



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, February 24th, 2010
8:00 A.M.**

Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue
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
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 – AWI Quality Assurance and Data Validation Review
8. Recommendation as to Approval to Authorize Staff to Release a RFP to
Provide Workforce Services for PY 2011-2012

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



2.A

SFWIB – Workforce Systems Improvement Committee

February 24, 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 Gavia Lopez, Beatriz – <i>SER NMB</i> Perez, Julio – <i>Transition Inc.</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

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

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

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

3. Discussion – 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 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.



2.B

SFWIB – Workforce Systems Improvement Committee

February 24, 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

February 24, 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
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 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. Gabor 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.



3.

SFWIB - Workforce Systems Improvement (WSI) Committee

February 24, 2011

Workforce Services Contractors' Performance Overview

Information Item

BACKGROUND

For Program Year (PY) 2010-2011 the Workforce Services Contractors, through January 31, 2011, have 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 reveal the following:

- 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 reveals the following:

- 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 reveal the following:

- The Region's Veterans EER is at 23.98%. This is a 9.5% 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 for the period of July 1, 2010 to January 31, 2011 reveal the following:

- 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 above 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.

SFWIB - Workforce Systems Improvement (WSI) Committee

February 24, 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 January 31, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through January 31, 2011) is set forth below. The summary shows that nine (9) of the twelve (12) Workforce Services Contractors 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 January 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	11	24	46%
	Hialeah Gardens Career Center	14	24	58%
City of Hialeah	Hialeah Downtown Career Center	7	24	29%
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	12	24	50%
Youth Co-Op, Inc.	Florida Keys Career Center	15	24	63%
	Homestead Career Center	13	24	54%
	Little Havana Career Center	12	24	50%
	Northside Career Center	13	24	54%
	Perrine Career Center	14	24	58%
	West Dade Career Center	13	24	54%

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

- 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.

Attachment

SFWIB Balanced Scorecard Report

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

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 %	8.31 %
3.A	Core	20 %	4.05 %
3.B	Staff Assisted	14 %	8.21 %
3.C	Intensive	11 %	7.43 %
3.D	Training	70 %	89.02 %
4	Training Completion Rate	70 %	89.19 %
5	Training Related Placements	70 %	68.28 %
6	Employment After Services	13,565	10,857
7	Employment WIA	1,490	1,609
8	Prof. Placement 3% of Employment	326	407
9	Self-Sufficiency 14% of Employment	1,512	1,613
10	Job Order Index	8,371	9,127
11	Job Order Index 28% of \$13 and above	2,550	3,477

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	43.77 %
15	WP Entered Employment Rate	28 %	20.45 %
16	WIA Adult EER	97 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %
18	WIA Emp Worker Outcome	95 %	97.09 %
19	CAP Entered Employment Rate	30 %	31.02 %
20	CAP Participation Rate	52 %	58.14 %
21	CAP Two-Family Participation Rate	90 %	66.80 %
22	Short-Term Veterans EER	30 %	23.98 %
23	FSET EER	20 %	4.78 %

SFWIB Balanced Scorecard Report

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

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.03 %	7.85 %
2	Level of Services for Special Groups	6.62 %	7.60 %
3	Service Outcome Rate	15 %	6.10 %
3.A	Core	20 %	0.64 %
3.B	Staff Assisted	14 %	5.21 %
3.C	Intensive	11 %	6.31 %
3.D	Training	70 %	88.57 %
4	Training Completion Rate	70 %	90.57 %
5	Training Related Placements	70 %	57.14 %
6	Employment After Services	861	641
7	Employment WIA	101	149
8	Prof. Placement 3% of Employment	15	30
9	Self-Sufficiency 14% of Employment	89	119
10	Job Order Index	490	620
11	Job Order Index 28% of \$13 and above	173	309

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	32.66 %
15	WP Entered Employment Rate	28 %	20.45 %	27.30 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	50.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	23.07 %
20	CAP Participation Rate	52 %	58.14 %	53.75 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	62.28 %
22	Short-Term Veterans EER	30 %	23.98 %	32.84 %
23	FSET EER	20 %	4.78 %	14.02 %

