



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, October 20, 2011
8:00 A.M.**

Double Tree by Hilton Miami Airport Hotel
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. June 23, 2011
 - B. August 18, 2011
3. Information – Workforce Services Contractors Performance Overview
4. Information – Workforce Services Balanced Scorecard Update
5. Information – Refugee Employment and Training Contractors Performance Overview
6. Information – Refugee Employment and Training Balanced Scorecard Update
7. Information – Workforce Services North Miami Beach Contract



2.A

SFWIB – Workforce Systems Improvement Committee

October 20, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting June 23, 2011

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 June 23, 2011, at 8:00 A.M.
 Doubletree Airport Hotel – Convention Center
 711 NW 72nd Avenue, Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	SFW STAFF
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Gaber, Cynthia 4. Manning, Anne 5. Socorro, Ivonne	6. Arboleda, Carlos 7. Huston, Albert 8. Roberts, Alvin 9. Rodriguez, Pedro	Edwards, Phillip Hernandez, Juan
		OTHER ATTENDEES Battle, Jorge – <i>Arbor E & T, LLC</i> Berry, Gulene – <i>Positive Impact Foundation</i> Cushion, Norman - <i>Arbor E & T, LLC</i> Gaviria, Beatrice- <i>SER Jobs for Progress, Inc.</i> Morales, Maria - <i>Arbor E & T, LLC</i> Perez, Julio - <i>Transition, Inc.</i> Someillan, Ana – <i>A.M.O.</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr. called the meeting to order, asked the members present to introduce themselves and noted that a quorum had been achieved.

Mr. Fils-Aime also noted for the record that quorums were achieved at the meetings held on August 12, 2010 and April 14, 2011.

2. Approval of Workforce Systems Improvement Meeting Minutes for August 19, 2010, October 21, 2010, December 16, 2010, February 24, 2011 and April 14, 2011.

Ms. Anne Manning moved the approval of August 19, 2010, October 21, 2010, December 16, 2010, February 24, 2011 and April 14, 2011 meeting minutes. Motion was seconded by Ms. Cynthia Gaber; Motion Passed.

3. Information– Workforce Services Contractors Performance Overview

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

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

- WIA Adult/Dislocated Worker (DW) Program, the contractors' performance statistics for July 1, 2010 to May 31, 2011 revealed 2,422 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program. This is 14.3% more placements than during the same period last PY.
- Wagner-Peyser (WP) Program, the performance statistics for the Workforce Services Contractors for the July 1, 2010 to March 31, 2011 period reveals the Region's WP Entered Employment Rate (EER) is at 33.5%. This is 17.2% better than the same period last PY.
- Veterans Program, the contractors' performance statistics reveal the Region's Veterans EER is at 35.6%. This is a 20.56% improvement from the same period last PY.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program, the performance statistics for the Workforce Services Contractors reveal the following:
 - The Region's EER is 30.8%. This is a 6.7% improvement to the same period last PY.
 - The Region is at 58.6% 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 April 30, 2011.
 - The Region is at 66.3% in the Two-Parent Participation Rate. Since last PY, this performance has been consistently among the highest in the State. Additionally, the Region is ranked 3rd out of the 24 Regions in the State's MMR YTD July 1, 2010 through April 30, 2011.

Ms. Manning inquired about the data and Mr. Hernandez provided further explanation.

4. Information– Workforce Services Balanced Scorecard Update

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

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

Mr. Fils-Aime had questions regarding Hialeah Downtown's steady decrease since the last reporting period. Mr. Hernandez explained that SFW has provided technical assistance to that agency in order to help improve their performance. He also shared with the Committee that the agency recently lost several of their management staff, which has greatly impacted them.

Ms. Manning requested staff invite Board Member Fredrick Marinelli to further discuss this issue.

5. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 4,518 refugee job seekers have received employment during October 1, 2010 through May 31, 2011 period. He also read the following stats:

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

No questions or further discussions.

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 May 31, 2011.

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

No questions or further discussions.

7. Information- Monster Power Seeker Workshops Update

Mr. Hernandez discussed the summary outcome of the Monster Seeker Workshops that were held during the months of April, May and June. The report showed that 9 of 10 Monster Power Seeker Workshops were conducted during Program Year (PY) 2010-2011 with a total of 944 job seekers that attended. He noted to date, all 10 workshops were completed. The attendance increased by 264 participants from last program year (2009-2010). The mobile units were also on-site to assist with job referrals. Additionally, surveys were given to participants at each workshop and below are the results:

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

Mr. Fils-Aime commented that he attended two of the workshops and both were a great success.

