



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, December 15, 2011

8:00 A.M.

Miami Dade College West Campus
3800 NW 115th Avenue
Miami, Florida 33178
Third Floor

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. October 20, 2011
3. Information – Workforce Services Contractors Performance Overview
4. Information – Workforce Services Balanced Scorecard Update
5. Information – Refugee Employment and Training Program Contractors Performance Overview
6. Information – Refugee Employment and Training Balanced Scorecard Update



2.A

SFWIB – Workforce Systems Improvement Committee

December 15, 2011

Minutes of SFWIB Workforce Systems Improvement Committee Meeting October 20, 2011

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 October 20, 2011 at 8:00 A.M.
 Doubletree by Hilton Miami Airport Hotel
 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. Gaber, Cynthia, <i>Vice Chair</i> 3. DuBois, Victoria 4. Huston, Albert 5. Socorro, Ivonne	6. Arboleda, Carlos 7. Manning, Anne 8. Roberts, Alvin 9. Rodriguez, Pedro	Almagro, Olivia Hernandez, Juan OTHER ATTENDEES Battle, Jorge – <i>Arbor E & T, LLC</i> Gonzalez, Ana M. – <i>City of Hialeah</i> Guadalupe, Beatriz – <i>SER Jobs for Progress, Inc. (North Miami Beach)</i> Someillan, Ana – <i>Adult Mankind Organization (A.M.O)</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime called the meeting to order at 8:12am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had been achieved.

2. Approval of Workforce Systems Improvement Meeting Minutes for June 23, 2011 and August 18, 2011

Ms. Gaber moved the approval of June 23, 2011 and August 18, 2011 meeting minutes. Motion was seconded by Ms. Ivonne Socorro; **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, for the period of July 1, 2011 through September 30, 2011, assisted the placement of 2,368 job seekers into employment.

- WIA Adult/Dislocated Worker (DW) Program, the contractors' performance statistics for July 1, 2011 to September 30, 2011 revealed 328 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program.
- 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 16.5%. This was 3.1% better than the same period last PY.
- Veterans Program, the contractors' performance statistics revealed the Region's Veterans EER is at 24%. This was a 90.5% 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 60.8% in the All Family Participation Rate. Since last PY, this performance measure has been consistently one of the highest in the State since last PY. The Region is currently ranked second out of the 24 Regions in the State.
 - The Region is at 69.4% 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 fifth out of the 24 Regions in the State.

Mr. Fils-Aime requested additional information regarding a potential increase in federal jobs for veterans. Mr. Hernandez responded that he hasn't heard of any developments; however, the Veterans Liaison will keep them informed of any updated news. Mr. Hernandez also noted that veterans normally have first preference for any current job openings.

Mr. Huston asked which region ranked first place for the All Family Participation Rate. Mr. Hernandez responded that the first place region is very small with a population of less than 50 and smaller case loads. Mr. Huston inquired about the number of job placements completed for the current tunnel project. Someone from the audience appeared before the Committee on behalf of one of the career centers responding that recruitment efforts were made but only an estimated 8-9 seekers were placed into jobs for the tunnel project.

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, 2011, through September 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.

Mr. Fils-Aime requested an update regarding City of Hialeah's constant low performance scores. Ms. Ana Maria Gonzalez, Center Director for City of Hialeah Career Center appeared before the Committee and presented the challenges they were facing as well as a plan to improve performance consisting of the following:

- Provide Staff Training
- Implement Staff Accountability
- Monitor Performance

The consensus of the Committee accepted the career center improvement plan.

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 were placed for the period of October 1, 2010 through August 31, 2011. He also read the following stats:

- 9,102 refugee job seekers were 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.

No further questions or discussions.

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 August 31, 2011.

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

No further questions or discussions.

7. Information- Workforce Services North Miami Beach Contract

Mr. Hernandez read the item into record and noted that an informal resolution conference was held on Wednesday, October 19th. SER Jobs was successful during the appeal. As such, they will continue to manage and operate the North Miami Beach Career Center.

