

- The Region's WP Entered Employment Rate (EER) is at 24.96% during July 1, 2010 through March 31, 2011. This is 9.04% 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 28.64%. This is 13.6% 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 30.64% EER. This is 6.78% better than the same period last PY.
- The Region is at 58.55% 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 2nd out of the 24 Regions in the State's MMR YTD July 1, 2010 through February 28, 2011 and ranked 1st for the month of February 2011.
- The Region is at 66.26% 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 3rd out of the 24 Regions in the State's MMR YTD July 1, 2010 through February 28, 2011 and ranked 1st for the month of February 2011.

Overall, the statistics above reveal that the Region is steadily improving 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 the quality of services to job seekers and performance.



4.

SFWIB - Workforce Systems Improvement (WSI) Committee

April 14, 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 March 31, 2011.

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

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July 1, 2010 through March 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 Career Center	13	24	55%
	Hialeah Gardens Career Center	15	24	63%
City of Hialeah	Hialeah Downtown Career Center	8	24	34%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	14	24	58%
Transition, Inc.	Transition Offender Service Center *	7	17	41%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	13	24	55%
Youth Co-Op, Inc.	Florida Keys Career Center	13	24	55%
	Homestead Career Center	16	24	67%
	Little Havana Career Center	13	24	55%
	Northside Career Center	13	24	55%
	Perrine Career Center	15	24	63%
	West Dade Career Center	15	24	63%

The following option is being provided for the Committee's consideration and discussion:

- A Service Provider that does not meet at least 50% of the PY '10-'11 Balanced Scorecard Performance Measures (July 1, 2010 through April 30, 2011) may not be considered for a PY '11-'12 Workforce Services Contract.

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

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 %	10.28 %
3.A	Core	20 %	7.42 %
3.B	Staff Assisted	14 %	9.68 %
3.C	Intensive	11 %	9.72 %
3.D	Training	70 %	90.55 %
4	Training Completion Rate	70 %	89.23 %
5	Training Related Placements	70 %	79.94 %
6	Employment After Services	17,445	13,668
7	Employment WIA	1,911	2,056
8	Prof. Placement 3% of Employment	410	517
9	Self-Sufficiency 14% of Employment	1,906	1,927
10	Job Order Index	10,758	11,331
11	Job Order Index 28% of \$13 and above	3,166	4,140

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	42.79 %
15	WP Entered Employment Rate	28 %	24.97 %
16	WIA Adult EER	97 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %
18	WIA Emp Worker Outcome	95 %	97.34 %
19	CAP Entered Employment Rate	30 %	30.61 %
20	CAP Participation Rate	52 %	58.55 %
21	CAP Two-Family Participation Rate	90 %	66.26 %
22	Short-Term Veterans EER	30 %	28.64 %
23	FSET EER	20 %	6.54 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.07 %	7.85 %
2	Level of Services for Special Groups	6.66 %	7.46 %
3	Service Outcome Rate	15 %	6.71 %
3.A	Core	20 %	0.56 %
3.B	Staff Assisted	14 %	5.74 %
3.C	Intensive	11 %	7.61 %
3.D	Training	70 %	90.12 %
4	Training Completion Rate	70 %	89.23 %
5	Training Related Placements	70 %	71.43 %
6	Employment After Services	1,107	814
7	Employment WIA	129	176
8	Prof. Placement 3% of Employment	19	43
9	Self-Sufficiency 14% of Employment	113	150
10	Job Order Index	630	767
11	Job Order Index 28% of \$13 and above	214	361