8. Information – Customer Service Delivery Flow & Enhanced Management/Quality Assurance Tools for PY 11-12

Mr. Hernandez presented the item.

Ms. Socorro requested a copy of the flowchart and Mr. Hernandez responded that copies will be furnished at a later date.

9. Recommendation as to Approval of PY 2011-12 Workforce Services Balanced Scorecard Performance Measures

Mr. Hernandez presented the item and noted that SFWIB requested making the following revisions to the Balance Scorecard Measures for Program Year (PY) 11-12:

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

Ms. Manning asked whether the measures were reviewed by the providers and if they were, whether the consensus was positive. Mr. Hernandez responded that it was presented at the Partners meeting where the majority of attendees provided positive feedback.

Ms. Anne Manning moved the approval of PY 2011-12 Workforce Services Balanced Scorecard Performance Measures. Motion was seconded by Ms. Yvonne Socorro; **Motion Passed.**

Prior to proceeding to the next item, Ms. Manning wanted to discuss item 9B (Refugee Employment & Training Balanced Scorecard Update) from the prior meeting's Board agenda that was referred back to WSI Committee for further review and recommendation. The Committee has requested that the item be included in the next meeting agenda for further discussion.

10. Recommendation as to Approval of PY 2011-12 Workforce Services Contractor(s)

Mr. Phillip Edwards, SFWIB Policy Coordinator read the item and noted that a Workforce Services RFP was released on May 13, 2011 to seek agencies that are able to deliver an integrated menu of employment and training services. Seven proposals were submitted by the June 13, 2011 deadline. The following week a Public Review Forum was held during which staff disclosed Respondents'

scores. For Program Year 2011-12, staff recommended awarding a contract with each Respondent that has satisfied the 80 point threshold. For Respondents that satisfied the threshold but did not meet due diligence, a contract award is contingent upon the Respondent meeting the required due diligence.

For the service delivery locations where the Respondents scored below the required 80-point threshold, authorize staff to release another RFP for those locations, and extend contracts for those Career Center locations for three months. The following two agencies have met the 80 point threshold:

- Transition, Inc.
- UNIDAD (met 80 point threshold, but did not meet due diligence)

Ms. Manning asked if agencies can re-apply and Mr. Edwards responded, “Yes” as well as other agencies that did not have an opportunity to apply. She further asked how many respondents attended the bidders conference versus the amount that actually applied. Mr. Edwards responded that there were over 30 that attended the bidder’s conference but less than 10 that applied. She inquired about the low number of applicants and Mr. Beasley further explained.

Ms. Cynthia Gaber moved the approval of PY 2011-12 Workforce Services Contractor(s). Motion was seconded by Ms. Anne Manning; **Motion Passed.**

Mr. Fils-Aime asked if there were any questions or concerns prior to adjourning the meeting.

Meeting adjourned.



2.B

SFWIB – Workforce Systems Improvement Committee

October 20, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting August 18, 2011

South Florida Workforce Investment Board
Workforce Systems Improvement Committee Meeting
August 18, 2011, at 8:00 A.M.
Doubletree Airport Hotel – Convention Center
711 NW 72nd Avenue, Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	SFW STAFF
<ol style="list-style-type: none"> 1. Gaber, Cynthia, <i>Vice Chair</i> 2. DuBois, Victoria 3. Manning, Anne 	<ol style="list-style-type: none"> 4. Fils-Aime, Sr., Daniel– <i>Chair</i> 5. Arboleda, Carlos 6. Huston, Albert 7. Roberts, Alvin 8. Rodriguez, Pedro 9. Socorro, Ivonne 	<p>Almagro, Olivia Beasley, Rick Edwards, Phillip Hernandez, Juan</p> <p>OTHER ATTENDEES</p> <p>Gaviria-Lopez, Beatrice – <i>SER Jobs for Progress, Inc.</i> Heit, David – <i>Youth Co-Op, Inc.</i> Morales, Maria - <i>Arbor E & T, LLC</i> Perez, Julio - <i>Transition, Inc.</i> Pichardo, Jorge - <i>Youth Co-Op, Inc.</i> Someillan, Ana – <i>A.M.O.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Ms. Cynthia Gaber called the meeting to order at 8:16am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

3. Information– Workforce Services Contractors’ Performance Overview

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

For Program Year (PY) 2010-2011 the Workforce Services Contractors, through June 30, 2011, assisted the placement of 17,034 job seekers into employment.

- WIA Adult/Dislocated Worker (DW) Program, the contractors’ performance statistics for July 1, 2010 to June 30, 2011 revealed 2,622 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program. This was 295 more placements for the same period last PY.