SFWIB Balanced Scorecard Report

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

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.81 %	8.82 %
2	Level of Services for Special Groups	5.46 %	7.26 %
3	Service Outcome Rate	15 %	4.23 %
3.A	Core	20 %	1.84 %
3.B	Staff Assisted	14 %	4.09 %
3.C	Intensive	11 %	3.30 %
3.D	Training	70 %	89.83 %
4	Training Completion Rate	70 %	95.74 %
5	Training Related Placements	70 %	94.29 %
6	Employment After Services	966	578
7	Employment WIA	147	172
8	Prof. Placement 3% of Employment	14	27
9	Self-Sufficiency 14% of Employment	80	78
10	Job Order Index	745	760
11	Job Order Index 28% of \$13 and above	212	321

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	22.83 %
15	WP Entered Employment Rate	28 %	20.45 %	23.69 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	100.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	46.58 %
20	CAP Participation Rate	52 %	58.14 %	65.75 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	72.32 %
22	Short-Term Veterans EER	30 %	23.98 %	25.00 %
23	FSET EER	20 %	4.78 %	0.00 %

SFWIB Balanced Scorecard Report

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

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.31 %	5.52 %
2	Level of Services for Special Groups	6.88 %	3.29 %
3	Service Outcome Rate	15 %	5.49 %
3.A	Core	20 %	2.21 %
3.B	Staff Assisted	14 %	4.92 %
3.C	Intensive	11 %	6.14 %
3.D	Training	70 %	62.12 %
4	Training Completion Rate	70 %	87.27 %
5	Training Related Placements	70 %	66.67 %
6	Employment After Services	744	437
7	Employment WIA	115	74
8	Prof. Placement 3% of Employment	11	4
9	Self-Sufficiency 14% of Employment	61	27
10	Job Order Index	1,034	1,037
11	Job Order Index 28% of \$13 and above	290	318

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	17.42 %
15	WP Entered Employment Rate	28 %	20.45 %	19.14 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	90.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	38.38 %
20	CAP Participation Rate	52 %	58.14 %	59.34 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	70.00 %
22	Short-Term Veterans EER	30 %	23.98 %	12.50 %
23	FSET EER	20 %	4.78 %	0.00 %

SFWIB Balanced Scorecard Report

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

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.04 %	10.12 %
2	Level of Services for Special Groups	7.57 %	11.09 %
3	Service Outcome Rate	15 %	7.63 %
3.A	Core	20 %	3.06 %
3.B	Staff Assisted	14 %	7.23 %
3.C	Intensive	11 %	10.42 %
3.D	Training	70 %	93.67 %
4	Training Completion Rate	70 %	98.48 %
5	Training Related Placements	70 %	77.08 %
6	Employment After Services	1,379	1,057
7	Employment WIA	126	146
8	Prof. Placement 3% of Employment	29	31
9	Self-Sufficiency 14% of Employment	147	278
10	Job Order Index	983	1,064
11	Job Order Index 28% of \$13 and above	297	368

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	47.90 %
15	WP Entered Employment Rate	28 %	20.45 %	18.42 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	100.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	28.23 %
20	CAP Participation Rate	52 %	58.14 %	57.87 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	54.41 %
22	Short-Term Veterans EER	30 %	23.98 %	22.10 %
23	FSET EER	20 %	4.78 %	5.63 %

SFWIB Balanced Scorecard Report

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

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.51 %	1.89 %
2	Level of Services for Special Groups	1.42 %	2.44 %
3	Service Outcome Rate	15 %	17.49 %
3.A	Core	20 %	10.34 %
3.B	Staff Assisted	14 %	18.23 %
3.C	Intensive	11 %	16.67 %
3.D	Training	70 %	ND
4	Training Completion Rate		ND
5	Training Related Placements		ND
6	Employment After Services	340	271
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	1	3
9	Self-Sufficiency 14% of Employment	37	9
10	Job Order Index	182	127
11	Job Order Index 28% of \$13 and above	35	7

