



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, August 18th, 2010
8:00 A.M.**

Doubletree Hilton Miami Airport Hotel Convention Center
711 N.W. 72nd Avenue
Miami, FL 33126
2nd Floor of the Convention Center

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. June 23, 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 – PY 2011-12 Customer Service Delivery Flow & Quality Assurance Tools Update
8. Recommendation as to Approval of Revised PY 11-12 Workforce Services Balanced Scorecard Quality Assurance Performance Measures
9. Recommendation as to Approval of the SFWIB Local Workforce Services Plan Modification
10. Recommendation as to Approval of PY 2011-12 Workforce Services Contractors
11. Recommendation as to Approval of WIA Waiver Requests



2.A

SFWIB – Workforce Systems Improvement Committee

August 18, 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.



3.

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

August 18, 2011

Workforce Services Performance Overview

Information Item

BACKGROUND

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

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

- 2,622 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program during July 1, 2010 through June 30, 2011. This is 11.3 percent (295 more placements) increase 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, 2010 through June 30, 2011 period, the Region's WP Entered Employment Rate (EER) is at 20.5 percent. This is 4.2 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 22.1 percent. This is a 6.8 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 59.3 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 67.2 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 second 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

August 18, 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 June 30, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through June 30, 2011) is set forth below. The summary indicates that 10 of the 12 Workforce Services locations met at least 50 percent of the PY '10-'11 Balanced Scorecard measures.

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July 1, 2010 through June 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	14	26	54%
	Hialeah Gardens Career Center	16	26	62%
City of Hialeah	Hialeah Downtown Career Center	8	26	31%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	15	26	58%
Transition, Inc.	Transition Offender Service Center *	10	18	56%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	11	26	42%
Youth Co-Op, Inc.	Florida Keys Career Center	15	26	58%
	Homestead Career Center	19	26	73%
	Little Havana Career Center	18	26	69%
	Northside Career Center	17	26	65%
	Perrine Career Center	17	26	65%
	West Dade Career Center	17	26	65%

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.96 %	100.00 %
2	Level of Services for Special Groups	79.96 %	100.00 %
3	Service Outcome Rate	15 %	10.69 %
3.A	Core	20 %	8.02 %
3.B	Staff Assisted	14 %	10.55 %
3.C	Intensive	11 %	9.01 %
3.D	Training	70 %	91.54 %
4	Training Completion Rate	70 %	87.33 %
5	Training Related Placements	70 %	77.86 %
6	Employment After Services	23,260	17,034
7	Employment WIA	2,548	2,622
8	Prof. Placement 3% of Employment	511	670
9	Self-Sufficiency 14% of Employment	2,378	2,464
10	Job Order Index	14,344	15,000
11	Job Order Index 28% of \$13 and above	4,189	5,036
12	CAP Error Rate	3 %	9.77 %
13	WIA Error Rate	3 %	5.78 %