- Wagner-Peyser (WP) Program, the performance statistics for Workforce Services Contractors for July 1, 2010 to June 30, 2011 revealed the Region's WP Entered Employment Rate (EER) is at 20.5%. This was 4.2% better than the last PY.
- Veterans Program, the contractors' performance statistics revealed the Region's Veterans EER is at 22.1%. This was a 6.8% improvement from the last PY.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program the performance statistics for the Workforce Services Contractors revealed the following:
 - The Region is at 59.3% in the All Family Participation Rate. Since last PY, this performance measure has been consistently among the top three in the State.
 - The Region is at 67.2% 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 2nd out of the 24 Regions in the State.

4. Information– Workforce Services Balanced Scorecard Update

Mr. Hernandez presented the region's Balanced Scorecard, which measured the performance of Service Partners, for the period of July 1, 2010, through June 30, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through June 30, 2011) showed that ten (10) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY '10-'11 Balanced Scorecard Performance Measures standards.

Ms. Manning requested staff invite representatives from City of Hialeah to the next meeting.

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

Mr. Hernandez presented the item and noted that a total of 5,193 refugee job seekers have received employment during the October 1, 2010 through May 31, 2011 period. He also read the following stats:

- 7,617 refugee job seekers were enrolled in the RET program;
- 3,206 refugees placed in employment are still working after 90 days of hire;
- 2,920 refugees placed in employment are still working after 180 days of hire; and
- 2,015 refugees placed in employment are also receiving health benefits through the employer.

Ms. Manning inquired about the number of placements and staff explained that refugee job placements have been a current challenge due to high unemployment.

6. Information- Refugee Employment and Training Balanced Scorecard Update

Mr. Hernandez presented the item and noted that the Refugee Employment and Training (RET) Balanced Scorecard measured the performance of RET Service Contractors for the period of October 1, 2010 through July 31, 2011.

During that period, all ten (10) RET Services Contracts were meeting or exceeding 67% of the PY '10-'11 Performance Measures standards.

Ms. Manning requested additional information on UNIDAD of Miami Beach, Inc.

7. Information- PY 2011-12 Customer Service Delivery Flow & Enhanced Management Quality Assurance Tools Update

Mr. Hernandez discussed the Customer Service Delivery Flow chart and noted that the Workforce Services Performance Improvement Team (PIT) consisting of SFWIB and service provider staff, analyzed Region 23 Career Centers' customer service. The goal of the project was to standardize the Region's delivery of workforce services through effective, efficient, and measureable processes. He reviewed with the Committee the PY 2011-12 Customer Service Flow Chart and discussed the following tools and reports:

- Job Orders Report
- Staff Referral Placement Report

- Soft Exits

Mr. Rick Beasley, SFWIB Executive Director appeared before the Committee and further discussed the soft exists.

[Victoria Dubois arrived]

8. Recommendation as to Approval of Revised PY11-12 Workforce Services Balanced Scorecard Quality Assurance Performance Measures

Mr. Hernandez presented the item and noted in an effort to better monitor the quality of services delivered to jobseekers and businesses, SFWIB staff proposed, effective October 1, 2011 adding 17 Quality Assurance items to the Individual Career Center Quality Assurance Performance Measure.

Mr. Hernandez responded to the many concerns addressed by Career Center representatives in the audience. They requested that new tools be first tested prior to launching them and Ms. Manning agreed with the suggestion.

10. Recommendation as to Approval of WIA Waiver Requests

Mr. Hernandez read the item and noted the following waiver request recommendations for approval:

- An expansion of On-the-Job training assistance,
- Provide for limited financial assistance to small enterprises,
- Allow for public service employment, and
- Expand availability of services for region's youth

This item was recommended to the board by consensus of the members present.

[Mr. Juan Hernandez left the meeting room as he recused himself from any discussion relating to the subsequent item (#9).]

9. Recommendation as to Approval of PY 2011-12 Workforce Services Balanced Contractors

Mr. Phillip Edwards, SFWIB Policy Coordinator, read the item and noted that the Workforce Services RFP was reissued on July 11, 2011 as the prior workforce services procurement resulted in only two (2) respondents meeting the standard 80-point threshold. Contracts were extended for a three (3) month period with existing contractors that scored below the threshold in order to ensure the continued delivery of critical employment and training services throughout the region. Eight (8) proposals were submitted by the August 5, deadline. On August 15, 2011, a Public Review Forum was held. He also noted that staff recommended the following:

- Award contracts to Respondents that met both the 80-point threshold and scored higher than all other Respondents proposing to operate a particular Career Center.
- Award contracts to Respondents that met the 80-point threshold, but failed due diligence to award those Respondents a contract contingent on the Respondent providing the documentation necessary to satisfy due diligence and if the Respondent cannot satisfy due diligence, staff will recommend awarding the contract to the next highest scoring Respondent proposing to operate the same Center.

