



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, October 21, 2010
8:00 A.M.**

Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue
Palm Room
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. August 19, 2010
3. Information – Balanced Scorecard Update
4. Information – Extension of the Workforce Services Provider Contracts
5. Recommendation as to Approval of a SFWIB-City of Miami Workforce Services Contract

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2.A

SFWIB – Workforce Systems Improvement Committee

October 21, 2010

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

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

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



3.

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

October 21, 2010

Balanced Scorecard Update

Discussion Item

BACKGROUND

The region's Balanced Scorecard, which measures the performance of Service Partners, is attached for the period of July 1, 2010, through September 30, 2010.

Note that staff has modified the Balanced Scorecard with the following upgrades:

- The View, Report, Print format was modified from five pages to one page for the Region and each of the Workforce Services Partners sites;
- Each performance measure for all the Workforce Services Partners' sites is available on one page through the Region's actual performance;
- The details for each performance measure are available through the actual performance; and
- Indicators to show how each performance measure compares to the previous month.

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Regional

Regional				
	Measure	Standard	Region	
1	Level of Services	84.94 %	100.00 %	
2	Level of Services for Special Groups	79.94 %	100.00 %	
3	Service Outcome Rate	15 %	8.06 %	↓
3.A	Core	20 %	4.70 %	↓
3.B	Staff Assisted	14 %	8.25 %	↓
3.C	Intensive	11 %	6.32 %	↑
3.D	Training	70 %	84.52 %	↓
4	Training Completion Rate	85 %	94.17 %	↓
5	Training Related Placements	60 %	75.00 %	
6	Employment After Services	5,815	4,300	
7	Employment WIA	637	641	
8	Prof. Placement 3% of Employment	129	174	
9	Self-Sufficiency 14% of Employment	595	960	
10	Job Order Index	3,586	3,920	
11	Job Order Index 28% of \$13 and above	1,090	1,535	

Regional				
	Measure	Standard	Region	
14	Jobs Openings Filled Rate	62 %	26.59 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	
16	WIA Adult EER	97 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	↓
19	CAP Entered Employment Rate	30 %	23.76 %	
20	CAP Participation Rate	52 %	55.02 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	
22	Short-Term Veterans EER	30 %	12.69 %	↑
23	FSET EER	20 %	1.25 %	↓

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Arbor

Carol City Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	7.03 %	8.54 %	↓
2	Level of Services for Special Groups	6.62 %	7.42 %	↑
3	Service Outcome Rate	15 %	6.93 %	↑
3.A	Core	20 %	0.75 %	↓
3.B	Staff Assisted	14 %	6.21 %	↑
3.C	Intensive	11 %	6.58 %	↑
3.D	Training	70 %	82.35 %	↓
4	Training Completion Rate	85 %	100.00 %	
5	Training Related Placements	60 %	100.00 %	
6	Employment After Services	369	335	
7	Employment WIA	43	69	
8	Prof. Placement 3% of Employment	6	19	
9	Self-Sufficiency 14% of Employment	46	68	
10	Job Order Index	210	271	
11	Job Order Index 28% of \$13 and above	75	129	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	30.98 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	11.59 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	50.00 %	↓
19	CAP Entered Employment Rate	30 %	23.76 %	14.34 %	
20	CAP Participation Rate	52 %	55.02 %	47.28 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	58.18 %	
22	Short-Term Veterans EER	30 %	12.69 %	20.00 %	
23	FSET EER	20 %	1.25 %	3.21 %	↓

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Arbor

Hialeah Gardens Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	5.81 %	8.93 %	↑
2	Level of Services for Special Groups	5.46 %	6.51 %	↑
3	Service Outcome Rate	15 %	6.81 %	↑
3.A	Core	20 %	3.83 %	↑
3.B	Staff Assisted	14 %	7.16 %	↑
3.C	Intensive	11 %	4.24 %	↑
3.D	Training	70 %	96.00 %	↑
4	Training Completion Rate	85 %	100.00 %	
5	Training Related Placements	60 %	50.00 %	
6	Employment After Services	414	312	
7	Employment WIA	63	97	
8	Prof. Placement 3% of Employment	6	16	
9	Self-Sufficiency 14% of Employment	43	51	
10	Job Order Index	319	364	
11	Job Order Index 28% of \$13 and above	101	164	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	12.54 %	↑
15	WP Entered Employment Rate	28 %	14.70 %	15.70 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	39.35 %	
20	CAP Participation Rate	52 %	55.02 %	68.11 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	67.35 %	
22	Short-Term Veterans EER	30 %	12.69 %	25.00 %	
23	FSET EER	20 %	1.25 %	0.00 %	