Mr. Huston asked for the name of the next runner up had SER Jobs lost the appeal. Mr. Hernandez responded that Arbor E&T, LLC was the next highest scoring respondent for the North Miami Beach Career Center.

Mr. Fils-Aime asked if there were any questions or concerns then adjourned the meeting at 9:25am.



3.

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

December 15, 2011

**Workforce Services Contractors Performance
Overview**

Information Item

BACKGROUND

For Program Year (PY) 2011-2012, the Workforce Services Contractors, July 1, 2011 through November 30, 2011 have assisted in placing into employment a total of 4,425 job seekers.

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

- 673 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program during July 1, 2011 through November 30, 2011. This is an 11.6 percent (43 less placements) decrease for 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 October 31, 2011 period, the Region's WP Entered Employment Rate (EER) is at 18.3 percent. This is 16.6 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 24.6 percent. This is a 56.7 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 63.4 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 72.6 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 first 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 work 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

December 15, 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 November 30, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2011, through November 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 November 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	10	23	44%
Ser-Jobs for Progress, Inc.	North Miami Beach Career Center	13	23	57%
Transition, Inc.	Transition Offender Service Center *	5	13	39%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	9	23	40%
Youth Co-Op, Inc.	Florida Keys Career Center	11	23	48%
	Homestead Career Center	15	23	66%
	Little Havana Career Center	11	23	48%
	Northside Career Center	13	23	57%
	Perrine Career Center	15	23	66%
	West Dade Career Center	13	23	57%

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

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

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 %	92.50 %
4	Training Completion Placement Rate	70 %	69.19 %
5	Training Related Placements	70 %	95.31 %
6	Employment WIA	665	673
7	Net Economic Benefit	\$27,308.00	\$27,591.71
8	Employment After Services (EAS)	9,060	4,425
9	EAS within 90 Days	2,871	1,960
10	Cost Per Placement	\$1,922.00	\$3,861.71
11	Increase Self-Sufficiency Placement	613	457
12	Job Order Index	6,105	6,353
13	Job Order Index 28% of \$14 and above	1,746	2,220

Regional			
	Measure	Standard	Region
16	Jobs Openings Filled Rate	62 %	54.44 %
17	WP Entered Employment Rate	35 %	35.59 %
18	WIA Adult EER	97 %	99.81 %
19	WIA Dislocated Worker EER	94 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %
21	CAP Entered Employment Rate	35 %	29.35 %
22	CAP Participation Rate	55 %	63.55 %
23	CAP Two-Family Participation Rate	90 %	73.14 %
24	Short-Term Veterans EER	30 %	46.63 %
25	FSET EER	20 %	7.86 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.81 %	8.23 %
2	Level of Services for Special Groups	6.81 %	7.83 %
3	Training Completion Rate	70 %	85.71 %
4	Training Completion Placement Rate	70 %	16.67 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	40	61
7	Net Economic Benefit	\$19,586.00	\$16,115.45
8	Employment After Services (EAS)	535	354
9	EAS within 90 Days	230	102
10	Cost Per Placement	\$2,610.00	\$3,870.52
11	Increase Self-Sufficiency Placement	49	77
12	Job Order Index	365	418
13	Job Order Index 28% of \$14 and above	117	139

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	40.56 %
17	WP Entered Employment Rate	35 %	35.59 %	51.90 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	ND
21	CAP Entered Employment Rate	35 %	29.35 %	21.78 %
22	CAP Participation Rate	55 %	63.55 %	64.03 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	57.14 %
24	Short-Term Veterans EER	30 %	46.63 %	44.90 %
25	FSET EER	20 %	7.86 %	23.03 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.51 %	6.85 %
2	Level of Services for Special Groups	5.51 %	6.42 %
3	Training Completion Rate	70 %	95.65 %
4	Training Completion Placement Rate	70 %	72.73 %
5	Training Related Placements	70 %	93.75 %
6	Employment WIA	35	63
7	Net Economic Benefit	\$20,352.00	\$21,324.85
8	Employment After Services (EAS)	455	247
9	EAS within 90 Days	160	82
10	Cost Per Placement	\$2,516.00	\$4,485.95
11	Increase Self-Sufficiency Placement	34	22
12	Job Order Index	535	530
13	Job Order Index 28% of \$14 and above	148	191