He later discussed the table detailing the Respondents final scores.

Ms. Gaber inquired about the submission deadline for those respondents that failed due diligence, but met the 80-point threshold. Mr. Edwards responded, October 1, 2011.

Ms. Manning requested reasons for respondents failing due diligence. He explained that due diligence is not a component factored into the score. Instead, it focuses on the financial capabilities of the agency to operate the program. Ms. Manning requested that staff provide the details prior to the Committee recommending the item to the Board. Mr. Edwards explained that RFP related information is not released until the Board makes its final decision. Mr. Beasley later provided examples and common reasons for Respondents failing due diligence.

Ms. Manning requested adding an additional column to the Workforce Services RFP table detailing whether Respondents that are current service providers have been meeting their 50% benchmarks.

This item was recommended to the board by consensus of the members present with the condition that Respondents who are current service providers additionally meet the required 50% benchmarks.

2. Approval of Workforce Systems Improvement Meeting Minutes for June 23, 2011

Minutes could not be approved due to lack of quorum.

Ms. Gaber asked if there were any questions or concerns then adjourned the meeting at 9:25am.



3.

SFWIB - Workforce Systems Improvement (WSI) Committee

October 20, 2011

Workforce Services Performance Overview

Information Item

BACKGROUND

For Program Year (PY) 2011-2012, the Workforce Services Contractors, for the period of July 1, 2011 through September 30, 2011, have assisted in placing into employment a total of 2,368 job seekers.

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

- 328 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program during July 1, 2011 through September 30, 2011. This is an 11.6 percent (43 less placements) decrease from the same period last PY.

For the Wagner-Peyser (WP) Program, the performance statistics on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following:

- For the July 1, 2011 through August 31, 2011 period, the Region's WP Entered Employment Rate (EER) is at 16.5 percent. This is 3.1 percent better than the same period last PY.

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

- The Region's Veterans EER is at 24 percent. This is a 90.5 percent improvement from the same period last PY.

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

- The Region is at 60.8 percent in the All Family Participation Rate for the Year-to-Date. This performance has been consistently one of the highest in the State since last PY. In this category, the Region is ranked second out of the 24 Regional Workforce Boards in the State.
- The Region is at 69.4 percent in the Two-Parent Participation Rate for the Year-to-Date. This performance has been consistently one of the highest in the State since last PY. In this category, the Region is ranked fifth out of the 24 Regional Workforce Boards in the State.

Overall, the statistics above reveal that the Region has steadily improved its performance. The Region's Workforce Services Contractors and SFWIB staff worked diligently through the efforts of the various Performance Improvement Teams to improve performance and thereby enhance the quality of services offered to job seekers.



4.

SFWIB - Workforce Systems Improvement (WSI) Committee

October 20, 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, 2011, through September 30, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2011, through September 30, 2011) is set forth below. The summary indicates that 5 of the 12 Workforce Services locations met at least 50 percent of the PY '11-'12 Balanced Scorecard measures.

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July 1, 2010 through September 30, 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	23	57%
	Hialeah Gardens Career Center	13	23	57%
City of Hialeah	Hialeah Downtown Career Center	8	23	35%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	14	23	61%
Transition, Inc.	Transition Offender Service Center *	3	13	23%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	7	23	31%
Youth Co-Op, Inc.	Florida Keys Career Center	9	23	40%
	Homestead Career Center	13	23	57%
	Little Havana Career Center	10	23	44%
	Northside Career Center	10	23	44%
	Perrine Career Center	14	23	61%
	West Dade Career Center	11	23	48%

*Draft Workforce Services Balanced Scorecard (July 1, 2011 through September 30, 2011)

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.94 %	100.00 %
2	Level of Services for Special Groups	84.94 %	100.00 %
3	Training Completion Rate	70 %	93.06 %
4	Training Completion Placement Rate	70 %	61.94 %
5	Training Related Placements	70 %	91.57 %
6	Employment WIA	399	328
7	Net Economic Benefit	\$27,308.00	\$24,028.62
8	Employment After Services (EAS)	5,436	2,368
9	EAS within 90 Days	1,533	1,072
10	Cost Per Placement	\$1,922.00	\$4,442.64
11	Increase Self-Sufficiency Placement	324	228
12	Job Order Index	3,663	3,921
13	Job Order Index 28% of \$14 and above	1,077	1,305