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

City of Hialeah

Hialeah Downtown Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	7.31 %	5.02 %	↓
2	Level of Services for Special Groups	6.88 %	2.79 %	↓
3	Service Outcome Rate	15 %	6.87 %	↓
3.A	Core	20 %	3.11 %	↓
3.B	Staff Assisted	14 %	8.07 %	↓
3.C	Intensive	11 %	5.05 %	↑
3.D	Training	70 %	38.24 %	↓
4	Training Completion Rate	85 %	100.00 %	
6	Employment After Services	319	141	
7	Employment WIA	49	23	
8	Prof. Placement 3% of Employment	4	1	
9	Self-Sufficiency 14% of Employment	19	4	
10	Job Order Index	443	424	
11	Job Order Index 28% of \$13 and above	118	143	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	10.60 %	↑
15	WP Entered Employment Rate	28 %	14.70 %	15.80 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	80.00 %	↓
19	CAP Entered Employment Rate	30 %	23.76 %	21.28 %	
20	CAP Participation Rate	52 %	55.02 %	55.88 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	71.25 %	
22	Short-Term Veterans EER	30 %	12.69 %	6.67 %	

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Ser Jobs

North Miami Beach Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	8.04 %	10.48 %	↓
2	Level of Services for Special Groups	7.57 %	11.66 %	↑
3	Service Outcome Rate	15 %	6.90 %	↓
3.A	Core	20 %	2.61 %	↓
3.B	Staff Assisted	14 %	7.43 %	↓
3.C	Intensive	11 %	6.36 %	↑
3.D	Training	70 %	95.12 %	↑
4	Training Completion Rate	85 %	93.75 %	
5	Training Related Placements	60 %	100.00 %	
6	Employment After Services	591	629	
7	Employment WIA	54	63	
8	Prof. Placement 3% of Employment	11	17	
9	Self-Sufficiency 14% of Employment	88	227	
10	Job Order Index	421	457	
11	Job Order Index 28% of \$13 and above	127	159	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	58.78 %	↑
15	WP Entered Employment Rate	28 %	14.70 %	13.12 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	16.85 %	
20	CAP Participation Rate	52 %	55.02 %	52.15 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	33.33 %	
22	Short-Term Veterans EER	30 %	12.69 %	13.79 %	
23	FSET EER	20 %	1.25 %	1.90 %	↑

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Transition

Transition Offender Service Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	1.51 %	1.86 %	↑
2	Level of Services for Special Groups	1.42 %	2.62 %	↑
3	Service Outcome Rate	15 %	16.52 %	↓
3.A	Core	20 %	9.09 %	↓
3.B	Staff Assisted	14 %	15.15 %	↓
3.C	Intensive	11 %	19.54 %	↑
3.D	Training	70 %	ND	
6	Employment After Services	146	149	
8	Prof. Placement 3% of Employment	1	1	
9	Self-Sufficiency 14% of Employment	20	3	
10	Job Order Index	78	66	
11	Job Order Index 28% of \$13 and above	18	1	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	41.70 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	15.64 %	
19	CAP Entered Employment Rate	30 %	23.76 %	20.63 %	
20	CAP Participation Rate	52 %	55.02 %	58.13 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	55.56 %	
22	Short-Term Veterans EER	30 %	12.69 %	50.00 %	
23	FSET EER	20 %	1.25 %	0.00 %	

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Unidad of Miami Beach

Miami Beach Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	5.65 %	5.92 %	↓
2	Level of Services for Special Groups	5.32 %	9.72 %	↓
3	Service Outcome Rate	15 %	5.36 %	↑
3.A	Core	20 %	3.20 %	↓
3.B	Staff Assisted	14 %	3.40 %	↑
3.C	Intensive	11 %	7.65 %	↓
3.D	Training	70 %	86.21 %	↓
4	Training Completion Rate	85 %	79.17 %	↑
5	Training Related Placements	60 %	0.00 %	
6	Employment After Services	321	77	
7	Employment WIA	66	24	
8	Prof. Placement 3% of Employment	11	4	
9	Self-Sufficiency 14% of Employment	10	19	
10	Job Order Index	227	207	
11	Job Order Index 28% of \$13 and above	57	43	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	12.32 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	10.92 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	12.50 %	
20	CAP Participation Rate	52 %	55.02 %	66.67 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	83.33 %	
22	Short-Term Veterans EER	30 %	12.69 %	21.43 %	
23	FSET EER	20 %	1.25 %	1.08 %	↓