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	18.74 %
17	WP Entered Employment Rate	35 %	35.59 %	32.43 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	35.59 %
22	CAP Participation Rate	55 %	63.55 %	64.58 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	93.88 %
24	Short-Term Veterans EER	30 %	46.63 %	53.85 %
25	FSET EER	20 %	7.86 %	4.55 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.33 %	4.94 %
2	Level of Services for Special Groups	7.33 %	2.93 %
3	Training Completion Rate	70 %	86.67 %
4	Training Completion Placement Rate	70 %	46.15 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	75	30
7	Net Economic Benefit	\$35,134.00	\$21,109.15
8	Employment After Services (EAS)	380	304
9	EAS within 90 Days	197	143
10	Cost Per Placement	\$3,868.00	\$4,850.33
11	Increase Self-Sufficiency Placement	42	27
12	Job Order Index	745	751
13	Job Order Index 28% of \$14 and above	210	227

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	25.29 %
17	WP Entered Employment Rate	35 %	35.59 %	40.16 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	44.87 %
22	CAP Participation Rate	55 %	63.55 %	64.76 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	85.34 %
24	Short-Term Veterans EER	30 %	46.63 %	35.29 %
25	FSET EER	20 %	7.86 %	0.00 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.82 %	11.90 %
2	Level of Services for Special Groups	7.82 %	12.37 %
3	Training Completion Rate	70 %	90.91 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	60	74
7	Net Economic Benefit	\$27,029.00	\$26,331.40
8	Employment After Services (EAS)	855	388
9	EAS within 90 Days	252	145
10	Cost Per Placement	\$1,881.00	\$4,054.73
11	Increase Self-Sufficiency Placement	54	47
12	Job Order Index	710	722
13	Job Order Index 28% of \$14 and above	202	284

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	48.95 %
17	WP Entered Employment Rate	35 %	35.59 %	30.01 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	29.61 %
22	CAP Participation Rate	55 %	63.55 %	66.46 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	58.82 %
24	Short-Term Veterans EER	30 %	46.63 %	45.45 %
25	FSET EER	20 %	7.86 %	12.94 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	2.48 %	1.79 %
2	Level of Services for Special Groups	2.48 %	2.04 %
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)	505	191
9	EAS within 90 Days	124	131
10	Cost Per Placement	\$1,116.00	\$2,620.86
11	Increase Self-Sufficiency Placement	26	6
12	Job Order Index	160	162
13	Job Order Index 28% of \$14 and above	45	44

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	52.83 %
17	WP Entered Employment Rate	35 %	35.59 %	35.08 %
18	WIA Adult EER	97 %	99.81 %	ND
19	WIA Dislocated Worker EER	94 %	100.00 %	ND
20	WIA Emp Worker Outcome	95 %	96.88 %	ND
21	CAP Entered Employment Rate	35 %	29.35 %	22.89 %
22	CAP Participation Rate	55 %	63.55 %	59.59 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	33.33 %
24	Short-Term Veterans EER	30 %	46.63 %	33.33 %
25	FSET EER	20 %	7.86 %	0.00 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.28 %	3.95 %
2	Level of Services for Special Groups	5.28 %	4.91 %
3	Training Completion Rate	70 %	84.00 %
4	Training Completion Placement Rate	70 %	52.38 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	60	43
7	Net Economic Benefit	\$21,818.00	\$28,137.59
8	Employment After Services (EAS)	450	331
9	EAS within 90 Days	215	168
10	Cost Per Placement	\$2,394.00	\$3,209.26
11	Increase Self-Sufficiency Placement	46	25
12	Job Order Index	385	395
13	Job Order Index 28% of \$14 and above	110	120