Regional			
	Measure	Standard	Region
16	Jobs Openings Filled Rate	62 %	55.11 %
17	WP Entered Employment Rate	35 %	31.46 %
18	WIA Adult EER	97 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %
22	CAP Participation Rate	55 %	60.81 %
23	CAP Two-Family Participation Rate	90 %	69.32 %
24	Short-Term Veterans EER	30 %	41.75 %
25	FSET EER	20 %	3.70 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.81 %	9.03 %
2	Level of Services for Special Groups	6.81 %	8.74 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	50.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	24	36
7	Net Economic Benefit	\$19,586.00	\$21,915.50
8	Employment After Services (EAS)	321	178
9	EAS within 90 Days	115	59
10	Cost Per Placement	\$2,610.00	\$4,660.90
11	Increase Self-Sufficiency Placement	24	28
12	Job Order Index	219	228
13	Job Order Index 28% of \$14 and above	63	73

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	32.99 %
17	WP Entered Employment Rate	35 %	31.46 %	39.68 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	ND
21	CAP Entered Employment Rate	35 %	28.35 %	20.26 %
22	CAP Participation Rate	55 %	60.81 %	63.66 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	59.46 %
24	Short-Term Veterans EER	30 %	41.75 %	48.15 %
25	FSET EER	20 %	3.70 %	17.24 %

ND = No Data

Run Date: 10/11/2011 7:47:20 AM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.51 %	6.77 %
2	Level of Services for Special Groups	5.51 %	6.64 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	76.92 %
5	Training Related Placements	70 %	90.00 %
6	Employment WIA	21	31
7	Net Economic Benefit	\$20,352.00	\$19,911.57
8	Employment After Services (EAS)	273	127
9	EAS within 90 Days	82	58
10	Cost Per Placement	\$2,516.00	\$5,282.81
11	Increase Self-Sufficiency Placement	17	11
12	Job Order Index	321	341
13	Job Order Index 28% of \$14 and above	95	111

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	28.50 %
17	WP Entered Employment Rate	35 %	31.46 %	31.64 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	38.28 %
22	CAP Participation Rate	55 %	60.81 %	63.79 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	92.00 %
24	Short-Term Veterans EER	30 %	41.75 %	50.00 %
25	FSET EER	20 %	3.70 %	0.00 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.33 %	4.71 %
2	Level of Services for Special Groups	7.33 %	2.75 %
3	Training Completion Rate	70 %	88.89 %
4	Training Completion Placement Rate	70 %	62.50 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	45	22
7	Net Economic Benefit	\$35,134.00	\$22,990.18
8	Employment After Services (EAS)	228	160
9	EAS within 90 Days	104	82
10	Cost Per Placement	\$3,868.00	\$5,580.10
11	Increase Self-Sufficiency Placement	22	16
12	Job Order Index	447	472
13	Job Order Index 28% of \$14 and above	132	134

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	26.66 %
17	WP Entered Employment Rate	35 %	31.46 %	34.80 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	43.93 %
22	CAP Participation Rate	55 %	60.81 %	62.90 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	90.91 %
24	Short-Term Veterans EER	30 %	41.75 %	25.00 %
25	FSET EER	20 %	3.70 %	0.00 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.82 %	11.81 %
2	Level of Services for Special Groups	7.82 %	12.34 %
3	Training Completion Rate	70 %	87.50 %
4	Training Completion Placement Rate	70 %	71.43 %
5	Training Related Placements	70 %	80.00 %
6	Employment WIA	36	39
7	Net Economic Benefit	\$27,029.00	\$19,260.98
8	Employment After Services (EAS)	513	184
9	EAS within 90 Days	119	70
10	Cost Per Placement	\$1,881.00	\$5,177.18
11	Increase Self-Sufficiency Placement	25	31
12	Job Order Index	426	435
13	Job Order Index 28% of \$14 and above	121	163

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	13.69 %
17	WP Entered Employment Rate	35 %	31.46 %	27.08 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	27.07 %
22	CAP Participation Rate	55 %	60.81 %	60.72 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	44.83 %
24	Short-Term Veterans EER	30 %	41.75 %	35.42 %
25	FSET EER	20 %	3.70 %	4.69 %