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	49.42 %
15	WP Entered Employment Rate	28 %	33.39 %
16	WIA Adult EER	97 %	98.10 %
17	WIA Dislocated Worker EER	94 %	98.25 %
18	WIA Emp Worker Outcome	95 %	95.36 %
19	CAP Entered Employment Rate	30 %	30.30 %
20	CAP Participation Rate	52 %	60.41 %
21	CAP Two-Family Participation Rate	90 %	67.92 %
22	Short-Term Veterans EER	30 %	36.97 %
23	FSET EER	20 %	9.21 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.00 %	7.45 %
2	Level of Services for Special Groups	6.59 %	6.96 %
3	Service Outcome Rate	15 %	7.26 %
3.A	Core	20 %	1.00 %
3.B	Staff Assisted	14 %	5.98 %
3.C	Intensive	11 %	9.17 %
3.D	Training	70 %	87.62 %
4	Training Completion Rate	70 %	93.52 %
5	Training Related Placements	70 %	75.47 %
6	Employment After Services	1,476	1,034
7	Employment WIA	172	211
8	Prof. Placement 3% of Employment	24	49
9	Self-Sufficiency 14% of Employment	144	183
10	Job Order Index	840	910
11	Job Order Index 28% of \$13 and above	254	352
12	CAP Error Rate	3 %	7.92 %
13	WIA Error Rate	3 %	7.49 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	36.57 %
15	WP Entered Employment Rate	28 %	33.39 %	41.92 %
16	WIA Adult EER	97 %	98.10 %	95.59 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	50.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	24.21 %
20	CAP Participation Rate	52 %	60.41 %	59.62 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	64.93 %
22	Short-Term Veterans EER	30 %	36.97 %	49.57 %
23	FSET EER	20 %	9.21 %	18.07 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.04 %	8.48 %
2	Level of Services for Special Groups	5.68 %	7.91 %
3	Service Outcome Rate	15 %	5.62 %
3.A	Core	20 %	1.83 %
3.B	Staff Assisted	14 %	5.68 %
3.C	Intensive	11 %	5.35 %
3.D	Training	70 %	93.26 %
4	Training Completion Rate	70 %	95.45 %
5	Training Related Placements	70 %	79.59 %
6	Employment After Services	1,656	922
7	Employment WIA	252	283
8	Prof. Placement 3% of Employment	23	36
9	Self-Sufficiency 14% of Employment	129	128
10	Job Order Index	1,276	1,289
11	Job Order Index 28% of \$13 and above	360	492
12	CAP Error Rate	3 %	19.25 %
13	WIA Error Rate	3 %	2.32 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	27.68 %
15	WP Entered Employment Rate	28 %	33.39 %	32.21 %
16	WIA Adult EER	97 %	98.10 %	97.62 %
17	WIA Dislocated Worker EER	94 %	98.25 %	95.74 %
18	WIA Emp Worker Outcome	95 %	95.36 %	40.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	45.54 %
20	CAP Participation Rate	52 %	60.41 %	63.93 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	75.61 %
22	Short-Term Veterans EER	30 %	36.97 %	35.65 %
23	FSET EER	20 %	9.21 %	17.24 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.56 %	5.88 %
2	Level of Services for Special Groups	7.11 %	3.66 %
3	Service Outcome Rate	15 %	5.34 %
3.A	Core	20 %	1.63 %
3.B	Staff Assisted	14 %	4.39 %
3.C	Intensive	11 %	6.83 %
3.D	Training	70 %	72.16 %
4	Training Completion Rate	70 %	89.68 %
5	Training Related Placements	70 %	82.89 %
6	Employment After Services	1,276	789
7	Employment WIA	196	140
8	Prof. Placement 3% of Employment	17	16
9	Self-Sufficiency 14% of Employment	110	74
10	Job Order Index	1,772	1,805
11	Job Order Index 28% of \$13 and above	505	510
12	CAP Error Rate	3 %	12.99 %
13	WIA Error Rate	3 %	25.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	19.42 %
15	WP Entered Employment Rate	28 %	33.39 %	27.22 %
16	WIA Adult EER	97 %	98.10 %	88.46 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	94.12 %
19	CAP Entered Employment Rate	30 %	30.30 %	37.27 %
20	CAP Participation Rate	52 %	60.41 %	59.29 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	68.85 %
22	Short-Term Veterans EER	30 %	36.97 %	28.36 %
23	FSET EER	20 %	9.21 %	6.67 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.52 %	11.47 %
2	Level of Services for Special Groups	7.08 %	12.13 %
3	Service Outcome Rate	15 %	8.34 %
3.A	Core	20 %	4.38 %
3.B	Staff Assisted	14 %	8.01 %
3.C	Intensive	11 %	9.57 %
3.D	Training	70 %	92.68 %
4	Training Completion Rate	70 %	88.57 %
5	Training Related Placements	70 %	81.65 %
6	Employment After Services	2,364	1,463
7	Employment WIA	216	259
8	Prof. Placement 3% of Employment	45	49
9	Self-Sufficiency 14% of Employment	204	353
10	Job Order Index	1,684	1,719
11	Job Order Index 28% of \$13 and above	481	594
12	CAP Error Rate	3 %	8.35 %
13	WIA Error Rate	3 %	2.21 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	37.84 %
15	WP Entered Employment Rate	28 %	33.39 %	25.90 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	26.46 %
20	CAP Participation Rate	52 %	60.41 %	62.95 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	65.79 %
22	Short-Term Veterans EER	30 %	36.97 %	29.67 %
23	FSET EER	20 %	9.21 %	9.64 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.39 %	2.22 %
2	Level of Services for Special Groups	1.31 %	3.03 %
3	Service Outcome Rate	15 %	18.25 %
3.A	Core	20 %	17.65 %
3.B	Staff Assisted	14 %	19.14 %
3.C	Intensive	11 %	17.01 %
3.D	Training	70 %	ND
4	Training Completion Rate		ND
5	Training Related Placements		ND
6	Employment After Services	584	470
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	2	4
9	Self-Sufficiency 14% of Employment	65	15
10	Job Order Index	312	464
11	Job Order Index 28% of \$13 and above	129	170
12	CAP Error Rate	3 %	4.73 %
13	WIA Error Rate		ND

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	68.10 %
15	WP Entered Employment Rate	28 %	33.39 %	33.93 %
16	WIA Adult EER		98.10 %	ND
17	WIA Dislocated Worker EER		98.25 %	ND
18	WIA Emp Worker Outcome		95.36 %	ND
19	CAP Entered Employment Rate	30 %	30.30 %	21.48 %
20	CAP Participation Rate	52 %	60.41 %	66.51 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	29.17 %
22	Short-Term Veterans EER	30 %	36.97 %	50.00 %
23	FSET EER	20 %	9.21 %	4.13 %