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	69.13 %
17	WP Entered Employment Rate	35 %	35.59 %	29.66 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	50.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	45.83 %
22	CAP Participation Rate	55 %	63.55 %	76.25 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	50.00 %
24	Short-Term Veterans EER	30 %	46.63 %	66.67 %
25	FSET EER	20 %	7.86 %	4.83 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.85 %	1.13 %
2	Level of Services for Special Groups	5.85 %	2.34 %
3	Training Completion Rate	70 %	85.71 %
4	Training Completion Placement Rate	70 %	83.33 %
5	Training Related Placements	70 %	80.00 %
6	Employment WIA	70	51
7	Net Economic Benefit	\$30,581.00	\$21,540.27
8	Employment After Services (EAS)	375	150
9	EAS within 90 Days	97	105
10	Cost Per Placement	\$3,140.00	\$7,847.52
11	Increase Self-Sufficiency Placement	21	38
12	Job Order Index	235	247
13	Job Order Index 28% of \$14 and above	69	71

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	40.34 %
17	WP Entered Employment Rate	35 %	35.59 %	31.08 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	50.00 %
22	CAP Participation Rate	55 %	63.55 %	17.65 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	ND
24	Short-Term Veterans EER	30 %	46.63 %	42.22 %
25	FSET EER	20 %	7.86 %	4.41 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.01 %	6.38 %
2	Level of Services for Special Groups	5.01 %	6.99 %
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	35	59
7	Net Economic Benefit	\$34,500.00	\$54,542.96
8	Employment After Services (EAS)	1,350	398
9	EAS within 90 Days	258	243
10	Cost Per Placement	\$770.00	\$2,529.61
11	Increase Self-Sufficiency Placement	55	20
12	Job Order Index	245	253
13	Job Order Index 28% of \$14 and above	70	82

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	76.76 %
17	WP Entered Employment Rate	35 %	35.59 %	36.95 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	29.74 %
22	CAP Participation Rate	55 %	63.55 %	80.13 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	84.09 %
24	Short-Term Veterans EER	30 %	46.63 %	66.67 %
25	FSET EER	20 %	7.86 %	13.45 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.21 %	10.02 %
2	Level of Services for Special Groups	9.21 %	10.05 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	77.78 %
5	Training Related Placements	70 %	95.24 %
6	Employment WIA	95	43
7	Net Economic Benefit	\$30,559.00	\$32,822.23
8	Employment After Services (EAS)	775	327
9	EAS within 90 Days	212	124
10	Cost Per Placement	\$2,411.00	\$5,666.53
11	Increase Self-Sufficiency Placement	45	44
12	Job Order Index	755	769
13	Job Order Index 28% of \$14 and above	215	333

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	49.82 %
17	WP Entered Employment Rate	35 %	35.59 %	17.23 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	75.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	35.23 %
22	CAP Participation Rate	55 %	63.55 %	59.61 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	76.30 %
24	Short-Term Veterans EER	30 %	46.63 %	25.83 %
25	FSET EER	20 %	7.86 %	6.16 %

ND = No Data

Run Date: 12/6/2011 8:41:33 AM

South Florida Workforce is an equal opportunity employer / program.
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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.65 %	15.32 %
2	Level of Services for Special Groups	11.65 %	14.40 %
3	Training Completion Rate	70 %	86.96 %
4	Training Completion Placement Rate	70 %	65.00 %
5	Training Related Placements	70 %	84.62 %
6	Employment WIA	80	98
7	Net Economic Benefit	\$25,477.00	\$23,805.18
8	Employment After Services (EAS)	1,025	389
9	EAS within 90 Days	252	85
10	Cost Per Placement	\$2,330.00	\$6,020.41
11	Increase Self-Sufficiency Placement	54	37
12	Job Order Index	720	736
13	Job Order Index 28% of \$14 and above	206	263