SFWIB Balanced Scorecard Report

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Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	2.48 %	1.86 %
2	Level of Services for Special Groups	2.48 %	2.17 %
3	Training Completion Rate	70 %	ND
4	Training Completion Placement Rate	70 %	ND
5	Training Related Placements	70 %	ND
6	Employment WIA	0	ND
7	Net Economic Benefit	\$29,027.00	ND
8	Employment After Services (EAS)	303	110
9	EAS within 90 Days	71	66
10	Cost Per Placement	\$1,116.00	\$2,755.51
11	Increase Self-Sufficiency Placement	15	4
12	Job Order Index	96	106
13	Job Order Index 28% of \$14 and above	29	36

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	40.73 %
17	WP Entered Employment Rate	35 %	31.46 %	41.77 %
18	WIA Adult EER	97 %	100.00 %	ND
19	WIA Dislocated Worker EER	94 %	100.00 %	ND
20	WIA Emp Worker Outcome	95 %	100.00 %	ND
21	CAP Entered Employment Rate	35 %	28.35 %	26.23 %
22	CAP Participation Rate	55 %	60.81 %	51.38 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	50.00 %
24	Short-Term Veterans EER	30 %	41.75 %	45.45 %
25	FSET EER	20 %	3.70 %	0.00 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.28 %	3.48 %
2	Level of Services for Special Groups	5.28 %	4.84 %
3	Training Completion Rate	70 %	88.46 %
4	Training Completion Placement Rate	70 %	52.17 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	36	25
7	Net Economic Benefit	\$21,818.00	\$11,323.35
8	Employment After Services (EAS)	270	249
9	EAS within 90 Days	161	118
10	Cost Per Placement	\$2,394.00	\$2,583.16
11	Increase Self-Sufficiency Placement	34	17
12	Job Order Index	231	228
13	Job Order Index 28% of \$14 and above	63	55

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	79.00 %
17	WP Entered Employment Rate	35 %	31.46 %	25.35 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	31.25 %
22	CAP Participation Rate	55 %	60.81 %	78.57 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	50.00 %
24	Short-Term Veterans EER	30 %	41.75 %	62.86 %
25	FSET EER	20 %	3.70 %	2.45 %

SFWIB Balanced Scorecard Report

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Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.85 %	1.06 %
2	Level of Services for Special Groups	5.85 %	2.23 %
3	Training Completion Rate	70 %	75.00 %
4	Training Completion Placement Rate	70 %	66.67 %
5	Training Related Placements	70 %	50.00 %
6	Employment WIA	42	27
7	Net Economic Benefit	\$30,581.00	\$18,944.04
8	Employment After Services (EAS)	225	102
9	EAS within 90 Days	66	73
10	Cost Per Placement	\$3,140.00	\$6,987.81
11	Increase Self-Sufficiency Placement	14	19
12	Job Order Index	141	150
13	Job Order Index 28% of \$14 and above	42	46

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	33.67 %
17	WP Entered Employment Rate	35 %	31.46 %	26.40 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	62.50 %
22	CAP Participation Rate	55 %	60.81 %	30.00 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	ND
24	Short-Term Veterans EER	30 %	41.75 %	43.33 %
25	FSET EER	20 %	3.70 %	1.82 %

ND = No Data

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SFWIB Balanced Scorecard Report

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Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.01 %	5.73 %
2	Level of Services for Special Groups	5.01 %	6.86 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	75.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	21	13
7	Net Economic Benefit	\$34,500.00	\$71,206.96
8	Employment After Services (EAS)	810	127
9	EAS within 90 Days	82	61
10	Cost Per Placement	\$770.00	\$4,800.11
11	Increase Self-Sufficiency Placement	17	15
12	Job Order Index	147	165
13	Job Order Index 28% of \$14 and above	46	58

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	78.45 %
17	WP Entered Employment Rate	35 %	31.46 %	37.20 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	30.41 %
22	CAP Participation Rate	55 %	60.81 %	78.72 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	66.67 %
24	Short-Term Veterans EER	30 %	41.75 %	64.71 %
25	FSET EER	20 %	3.70 %	4.35 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.21 %	9.74 %
2	Level of Services for Special Groups	9.21 %	9.33 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	63.64 %
5	Training Related Placements	70 %	85.71 %
6	Employment WIA	57	19
7	Net Economic Benefit	\$30,559.00	\$29,956.52
8	Employment After Services (EAS)	465	175
9	EAS within 90 Days	113	94
10	Cost Per Placement	\$2,411.00	\$6,411.27
11	Increase Self-Sufficiency Placement	24	17
12	Job Order Index	453	524
13	Job Order Index 28% of \$14 and above	146	200