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	86.54 %
15	WP Entered Employment Rate	28 %	20.45 %	22.19 %
16	WIA Adult EER		100.00 %	ND
17	WIA Dislocated Worker EER		99.65 %	ND
18	WIA Emp Worker Outcome		97.09 %	ND
19	CAP Entered Employment Rate	30 %	31.02 %	22.16 %
20	CAP Participation Rate	52 %	58.14 %	64.58 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	58.82 %
22	Short-Term Veterans EER	30 %	23.98 %	22.73 %
23	FSET EER	20 %	4.78 %	1.09 %

ND = No Data

Run Date: 2/11/2011 8:03:38 AM

SFWIB Balanced Scorecard Report

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

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.65 %	5.98 %
2	Level of Services for Special Groups	5.32 %	8.49 %
3	Service Outcome Rate	15 %	3.98 %
3.A	Core	20 %	1.56 %
3.B	Staff Assisted	14 %	2.83 %
3.C	Intensive	11 %	4.40 %
3.D	Training	70 %	88.24 %
4	Training Completion Rate	70 %	75.31 %
5	Training Related Placements	70 %	62.00 %
6	Employment After Services	749	457
7	Employment WIA	154	108
8	Prof. Placement 3% of Employment	28	19
9	Self-Sufficiency 14% of Employment	63	70
10	Job Order Index	530	634
11	Job Order Index 28% of \$13 and above	177	181

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	19.57 %
15	WP Entered Employment Rate	28 %	20.45 %	16.08 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	100.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	33.78 %
20	CAP Participation Rate	52 %	58.14 %	70.05 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	68.42 %
22	Short-Term Veterans EER	30 %	23.98 %	28.57 %
23	FSET EER	20 %	4.78 %	5.15 %

SFWIB Balanced Scorecard Report

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

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.72 %	2.07 %
2	Level of Services for Special Groups	5.38 %	4.44 %
3	Service Outcome Rate	15 %	20.09 %
3.A	Core	20 %	13.16 %
3.B	Staff Assisted	14 %	21.39 %
3.C	Intensive	11 %	11.96 %
3.D	Training	70 %	90.57 %
4	Training Completion Rate	70 %	92.31 %
5	Training Related Placements	70 %	25.00 %
6	Employment After Services	375	667
7	Employment WIA	61	87
8	Prof. Placement 3% of Employment	14	96
9	Self-Sufficiency 14% of Employment	93	486
10	Job Order Index	329	352
11	Job Order Index 28% of \$13 and above	98	133

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	67.17 %
15	WP Entered Employment Rate	28 %	20.45 %	32.33 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	75.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	46.94 %
20	CAP Participation Rate	52 %	58.14 %	25.97 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	20.00 %
22	Short-Term Veterans EER	30 %	23.98 %	24.81 %
23	FSET EER	20 %	4.78 %	2.56 %

SFWIB Balanced Scorecard Report

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

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	4.67 %	6.69 %
2	Level of Services for Special Groups	4.39 %	6.12 %
3	Service Outcome Rate	15 %	11.15 %
3.A	Core	20 %	8.38 %
3.B	Staff Assisted	14 %	11.28 %
3.C	Intensive	11 %	10.09 %
3.D	Training	70 %	93.48 %
4	Training Completion Rate	70 %	85.71 %
5	Training Related Placements	70 %	64.00 %
6	Employment After Services	1,890	1,836
7	Employment WIA	87	93
8	Prof. Placement 3% of Employment	12	18
9	Self-Sufficiency 14% of Employment	257	46
10	Job Order Index	339	340
11	Job Order Index 28% of \$13 and above	95	110

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	68.16 %
15	WP Entered Employment Rate	28 %	20.45 %	21.18 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome		97.09 %	ND
19	CAP Entered Employment Rate	30 %	31.02 %	32.31 %
20	CAP Participation Rate	52 %	58.14 %	78.09 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	88.61 %
22	Short-Term Veterans EER	30 %	23.98 %	16.88 %
23	FSET EER	20 %	4.78 %	5.80 %