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	37.12 %
15	WP Entered Employment Rate	28 %	24.97 %	32.37 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	50.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	24.17 %
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 %	28.64 %	38.16 %
23	FSET EER	20 %	6.54 %	16.62 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.04 %	8.69 %
2	Level of Services for Special Groups	5.68 %	7.74 %
3	Service Outcome Rate	15 %	4.66 %
3.A	Core	20 %	1.84 %
3.B	Staff Assisted	14 %	4.52 %
3.C	Intensive	11 %	4.29 %
3.D	Training	70 %	90.91 %
4	Training Completion Rate	70 %	94.29 %
5	Training Related Placements	70 %	89.09 %
6	Employment After Services	1,242	728
7	Employment WIA	189	213
8	Prof. Placement 3% of Employment	18	31
9	Self-Sufficiency 14% of Employment	101	101
10	Job Order Index	957	985
11	Job Order Index 28% of \$13 and above	275	394

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	18.25 %
15	WP Entered Employment Rate	28 %	24.97 %	25.37 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	45.22 %
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 %	28.64 %	27.85 %
23	FSET EER	20 %	6.54 %	25.00 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.54 %	5.56 %
2	Level of Services for Special Groups	7.10 %	3.62 %
3	Service Outcome Rate	15 %	6.23 %
3.A	Core	20 %	1.96 %
3.B	Staff Assisted	14 %	5.40 %
3.C	Intensive	11 %	8.29 %
3.D	Training	70 %	68.49 %
4	Training Completion Rate	70 %	88.75 %
5	Training Related Placements	70 %	81.82 %
6	Employment After Services	957	566
7	Employment WIA	147	113
8	Prof. Placement 3% of Employment	14	7
9	Self-Sufficiency 14% of Employment	79	40
10	Job Order Index	1,329	1,336
11	Job Order Index 28% of \$13 and above	374	401

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	18.64 %
15	WP Entered Employment Rate	28 %	24.97 %	22.10 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	92.31 %
19	CAP Entered Employment Rate	30 %	30.61 %	37.22 %
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 %	28.64 %	24.24 %
23	FSET EER	20 %	6.54 %	2.04 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.45 %	10.55 %
2	Level of Services for Special Groups	7.02 %	11.30 %
3	Service Outcome Rate	15 %	8.21 %
3.A	Core	20 %	4.13 %
3.B	Staff Assisted	14 %	7.95 %
3.C	Intensive	11 %	10.11 %
3.D	Training	70 %	92.39 %
4	Training Completion Rate	70 %	92.86 %
5	Training Related Placements	70 %	83.78 %
6	Employment After Services	1,773	1,214
7	Employment WIA	162	201
8	Prof. Placement 3% of Employment	36	37
9	Self-Sufficiency 14% of Employment	169	307
10	Job Order Index	1,263	1,341
11	Job Order Index 28% of \$13 and above	375	457

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	42.18 %
15	WP Entered Employment Rate	28 %	24.97 %	19.53 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	27.60 %
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 %	28.64 %	24.76 %
23	FSET EER	20 %	6.54 %	5.23 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.39 %	2.01 %
2	Level of Services for Special Groups	1.30 %	2.70 %
3	Service Outcome Rate	15 %	18.50 %
3.A	Core	20 %	13.51 %
3.B	Staff Assisted	14 %	18.68 %
3.C	Intensive	11 %	18.71 %
3.D	Training	70 %	ND
4	Training Completion Rate		ND
5	Training Related Placements		ND
6	Employment After Services	438	369
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	2	3
9	Self-Sufficiency 14% of Employment	51	13
10	Job Order Index	234	234
11	Job Order Index 28% of \$13 and above	65	16

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	79.56 %
15	WP Entered Employment Rate	28 %	24.97 %	25.94 %
16	WIA Adult EER		100.00 %	ND
17	WIA Dislocated Worker EER		99.49 %	ND
18	WIA Emp Worker Outcome		97.34 %	ND
19	CAP Entered Employment Rate	30 %	30.61 %	20.80 %
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 %	28.64 %	38.46 %
23	FSET EER	20 %	6.54 %	2.94 %