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	67.74 %
17	WP Entered Employment Rate	35 %	31.46 %	23.74 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	36.80 %
22	CAP Participation Rate	55 %	60.81 %	56.33 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	72.32 %
24	Short-Term Veterans EER	30 %	41.75 %	24.39 %
25	FSET EER	20 %	3.70 %	1.54 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.65 %	16.15 %
2	Level of Services for Special Groups	11.65 %	14.64 %
3	Training Completion Rate	70 %	89.47 %
4	Training Completion Placement Rate	70 %	47.06 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	48	50
7	Net Economic Benefit	\$25,477.00	\$13,280.91
8	Employment After Services (EAS)	615	227
9	EAS within 90 Days	147	70
10	Cost Per Placement	\$2,330.00	\$6,246.94
11	Increase Self-Sufficiency Placement	31	18
12	Job Order Index	432	458
13	Job Order Index 28% of \$14 and above	128	159

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	54.86 %
17	WP Entered Employment Rate	35 %	31.46 %	26.82 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	20.44 %
22	CAP Participation Rate	55 %	60.81 %	54.92 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	62.89 %
24	Short-Term Veterans EER	30 %	41.75 %	24.07 %
25	FSET EER	20 %	3.70 %	0.30 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.85 %	12.88 %
2	Level of Services for Special Groups	7.85 %	12.64 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	81.25 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	24	32
7	Net Economic Benefit	\$19,586.00	\$35,887.83
8	Employment After Services (EAS)	699	305
9	EAS within 90 Days	198	127
10	Cost Per Placement	\$1,381.00	\$3,135.42
11	Increase Self-Sufficiency Placement	42	23
12	Job Order Index	279	289
13	Job Order Index 28% of \$14 and above	80	106

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	92.51 %
17	WP Entered Employment Rate	35 %	31.46 %	59.47 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	23.13 %
22	CAP Participation Rate	55 %	60.81 %	67.94 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	61.54 %
24	Short-Term Veterans EER	30 %	41.75 %	80.00 %
25	FSET EER	20 %	3.70 %	3.41 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/30/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.15 %	16.78 %
2	Level of Services for Special Groups	10.15 %	16.81 %
3	Training Completion Rate	70 %	88.24 %
4	Training Completion Placement Rate	70 %	46.67 %
5	Training Related Placements	70 %	71.43 %
6	Employment WIA	45	34
7	Net Economic Benefit	\$26,428.00	\$18,202.06
8	Employment After Services (EAS)	714	424
9	EAS within 90 Days	275	194
10	Cost Per Placement	\$1,721.00	\$2,914.93
11	Increase Self-Sufficiency Placement	59	29
12	Job Order Index	471	472
13	Job Order Index 28% of \$14 and above	132	143

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	55.11 %	83.21 %
17	WP Entered Employment Rate	35 %	31.46 %	28.93 %
18	WIA Adult EER	97 %	100.00 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
21	CAP Entered Employment Rate	35 %	28.35 %	45.96 %
22	CAP Participation Rate	55 %	60.81 %	72.46 %
23	CAP Two-Family Participation Rate	90 %	69.32 %	80.21 %
24	Short-Term Veterans EER	30 %	41.75 %	34.55 %
25	FSET EER	20 %	3.70 %	2.67 %



5.

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

October 20, 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, from October 1, 2010 through August 31, 2011, have assisted in placing into employment a total of 6,207 refugee job seekers.

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

- 9,102 refugee job seekers have been enrolled in the RET Program;
- 3,661 refugees placed in employment are still working after 90 days of hire;
- 3,349 refugees placed in employment are still working after 180 days of hire; and
- 2,279 refugees placed in employment are also receiving Health Benefits through the employer.

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



6.

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

October 20, 2011

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

Information Item

BACKGROUND

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

The RET Services Contractors Performance Summary for the same period (October 1, 2010, through August 31, 2011) is set forth below. The summary shows that all ten (10) RET Services Contractors are meeting or exceeding 50 percent of the PY '10-'11 performance measures.

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2010 through August 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.	6	6	100%
City of Hialeah	4	6	67%
Florida Educational Institute, Inc.	4	6	67%
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

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 8/31/2011

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	51.91 %	↑
2	Employed on the 90th Day	50 %	71.55 %	↑
3	Employed on the 180th Day	50 %	64.45 %	↑
4	Health Benefits	38 %	42.38 %	↓
5	Placements	559	591	
6	Intakes	772	902	
7	Career Laddering Placements	50 %	88.89 %	↓

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 8/31/2011

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	47.24 %	↑
2	Employed on the 90th Day	55 %	NA	83.94 %	↑
3	Employed on the 180th Day	55 %	NA	74.75 %	↑
4	Health Benefits	38 %	42.38 %	42.07 %	↑
5	Placements	67	NA	104	
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 8/31/2011