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SFWIB Balanced Scorecard Report

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

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.34 %	11.43 %
2	Level of Services for Special Groups	8.79 %	12.23 %
3	Service Outcome Rate	15 %	16.69 %
3.A	Core	20 %	2.16 %
3.B	Staff Assisted	14 %	17.33 %
3.C	Intensive	11 %	8.02 %
3.D	Training	70 %	91.46 %
4	Training Completion Rate	70 %	88.64 %
5	Training Related Placements	70 %	68.75 %
6	Employment After Services	1,313	884
7	Employment WIA	217	203
8	Prof. Placement 3% of Employment	40	22
9	Self-Sufficiency 14% of Employment	123	117
10	Job Order Index	999	1,183
11	Job Order Index 28% of \$13 and above	331	480

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	42.62 %
15	WP Entered Employment Rate	28 %	20.45 %	21.96 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	99.21 %
19	CAP Entered Employment Rate	30 %	31.02 %	31.47 %
20	CAP Participation Rate	52 %	58.14 %	53.13 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	68.22 %
22	Short-Term Veterans EER	30 %	23.98 %	27.14 %
23	FSET EER	20 %	4.78 %	1.93 %

SFWIB Balanced Scorecard Report

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

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	12.10 %	13.35 %
2	Level of Services for Special Groups	11.38 %	13.43 %
3	Service Outcome Rate	15 %	8.01 %
3.A	Core	20 %	4.28 %
3.B	Staff Assisted	14 %	7.37 %
3.C	Intensive	11 %	7.08 %
3.D	Training	70 %	86.25 %
4	Training Completion Rate	70 %	93.28 %
5	Training Related Placements	70 %	70.73 %
6	Employment After Services	1,939	1,205
7	Employment WIA	192	244
8	Prof. Placement 3% of Employment	30	31
9	Self-Sufficiency 14% of Employment	168	90
10	Job Order Index	994	1,000
11	Job Order Index 28% of \$13 and above	280	359

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	48.38 %
15	WP Entered Employment Rate	28 %	20.45 %	15.08 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome	95 %	97.09 %	100.00 %
19	CAP Entered Employment Rate	30 %	31.02 %	23.39 %
20	CAP Participation Rate	52 %	58.14 %	55.88 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	73.18 %
22	Short-Term Veterans EER	30 %	23.98 %	21.30 %
23	FSET EER	20 %	4.78 %	0.57 %

SFWIB Balanced Scorecard Report

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

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.82 %	11.70 %
2	Level of Services for Special Groups	7.36 %	11.96 %
3	Service Outcome Rate	15 %	8.60 %
3.A	Core	20 %	6.21 %
3.B	Staff Assisted	14 %	6.43 %
3.C	Intensive	11 %	13.03 %
3.D	Training	70 %	96.77 %
4	Training Completion Rate	70 %	89.01 %
5	Training Related Placements	70 %	73.17 %
6	Employment After Services	1,502	1,492
7	Employment WIA	131	171
8	Prof. Placement 3% of Employment	30	29
9	Self-Sufficiency 14% of Employment	208	100
10	Job Order Index	647	725
11	Job Order Index 28% of \$13 and above	203	402

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	65.18 %
15	WP Entered Employment Rate	28 %	20.45 %	17.03 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	100.00 %
18	WIA Emp Worker Outcome		97.09 %	ND
19	CAP Entered Employment Rate	30 %	31.02 %	36.13 %
20	CAP Participation Rate	52 %	58.14 %	67.94 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	66.56 %
22	Short-Term Veterans EER	30 %	23.98 %	12.28 %
23	FSET EER	20 %	4.78 %	8.28 %

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SFWIB Balanced Scorecard Report