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	45.22 %
17	WP Entered Employment Rate	35 %	35.59 %	36.99 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	22.64 %
22	CAP Participation Rate	55 %	63.55 %	58.68 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	65.29 %
24	Short-Term Veterans EER	30 %	46.63 %	43.59 %
25	FSET EER	20 %	7.86 %	1.41 %

ND = No Data

Run Date: 12/6/2011 8:41:33 AM

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.85 %	13.45 %
2	Level of Services for Special Groups	7.85 %	13.37 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	86.67 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	40	61
7	Net Economic Benefit	\$19,586.00	\$29,305.56
8	Employment After Services (EAS)	1,165	685
9	EAS within 90 Days	445	381
10	Cost Per Placement	\$1,381.00	\$2,305.62
11	Increase Self-Sufficiency Placement	95	59
12	Job Order Index	465	471
13	Job Order Index 28% of \$14 and above	131	176

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	80.16 %
17	WP Entered Employment Rate	35 %	35.59 %	54.32 %
18	WIA Adult EER	97 %	99.81 %	100.00 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	24.66 %
22	CAP Participation Rate	55 %	63.55 %	71.90 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	65.91 %
24	Short-Term Veterans EER	30 %	46.63 %	83.54 %
25	FSET EER	20 %	7.86 %	3.13 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 11/30/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.15 %	16.05 %
2	Level of Services for Special Groups	10.15 %	16.34 %
3	Training Completion Rate	70 %	95.65 %
4	Training Completion Placement Rate	70 %	59.09 %
5	Training Related Placements	70 %	92.31 %
6	Employment WIA	75	90
7	Net Economic Benefit	\$26,428.00	\$22,282.34
8	Employment After Services (EAS)	1,190	661
9	EAS within 90 Days	429	251
10	Cost Per Placement	\$1,721.00	\$3,087.98
11	Increase Self-Sufficiency Placement	92	55
12	Job Order Index	785	797
13	Job Order Index 28% of \$14 and above	223	259

Regional & Per Center				
	Measure	Standard	Region	Center
16	Jobs Openings Filled Rate	62 %	54.44 %	80.46 %
17	WP Entered Employment Rate	35 %	35.59 %	39.09 %
18	WIA Adult EER	97 %	99.81 %	98.31 %
19	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
20	WIA Emp Worker Outcome	95 %	96.88 %	100.00 %
21	CAP Entered Employment Rate	35 %	29.35 %	50.00 %
22	CAP Participation Rate	55 %	63.55 %	72.86 %
23	CAP Two-Family Participation Rate	90 %	73.14 %	84.66 %
24	Short-Term Veterans EER	30 %	46.63 %	37.55 %
25	FSET EER	20 %	7.86 %	8.68 %

ND = No Data

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5.

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

December 15, 2011

**Refugee Employment and Training Program
Contractors Performance Overview**

Information Item

BACKGROUND

For Program Year (PY) 2010-2011, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2010 through September 30, 2011, have assisted in placing into employment a total of 6,768 refugee job seekers.

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

- 9,940 refugee job seekers have enrolled in the RET Program;
- 3,939 refugees placed in employment are still working after 90 days of hire;
- 3,651 refugees placed in employment are still working after 180 days of hire; and
- 2,490 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 work 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**

December 15, 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 September 30, 2011.