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

Florida Keys Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	5.72 %	2.24 %	↓
2	Level of Services for Special Groups	5.38 %	4.33 %	↓
3	Service Outcome Rate	15 %	15.33 %	↓
3.A	Core	20 %	1.79 %	↑
3.B	Staff Assisted	14 %	15.50 %	↓
3.C	Intensive	11 %	6.29 %	↓
3.D	Training	70 %	91.43 %	↑
4	Training Completion Rate	85 %	100.00 %	
6	Employment After Services	161	426	
7	Employment WIA	26	36	
8	Prof. Placement 3% of Employment	6	67	
9	Self-Sufficiency 14% of Employment	59	361	
10	Job Order Index	141	156	
11	Job Order Index 28% of \$13 and above	43	64	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	42.01 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	21.77 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	75.00 %	↓
19	CAP Entered Employment Rate	30 %	23.76 %	45.45 %	
20	CAP Participation Rate	52 %	55.02 %	26.67 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	ND	
22	Short-Term Veterans EER	30 %	12.69 %	4.17 %	
23	FSET EER	20 %	1.25 %	0.00 %	

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

Homestead Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	4.67 %	5.80 %	↓
2	Level of Services for Special Groups	4.39 %	5.45 %	↓
3	Service Outcome Rate	15 %	15.75 %	↓
3.A	Core	20 %	11.88 %	↓
3.B	Staff Assisted	14 %	17.17 %	↓
3.C	Intensive	11 %	11.21 %	↓
3.D	Training	70 %	88.89 %	↓
4	Training Completion Rate	85 %	94.74 %	↑
6	Employment After Services	810	206	
7	Employment WIA	37	32	
8	Prof. Placement 3% of Employment	5	10	
9	Self-Sufficiency 14% of Employment	28	25	
10	Job Order Index	145	159	
11	Job Order Index 28% of \$13 and above	44	56	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	43.83 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	28.55 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	21.14 %	
20	CAP Participation Rate	52 %	55.02 %	77.44 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	89.09 %	
22	Short-Term Veterans EER	30 %	12.69 %	8.82 %	
23	FSET EER	20 %	1.25 %	1.37 %	↑

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

Little Havana Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	9.34 %	11.70 %	↑
2	Level of Services for Special Groups	8.79 %	13.54 %	↑
3	Service Outcome Rate	15 %	19.88 %	↓
3.A	Core	20 %	3.43 %	↓
3.B	Staff Assisted	14 %	21.98 %	↓
3.C	Intensive	11 %	15.23 %	↓
3.D	Training	70 %	74.36 %	↓
4	Training Completion Rate	85 %	96.43 %	↓
5	Training Related Placements	60 %	100.00 %	
6	Employment After Services	563	425	
7	Employment WIA	93	106	
8	Prof. Placement 3% of Employment	16	10	
9	Self-Sufficiency 14% of Employment	59	80	
10	Job Order Index	428	537	
11	Job Order Index 28% of \$13 and above	150	222	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	27.22 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	19.14 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	26.69 %	
20	CAP Participation Rate	52 %	55.02 %	52.92 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	65.46 %	
22	Short-Term Veterans EER	30 %	12.69 %	16.67 %	
23	FSET EER	20 %	1.25 %	0.59 %	↑

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

Northside Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	12.10 %	14.17 %	↑
2	Level of Services for Special Groups	11.38 %	13.92 %	↓
3	Service Outcome Rate	15 %	3.86 %	↓
3.A	Core	20 %	3.54 %	↓
3.B	Staff Assisted	14 %	3.12 %	↓
3.C	Intensive	11 %	3.91 %	↓
3.D	Training	70 %	92.31 %	↓
4	Training Completion Rate	85 %	92.50 %	↓
6	Employment After Services	831	461	
7	Employment WIA	82	60	
8	Prof. Placement 3% of Employment	12	8	
9	Self-Sufficiency 14% of Employment	64	32	
10	Job Order Index	426	450	
11	Job Order Index 28% of \$13 and above	126	179	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	42.43 %	↑
15	WP Entered Employment Rate	28 %	14.70 %	8.12 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
18	WIA Emp Worker Outcome	95 %	97.39 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	16.48 %	
20	CAP Participation Rate	52 %	55.02 %	49.13 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	64.56 %	
22	Short-Term Veterans EER	30 %	12.69 %	11.54 %	
23	FSET EER	20 %	1.25 %	0.07 %	↓