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

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.95 %	14.58 %
2	Level of Services for Special Groups	9.36 %	11.59 %
3	Service Outcome Rate	15 %	6.31 %
3.A	Core	20 %	3.81 %
3.B	Staff Assisted	14 %	7.04 %
3.C	Intensive	11 %	3.65 %
3.D	Training	70 %	98.11 %
4	Training Completion Rate	70 %	87.61 %
5	Training Related Placements	70 %	57.45 %
6	Employment After Services	1,507	1,332
7	Employment WIA	159	162
8	Prof. Placement 3% of Employment	101	97
9	Self-Sufficiency 14% of Employment	186	193
10	Job Order Index	1,099	1,285
11	Job Order Index 28% of \$13 and above	359	489

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	43.77 %	24.03 %
15	WP Entered Employment Rate	28 %	20.45 %	20.42 %
16	WIA Adult EER	97 %	100.00 %	100.00 %
17	WIA Dislocated Worker EER	94 %	99.65 %	98.11 %
18	WIA Emp Worker Outcome		97.09 %	ND
19	CAP Entered Employment Rate	30 %	31.02 %	40.94 %
20	CAP Participation Rate	52 %	58.14 %	60.53 %
21	CAP Two-Family Participation Rate	90 %	66.80 %	61.29 %
22	Short-Term Veterans EER	30 %	23.98 %	30.00 %
23	FSET EER	20 %	4.78 %	7.67 %

ND = No Data

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5.

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

February 24, 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 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 above 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.

SFWIB - Workforce Systems Improvement (WSI) Committee

February 24, 2011

Refugee Employment and Training Balanced Scorecard

Information Item

BACKGROUND

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of RET Service Contractors and is attached for the period of October 1, 2010 through January 31, 2011.

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

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2010 through January 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.	5	6	83%
Community Coalition, Inc.	3	6	50%
City of Hialeah	5	6	83%
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.	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

Attachment

SFWIB Refugee Balanced Scorecard Report

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

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	40.79 %	↑
2	Employed on the 90th Day	50 %	68.57 %	↑
3	Employed on the 180th Day	50 %	62.29 %	↑
4	Health Benefits	38 %	44.14 %	↑
5	Placements	559	581	
6	Intakes	772	815	
7	Career Laddering Placements	50 %	58.33 %	↓

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	41.16 %	↓
2	Employed on the 90th Day	55 %	NA	74.01 %	↑
3	Employed on the 180th Day	55 %	NA	68.61 %	↑
4	Health Benefits	38 %	44.14 %	41.67 %	↑
5	Placements	67	NA	122	
6	Intakes	176	NA	176	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	20.29 %	↓
2	Employed on the 90th Day	55 %	NA	81.88 %	↓
3	Employed on the 180th Day	55 %	NA	75.15 %	↓
4	Health Benefits	38 %	44.14 %	41.76 %	↓
5	Placements	17	NA	21	
6	Intakes	85	NA	87	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	61.36 %	↑
2	Employed on the 90th Day	55 %	NA	69.53 %	↓
3	Employed on the 180th Day	55 %	NA	63.46 %	↓
4	Health Benefits	38 %	44.14 %	37.04 %	↓
5	Placements	34	NA	37	
6	Intakes	30	NA	34	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	60.34 %	↓
2	Employed on the 90th Day	55 %	NA	45.45 %	↓
3	Employed on the 180th Day	55 %	NA	38.24 %	↑
4	Health Benefits	38 %	44.14 %	27.71 %	↑
5	Placements	14	NA	21	
6	Intakes	20	NA	23	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	38.10 %	↑
2	Employed on the 90th Day	55 %	NA	62.04 %	↑
3	Employed on the 180th Day	55 %	NA	56.55 %	↑
4	Health Benefits	38 %	44.14 %	45.07 %	↑
5	Placements	65	NA	95	
6	Intakes	109	NA	130	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	18.58 %	↑
2	Employed on the 90th Day	55 %	NA	60.00 %	↓
3	Employed on the 180th Day	55 %	NA	82.61 %	↑
4	Health Benefits	38 %	44.14 %	43.14 %	↓
5	Placements	8	NA	9	
6	Intakes	26	NA	31	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	51.21 %	↑
2	Employed on the 90th Day	55 %	NA	62.62 %	↑
3	Employed on the 180th Day	55 %	NA	55.06 %	↓
4	Health Benefits	38 %	44.14 %	50.13 %	↓
5	Placements	65	NA	103	
6	Intakes	115	NA	116	
7	Career Laddering Placements	50 %	NA	83.33 %	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	83.67 %	↑
2	Employed on the 90th Day	55 %	NA	88.00 %	↑
3	Employed on the 180th Day	55 %	NA	68.18 %	↓
4	Health Benefits	38 %	44.14 %	60.42 %	↓
5	Placements	9	NA	15	
6	Intakes	12	NA	13	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	42.68 %	↑
2	Employed on the 90th Day	55 %	NA	76.60 %	↑
3	Employed on the 180th Day	55 %	NA	78.72 %	↑
4	Health Benefits	38 %	44.14 %	33.33 %	↓
5	Placements	7	NA	13	
6	Intakes	22	NA	24	
7	Career Laddering Placements	50 %	NA	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.79 %	43.20 %	↑
2	Employed on the 90th Day	55 %	NA	70.25 %	↓
3	Employed on the 180th Day	55 %	NA	61.86 %	↓
4	Health Benefits	38 %	44.14 %	45.42 %	↑
5	Placements	99	NA	145	
6	Intakes	177	NA	181	
7	Career Laddering Placements	50 %	NA	50.00 %	