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Run Date: 4/8/2011 12:58:36 PM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.38 %	5.58 %
2	Level of Services for Special Groups	5.06 %	7.59 %
3	Service Outcome Rate	15 %	5.40 %
3.A	Core	20 %	5.47 %
3.B	Staff Assisted	14 %	4.20 %
3.C	Intensive	11 %	4.55 %
3.D	Training	70 %	91.30 %
4	Training Completion Rate	70 %	73.33 %
5	Training Related Placements	70 %	70.97 %
6	Employment After Services	963	605
7	Employment WIA	198	145
8	Prof. Placement 3% of Employment	35	27
9	Self-Sufficiency 14% of Employment	84	90
10	Job Order Index	681	733
11	Job Order Index 28% of \$13 and above	205	211

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	24.24 %
15	WP Entered Employment Rate	28 %	24.97 %	18.16 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	40.86 %
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 %	28.64 %	31.06 %
23	FSET EER	20 %	6.54 %	13.15 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.92 %	1.95 %
2	Level of Services for Special Groups	5.57 %	4.01 %
3	Service Outcome Rate	15 %	20.47 %
3.A	Core	20 %	15.61 %
3.B	Staff Assisted	14 %	21.55 %
3.C	Intensive	11 %	12.93 %
3.D	Training	70 %	91.38 %
4	Training Completion Rate	70 %	88.24 %
5	Training Related Placements	70 %	36.36 %
6	Employment After Services	483	713
7	Employment WIA	78	93
8	Prof. Placement 3% of Employment	18	99
9	Self-Sufficiency 14% of Employment	99	494
10	Job Order Index	423	425
11	Job Order Index 28% of \$13 and above	119	158

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	67.10 %
15	WP Entered Employment Rate	28 %	24.97 %	33.92 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	75.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	44.07 %
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 %	28.64 %	25.63 %
23	FSET EER	20 %	6.54 %	5.07 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	4.81 %	6.66 %
2	Level of Services for Special Groups	4.53 %	6.01 %
3	Service Outcome Rate	15 %	18.85 %
3.A	Core	20 %	24.65 %
3.B	Staff Assisted	14 %	17.41 %
3.C	Intensive	11 %	14.24 %
3.D	Training	70 %	94.74 %
4	Training Completion Rate	70 %	85.92 %
5	Training Related Placements	70 %	74.42 %
6	Employment After Services	2,430	2,239
7	Employment WIA	111	126
8	Prof. Placement 3% of Employment	15	22
9	Self-Sufficiency 14% of Employment	313	62
10	Job Order Index	435	445
11	Job Order Index 28% of \$13 and above	124	136

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	64.67 %
15	WP Entered Employment Rate	28 %	24.97 %	28.68 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome		97.34 %	ND
19	CAP Entered Employment Rate	30 %	30.61 %	30.31 %
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 %	28.64 %	21.35 %
23	FSET EER	20 %	6.54 %	8.23 %

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Run Date: 4/8/2011 12:58:36 PM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.49 %	11.19 %
2	Level of Services for Special Groups	8.93 %	11.60 %
3	Service Outcome Rate	15 %	16.34 %
3.A	Core	20 %	2.24 %
3.B	Staff Assisted	14 %	17.98 %
3.C	Intensive	11 %	7.12 %
3.D	Training	70 %	92.02 %
4	Training Completion Rate	70 %	93.87 %
5	Training Related Placements	70 %	91.11 %
6	Employment After Services	1,689	1,082
7	Employment WIA	279	258
8	Prof. Placement 3% of Employment	51	33
9	Self-Sufficiency 14% of Employment	151	147
10	Job Order Index	1,284	1,440
11	Job Order Index 28% of \$13 and above	403	554