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

Perrine Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	7.82 %	11.33 %	↓
2	Level of Services for Special Groups	7.36 %	11.07 %	↓
3	Service Outcome Rate	15 %	7.12 %	↓
3.A	Core	20 %	7.72 %	↓
3.B	Staff Assisted	14 %	6.81 %	↓
3.C	Intensive	11 %	3.94 %	↑
3.D	Training	70 %	96.15 %	↓
4	Training Completion Rate	85 %	92.50 %	↓
5	Training Related Placements	60 %	100.00 %	
6	Employment After Services	644	502	
7	Employment WIA	56	62	
8	Prof. Placement 3% of Employment	12	11	
9	Self-Sufficiency 14% of Employment	70	47	
10	Job Order Index	277	333	
11	Job Order Index 28% of \$13 and above	93	185	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	38.47 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	14.42 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	26.52 %	
20	CAP Participation Rate	52 %	55.02 %	72.09 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	70.34 %	
22	Short-Term Veterans EER	30 %	12.69 %	8.70 %	
23	FSET EER	20 %	1.25 %	2.35 %	↓

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 9/30/2010

Youth Co-Op

West Dade Career Center

Per Center				
	Measure	Standard	Center	
1	Level of Services	9.95 %	14.00 %	↑
2	Level of Services for Special Groups	9.36 %	10.88 %	↑
3	Service Outcome Rate	15 %	4.56 %	↑
3.A	Core	20 %	3.05 %	↑
3.B	Staff Assisted	14 %	4.00 %	↑
3.C	Intensive	11 %	4.41 %	↑
3.D	Training	70 %	100.00 %	
4	Training Completion Rate	85 %	90.00 %	↑
6	Employment After Services	646	637	
7	Employment WIA	68	69	
8	Prof. Placement 3% of Employment	40	10	
9	Self-Sufficiency 14% of Employment	89	43	
10	Job Order Index	471	496	
11	Job Order Index 28% of \$13 and above	138	190	

Regional & Per Center					
	Measure	Standard	Region	Center	
14	Jobs Openings Filled Rate	62 %	26.59 %	8.09 %	↓
15	WP Entered Employment Rate	28 %	14.70 %	11.98 %	
16	WIA Adult EER	97 %	100.00 %	100.00 %	
17	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %	
19	CAP Entered Employment Rate	30 %	23.76 %	36.81 %	
20	CAP Participation Rate	52 %	55.02 %	54.71 %	
21	CAP Two-Family Participation Rate	90 %	63.94 %	58.17 %	
22	Short-Term Veterans EER	30 %	12.69 %	12.77 %	
23	FSET EER	20 %	1.25 %	2.10 %	↓



4.

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

October 21, 2010

**Extension of the Workforce Services Provider
Contracts**

Information Item

BACKGROUND

The current workforce services providers were competitively procured under RFP # W S2008-09-2 to deliver workforce services in Region 23 for Program Year (PY) 2008 to 2009. Pursuant to certain contract language allowing renewal contingent on availability of funds for up to two program years, those providers also delivered workforce services for PY 2009 to 2010.

At the Board's June 28, 2010 meeting, the workforce services provider contracts were approved for renewal for one final PY, 2010-2011. However, the Board's approval to renew stipulated that those providers who did not meet at least 50 percent of the PY 2009-2010 Balanced Scorecard performance measures must meet at least 50 percent of the PY 2010-2011 First Quarter (FQ) Balanced Scorecard performance measures or face contract termination.

At its September 28, 2010 meeting, the Executive Committee discussed the status of the workforce services contracts for the providers on PY 2010-2011 FQ probation and voted to recommend to the Board extending those contracts to June 30, 2011. The Board will consider the extension at its October 21, 2010, meeting.

The FQ of PY 2010-2011 ended on September 30, 2010. The extension for those providers who did not meet the aforementioned PY 2009-2010 performance measures forestalls disruption in the delivery of essential workforce services in the areas served by those providers. The extension also gives those providers an opportunity to improve their PY 2010-2011 performance.



5.

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

October 21, 2010

**Approval of a SFWIB-City of Miami Workforce
Services Contract**

RECOMMENDATION

SFWIB staff recommends to the WSI Committee to recommend to the Board the approval to partner with the City of Miami to provide workforce services.

BACKGROUND

The Region's August 2010 unemployment rate is 14.2%. For the City of Miami, the unemployment rate for some of its census tracts is as high as 20.3%, more than double the State's August 2010 rate of 9.5%. Thus, SFWIB and the City of Miami have partnered to spearhead an initiative to deliver workforce services through a City of Miami-based facility. The facility was donated by the City of Miami, is approximately 10,000 square feet, and will operate as a Career Center. The goal of the Career Center is to assist in reducing the unemployment rate in City of Miami neighborhoods.

In contracting with the City of Miami to deliver workforce services, the SFWIB Executive Director is recommending, consistent with Administrative Order No. 3-38, that the competitive procurement process be waived as that is in the best interests of the SFWIB.