ND = No data

NA = Region performance not applicable for this measure

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7.

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

February 24, 2011

**AWI Quality Assurance and Data Validation
Review**

Information Item

BACKGROUND

The Agency for Workforce Innovation (AWI) conducted an on-site Quality Assurance Review from January 10, 2011 through January 14, 2011 of the following Workforce Programs:

- 68 Welfare Transition (WT) Program participant case files;
- 66 Supplemental Nutritional Assistance Program (SNAP), formerly Food Stamp Employment and Training (FSET) Program, participant case files;
- 33 Workforce Investment Act (WIA) Adult and Dislocated Worker Program participant case files;
- 22 WIA Youth Program participant case files;
- 64 American Recovery and Reinvestment Act (ARRA) participant case files;
- 10 WIA WINGS Business Entrepreneur Incubator Special Project participant files;
- 47 Trade Adjustment Assistance (TAA) Program participant files;
- 67 (22 job orders and 45 job seekers)Wagner-Peyser (WP) files;
- 1 Priority Reemployment Eligibility Program (PREP) session;
- 10 Reemployment and Eligibility Assessment Program (REA) participant case files;
- 6 One-Stop Credentialing / Career Center Credentialing on-site visits;
- Management Information Systems Security process, policies, and record keeping; and
- 10 Migrant and Seasonal Farm Worker (MSFW) Program participant files.

A total of 397 participant files were reviewed. Based on the review, AWI staff identified WT had 2 findings, WP had 6, and MSFW had 3 findings.

Furthermore, the AWI conducted an on-site Data Validation Monitoring Review for WIA Adults and Dislocated Workers on January 24 and 25, 2011. The purpose of the review was to ensure all of the necessary components are in place to operate a successful WIA Adult and Dislocated Worker program.

There were no findings noted in the Data Validation Monitoring Review for the WIA Adult and Dislocated Worker program.

The AWI 2010-2011 Workforce Programs Quality Assurance Review for SFWIB Region 23 Exit Summary is attached.

Attachment



8.

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

February 24, 2011

**Approval to Authorize Staff to Release a RFP to
Provide Workforce Services for PY 2011-2012**

RECOMMENDATION

SFWIB staff is recommending that the Workforce Systems Improvement (WSI) Committee recommend to the Board the approval to authorize staff to release a RFP to provide Workforce Services for Program Year (PY) 2011-2012.

BACKGROUND

The current Workforce Services Providers were competitively procured under RFP # WS2008-09-2 to provide Workforce Services in Region 23 for 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. The current Workforce Services contracts were renewed a final year for PY 2010 to 2011 and expire June 30, 2011.

Thus, staff recommends that the WSI Committee recommend to the Board the approval for staff to issue a RFP to solicit Workforce Services for PY 2011-2012.