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	26.21 %	↑
2	Employed on the 90th Day	55 %	NA	81.19 %	↑
3	Employed on the 180th Day	55 %	NA	77.52 %	↑
4	Health Benefits	38 %	42.38 %	42.80 %	↑
5	Placements	17	NA	25	
6	Intakes	85	NA	92	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 8/31/2011

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	78.45 %	↓
2	Employed on the 90th Day	55 %	NA	68.44 %	↑
3	Employed on the 180th Day	55 %	NA	63.04 %	↑
4	Health Benefits	38 %	42.38 %	36.97 %	↑
5	Placements	34	NA	37	
6	Intakes	30	NA	33	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

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Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	73.43 %	↑
2	Employed on the 90th Day	55 %	NA	67.48 %	↑
3	Employed on the 180th Day	55 %	NA	66.92 %	↓
4	Health Benefits	38 %	42.38 %	45.89 %	↑
5	Placements	14	NA	31	
6	Intakes	20	NA	21	
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 8/31/2011

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	54.11 %	↑
2	Employed on the 90th Day	55 %	NA	62.25 %	↓
3	Employed on the 180th Day	55 %	NA	53.43 %	↓
4	Health Benefits	38 %	42.38 %	35.84 %	↓
5	Placements	65	NA	110	
6	Intakes	109	NA	197	
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

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Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	24.12 %	↑
2	Employed on the 90th Day	55 %	NA	71.72 %	↑
3	Employed on the 180th Day	55 %	NA	74.07 %	↓
4	Health Benefits	38 %	42.38 %	24.76 %	↓
5	Placements	8	NA	8	
6	Intakes	26	NA	30	
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 8/31/2011

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	58.49 %	↑
2	Employed on the 90th Day	55 %	NA	64.46 %	↓
3	Employed on the 180th Day	55 %	NA	56.02 %	↓
4	Health Benefits	38 %	42.38 %	42.70 %	↑
5	Placements	65	NA	96	
6	Intakes	115	NA	120	
7	Career Laddering Placements	50 %	NA	88.00 %	↓

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 8/31/2011

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	96.53 %	↓
2	Employed on the 90th Day	55 %	NA	86.92 %	↓
3	Employed on the 180th Day	55 %	NA	79.05 %	↓
4	Health Benefits	38 %	42.38 %	63.91 %	↓
5	Placements	9	NA	16	
6	Intakes	12	NA	16	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 8/31/2011

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	41.18 %	↓
2	Employed on the 90th Day	55 %	NA	66.67 %	↓
3	Employed on the 180th Day	55 %	NA	65.91 %	↑
4	Health Benefits	38 %	42.38 %	35.35 %	↑
5	Placements	7	NA	11	
6	Intakes	22	NA	27	
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

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Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	51.91 %	58.72 %	↑
2	Employed on the 90th Day	55 %	NA	69.04 %	↑
3	Employed on the 180th Day	55 %	NA	62.85 %	↑
4	Health Benefits	38 %	42.38 %	47.00 %	↓
5	Placements	99	NA	153	
6	Intakes	177	NA	190	
7	Career Laddering Placements	50 %	NA	90.91 %	↑

ND = No data

NA = Region performance not applicable for this measure

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7.

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

October 20, 2011

**Workforce Services North Miami Beach
Contract**

Information Item

BACKGROUND

At its August 2011 meeting, the SFWIB approved awarding workforce services contracts to Respondents that met the 80-point contract consideration threshold, scored higher than all other Respondents proposing to operate a particular Career Center, and passed due diligence. Where a Respondent met the threshold, scored higher than all other Respondents proposing to operate a particular center but failed due diligence, the Board approved permitting that Respondent prior to the start of the contract period (October 1, 2011) an opportunity to provide SFWIB Office of Continuous Improvement (OCI) documentation to satisfy due diligence; if that Respondent is unable to provide documentation to satisfy due diligence, the contract to operate the center is awarded to the next highest scoring Respondent that met the threshold and passed due diligence requirements.

SER met the threshold, scored higher than all other Respondents proposing to operate the North Miami Beach Career Center but failed due diligence. In an attempt to satisfy due diligence, SER subsequently forwarded OCI additional financial documents. Accordingly, OCI conducted a second review and concluded that SER failed due diligence as it was unable to meet the 20 percent funding reserve requirement. SER is appealing that conclusion. If SER's appeal is unsuccessful, Arbor E&T, LLC, the next highest scoring Respondent for the North Miami Beach Career Center that met the threshold and passed due diligence, will receive a contract to manage and operate the North Miami Beach Career Center.