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	40.07 %
15	WP Entered Employment Rate	28 %	24.97 %	25.66 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	99.22 %
19	CAP Entered Employment Rate	30 %	30.61 %	31.87 %
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 %	28.64 %	32.95 %
23	FSET EER	20 %	6.54 %	2.33 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.88 %	13.09 %
2	Level of Services for Special Groups	11.18 %	13.46 %
3	Service Outcome Rate	15 %	10.79 %
3.A	Core	20 %	6.72 %
3.B	Staff Assisted	14 %	9.76 %
3.C	Intensive	11 %	9.76 %
3.D	Training	70 %	90.52 %
4	Training Completion Rate	70 %	92.86 %
5	Training Related Placements	70 %	74.55 %
6	Employment After Services	2,493	1,454
7	Employment WIA	246	291
8	Prof. Placement 3% of Employment	38	41
9	Self-Sufficiency 14% of Employment	203	117
10	Job Order Index	1,278	1,302
11	Job Order Index 28% of \$13 and above	364	449

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	38.80 %
15	WP Entered Employment Rate	28 %	24.97 %	19.48 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	22.20 %
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 %	28.64 %	30.77 %
23	FSET EER	20 %	6.54 %	0.52 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.76 %	12.09 %
2	Level of Services for Special Groups	7.30 %	11.81 %
3	Service Outcome Rate	15 %	12.68 %
3.A	Core	20 %	9.90 %
3.B	Staff Assisted	14 %	6.77 %
3.C	Intensive	11 %	26.07 %
3.D	Training	70 %	93.42 %
4	Training Completion Rate	70 %	88.60 %
5	Training Related Placements	70 %	78.00 %
6	Employment After Services	1,932	1,943
7	Employment WIA	168	207
8	Prof. Placement 3% of Employment	38	37
9	Self-Sufficiency 14% of Employment	272	137
10	Job Order Index	831	884
11	Job Order Index 28% of \$13 and above	247	467

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	62.71 %
15	WP Entered Employment Rate	28 %	24.97 %	26.43 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	95.65 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	35.03 %
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 %	28.64 %	22.08 %
23	FSET EER	20 %	6.54 %	7.36 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 3/31/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.22 %	14.75 %
2	Level of Services for Special Groups	9.62 %	12.67 %
3	Service Outcome Rate	15 %	6.94 %
3.A	Core	20 %	4.42 %
3.B	Staff Assisted	14 %	7.59 %
3.C	Intensive	11 %	4.27 %
3.D	Training	70 %	98.68 %
4	Training Completion Rate	70 %	88.60 %
5	Training Related Placements	70 %	80.00 %
6	Employment After Services	1,938	1,941
7	Employment WIA	204	233
8	Prof. Placement 3% of Employment	127	137
9	Self-Sufficiency 14% of Employment	271	269
10	Job Order Index	1,413	1,435
11	Job Order Index 28% of \$13 and above	401	536

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	42.79 %	29.69 %
15	WP Entered Employment Rate	28 %	24.97 %	27.91 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.49 %	98.81 %
18	WIA Emp Worker Outcome	95 %	97.34 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.61 %	41.55 %
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 %	28.64 %	34.46 %
23	FSET EER	20 %	6.54 %	8.24 %



5.

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

April 14, 2011

**Refugee Employment and Training Program
Performance Overview**

Information Item

BACKGROUND

For Program Year (PY) 2010-2011 the Refugee Employment and Training (RET) Program Contractors, during October 1, 2010 through February 28, 2011, have assisted in placing into employment a total of 2,829 refugee job seekers.

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

- 3,865 refugee job seekers have been 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.

Overall, the statistics above reveal 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 the quality of services to refugee job seekers and performance.



6.

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

April 14, 2011

**Refugee Employment and Training Services
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 February 28, 2010.

The RET Services Contractors Performance Summary for the same period (October 1, 2010, through February 28, 2011) is set forth below. The summary shows that all ten (10) RET Services Contracts are meeting or exceeding 67% of the PY '10-'11 Performance Measures standards.