The RET Services Contractors Performance Summary for the same period (October 1, 2010, through September 30, 2011) is set forth below. The summary shows that all ten 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 September 30, 2011)			
RET Services Contractors	# of Performance Measures Standards Met	# of * Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	6	6	100%
Arbor E & T, LLC	5	6	83%
Cuban American National Council, Inc.	6	6	100%
Community Coalition, Inc.	6	6	100%
City of Hialeah	4	6	67%
Azure College, 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

Attachment

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 9/30/2011

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	52.41 %	↑
2	Employed on the 90th Day	50 %	72.47 %	↑
3	Employed on the 180th Day	50 %	65.67 %	↑
4	Health Benefits	38 %	42.84 %	↑
5	Placements	559	561	
6	Intakes	772	838	
7	Career Laddering Placements	50 %	92.31 %	↑

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 9/30/2011

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	48.13 %	↑
2	Employed on the 90th Day	55 %	NA	84.92 %	↑
3	Employed on the 180th Day	55 %	NA	76.35 %	↑
4	Health Benefits	38 %	42.84 %	42.21 %	↑
5	Placements	67	NA	102	
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 9/30/2011

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	27.58 %	↑
2	Employed on the 90th Day	55 %	NA	81.40 %	↑
3	Employed on the 180th Day	55 %	NA	77.42 %	↓
4	Health Benefits	38 %	42.84 %	41.75 %	↓
5	Placements	17	NA	40	
6	Intakes	85	NA	90	
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 9/30/2011

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	78.15 %	↓
2	Employed on the 90th Day	55 %	NA	68.32 %	↓
3	Employed on the 180th Day	55 %	NA	63.32 %	↑
4	Health Benefits	38 %	42.84 %	38.14 %	↑
5	Placements	34	NA	34	
6	Intakes	30	NA	32	
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 9/30/2011

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	73.50 %	↑
2	Employed on the 90th Day	55 %	NA	71.69 %	↑
3	Employed on the 180th Day	55 %	NA	69.63 %	↑
4	Health Benefits	38 %	42.84 %	45.41 %	↓
5	Placements	14	NA	16	
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 9/30/2011

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	54.49 %	↑
2	Employed on the 90th Day	55 %	NA	61.25 %	↓
3	Employed on the 180th Day	55 %	NA	53.68 %	↑
4	Health Benefits	38 %	42.84 %	34.76 %	↓
5	Placements	65	NA	99	
6	Intakes	109	NA	152	
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 9/30/2011

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	23.80 %	↓
2	Employed on the 90th Day	55 %	NA	72.38 %	↑
3	Employed on the 180th Day	55 %	NA	78.16 %	↑
4	Health Benefits	38 %	42.84 %	23.85 %	↓
5	Placements	8	NA	8	
6	Intakes	26	NA	27	
7	Career Laddering Placements		NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 9/30/2011

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	59.82 %	↑
2	Employed on the 90th Day	55 %	NA	65.50 %	↑
3	Employed on the 180th Day	55 %	NA	57.19 %	↑
4	Health Benefits	38 %	42.84 %	45.61 %	↑
5	Placements	65	NA	111	
6	Intakes	115	NA	115	
7	Career Laddering Placements	50 %	NA	92.86 %	↑

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 9/30/2011

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	93.04 %	↓
2	Employed on the 90th Day	55 %	NA	88.89 %	↑
3	Employed on the 180th Day	55 %	NA	82.30 %	↑
4	Health Benefits	38 %	42.84 %	64.49 %	↑
5	Placements	9	NA	11	
6	Intakes	12	NA	20	
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 9/30/2011

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	40.89 %	↓
2	Employed on the 90th Day	55 %	NA	72.34 %	↑
3	Employed on the 180th Day	55 %	NA	72.22 %	↑
4	Health Benefits	38 %	42.84 %	34.62 %	↓
5	Placements	7	NA	8	
6	Intakes	22	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 9/30/2011

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	52.41 %	58.72 %	↓
2	Employed on the 90th Day	55 %	NA	70.29 %	↑
3	Employed on the 180th Day	55 %	NA	63.83 %	↑
4	Health Benefits	38 %	42.84 %	47.58 %	↑
5	Placements	99	NA	132	
6	Intakes	177	NA	182	
7	Career Laddering Placements	50 %	NA	90.91 %	

ND = No data

NA = Region performance not applicable for this measure

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