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2010 through February 28, 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.	6	6	100%
Community Coalition, Inc.	4	6	67%
City of Hialeah	4	6	67%
Florida Educational Institute, Inc.	6	6	100%
Lutheran Services of Florida, Inc. * *	6	7	86%
Miami Beach Latin Chamber of Commerce, Inc.	6	6	100%
UNIDAD of Miami Beach, Inc.	5	6	83%
Youth Co-Op, Inc. * *	7	7	100%

* Error Rate Performance Measure is Annually (not included)

** Includes an additional Performance Measure for Career Laddering Placements

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	49.58 %	↑
2	Employed on the 90th Day	50 %	68.24 %	↓
3	Employed on the 180th Day	50 %	60.83 %	↓
4	Health Benefits	38 %	45.46 %	↑
5	Placements	559	478	
6	Intakes	772	658	
7	Career Laddering Placements	50 %	75.00 %	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	46.66 %	↑
2	Employed on the 90th Day	55 %	NA	77.54 %	↑
3	Employed on the 180th Day	55 %	NA	68.65 %	↓
4	Health Benefits	38 %	45.46 %	45.08 %	↑
5	Placements	67	NA	117	
6	Intakes	176	NA	176	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	23.24 %	↑
2	Employed on the 90th Day	55 %	NA	80.93 %	↓
3	Employed on the 180th Day	55 %	NA	74.14 %	↓
4	Health Benefits	38 %	45.46 %	46.15 %	↑
5	Placements	17	NA	17	
6	Intakes	85	NA	58	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	76.19 %	↑
2	Employed on the 90th Day	55 %	NA	72.78 %	↓
3	Employed on the 180th Day	55 %	NA	62.87 %	↓
4	Health Benefits	38 %	45.46 %	37.50 %	↓
5	Placements	34	NA	29	
6	Intakes	30	NA	25	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	70.81 %	↑
2	Employed on the 90th Day	55 %	NA	62.18 %	↓
3	Employed on the 180th Day	55 %	NA	42.39 %	↓
4	Health Benefits	38 %	45.46 %	32.17 %	↓
5	Placements	14	NA	19	
6	Intakes	20	NA	7	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	46.44 %	↑
2	Employed on the 90th Day	55 %	NA	62.36 %	↓
3	Employed on the 180th Day	55 %	NA	55.49 %	↓
4	Health Benefits	38 %	45.46 %	43.56 %	↑
5	Placements	65	NA	67	
6	Intakes	109	NA	119	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	20.86 %	↑
2	Employed on the 90th Day	55 %	NA	67.69 %	↑
3	Employed on the 180th Day	55 %	NA	74.47 %	↑
4	Health Benefits	38 %	45.46 %	36.07 %	↓
5	Placements	8	NA	9	
6	Intakes	26	NA	26	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	57.59 %	↑
2	Employed on the 90th Day	55 %	NA	57.69 %	↓
3	Employed on the 180th Day	55 %	NA	56.01 %	↑
4	Health Benefits	38 %	45.46 %	46.59 %	↓
5	Placements	65	NA	46	
6	Intakes	115	NA	81	
7	Career Laddering Placements	50 %	NA	77.78 %	↓

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	95.29 %	↑
2	Employed on the 90th Day	55 %	NA	90.91 %	↑
3	Employed on the 180th Day	55 %	NA	78.46 %	↑
4	Health Benefits	38 %	45.46 %	63.01 %	↑
5	Placements	9	NA	20	
6	Intakes	12	NA	14	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	51.30 %	↑
2	Employed on the 90th Day	55 %	NA	66.67 %	↓
3	Employed on the 180th Day	55 %	NA	75.44 %	↓
4	Health Benefits	38 %	45.46 %	37.68 %	↑
5	Placements	7	NA	12	
6	Intakes	22	NA	21	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 3/31/2011

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	49.58 %	55.87 %	↑
2	Employed on the 90th Day	55 %	NA	66.31 %	↓
3	Employed on the 180th Day	55 %	NA	55.01 %	↓
4	Health Benefits	38 %	45.46 %	49.35 %	↑
5	Placements	99	NA	142	
6	Intakes	177	NA	131	
7	Career Laddering Placements	50 %	NA	66.67 %	↑

ND = No data

NA = Region performance not applicable for this measure

4/8/2011 4:57:41 PM