ND = No Data

Run Date: 7/11/2011 7:48:49 AM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.38 %	5.28 %
2	Level of Services for Special Groups	5.06 %	6.80 %
3	Service Outcome Rate	15 %	7.44 %
3.A	Core	20 %	6.99 %
3.B	Staff Assisted	14 %	6.33 %
3.C	Intensive	11 %	6.14 %
3.D	Training	70 %	92.93 %
4	Training Completion Rate	70 %	75.13 %
5	Training Related Placements	70 %	78.38 %
6	Employment After Services	1,284	922
7	Employment WIA	264	186
8	Prof. Placement 3% of Employment	43	38
9	Self-Sufficiency 14% of Employment	129	122
10	Job Order Index	908	947
11	Job Order Index 28% of \$13 and above	265	267
12	CAP Error Rate	3 %	3.43 %
13	WIA Error Rate	3 %	10.53 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	27.74 %
15	WP Entered Employment Rate	28 %	33.39 %	23.22 %
16	WIA Adult EER	97 %	98.10 %	97.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	92.31 %
19	CAP Entered Employment Rate	30 %	30.30 %	43.33 %
20	CAP Participation Rate	52 %	60.41 %	74.38 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	67.86 %
22	Short-Term Veterans EER	30 %	36.97 %	40.00 %
23	FSET EER	20 %	9.21 %	14.92 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.92 %	1.84 %
2	Level of Services for Special Groups	5.58 %	3.90 %
3	Service Outcome Rate	15 %	20.49 %
3.A	Core	20 %	15.56 %
3.B	Staff Assisted	14 %	21.55 %
3.C	Intensive	11 %	14.23 %
3.D	Training	70 %	91.80 %
4	Training Completion Rate	70 %	88.46 %
5	Training Related Placements	70 %	40.00 %
6	Employment After Services	644	762
7	Employment WIA	104	105
8	Prof. Placement 3% of Employment	22	101
9	Self-Sufficiency 14% of Employment	106	502
10	Job Order Index	564	566
11	Job Order Index 28% of \$13 and above	158	177
12	CAP Error Rate	3 %	8.17 %
13	WIA Error Rate	3 %	0.35 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	53.66 %
15	WP Entered Employment Rate	28 %	33.39 %	36.52 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	75.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	41.89 %
20	CAP Participation Rate	52 %	60.41 %	26.61 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	37.50 %
22	Short-Term Veterans EER	30 %	36.97 %	29.44 %
23	FSET EER	20 %	9.21 %	6.29 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.07 %	6.41 %
2	Level of Services for Special Groups	4.77 %	6.13 %
3	Service Outcome Rate	15 %	20.41 %
3.A	Core	20 %	22.41 %
3.B	Staff Assisted	14 %	20.59 %
3.C	Intensive	11 %	14.32 %
3.D	Training	70 %	96.34 %
4	Training Completion Rate	70 %	87.60 %
5	Training Related Placements	70 %	75.36 %
6	Employment After Services	3,240	2,578
7	Employment WIA	148	204
8	Prof. Placement 3% of Employment	19	57
9	Self-Sufficiency 14% of Employment	360	138
10	Job Order Index	580	593
11	Job Order Index 28% of \$13 and above	166	168
12	CAP Error Rate	3 %	4.83 %
13	WIA Error Rate	3 %	0.76 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	77.97 %
15	WP Entered Employment Rate	28 %	33.39 %	33.96 %
16	WIA Adult EER	97 %	98.10 %	98.28 %
17	WIA Dislocated Worker EER	94 %	98.25 %	97.87 %
18	WIA Emp Worker Outcome	95 %	95.36 %	96.67 %
19	CAP Entered Employment Rate	30 %	30.30 %	29.02 %
20	CAP Participation Rate	52 %	60.41 %	76.34 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	80.75 %
22	Short-Term Veterans EER	30 %	36.97 %	30.84 %
23	FSET EER	20 %	9.21 %	13.70 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.40 %	10.95 %
2	Level of Services for Special Groups	8.85 %	11.00 %
3	Service Outcome Rate	15 %	15.70 %
3.A	Core	20 %	2.24 %
3.B	Staff Assisted	14 %	17.99 %
3.C	Intensive	11 %	6.70 %
3.D	Training	70 %	93.27 %
4	Training Completion Rate	70 %	93.17 %
5	Training Related Placements	70 %	85.19 %
6	Employment After Services	2,252	1,480
7	Employment WIA	372	340
8	Prof. Placement 3% of Employment	63	70
9	Self-Sufficiency 14% of Employment	207	233
10	Job Order Index	1,712	1,903
11	Job Order Index 28% of \$13 and above	532	676
12	CAP Error Rate	3 %	15.60 %
13	WIA Error Rate	3 %	2.98 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	35.29 %
15	WP Entered Employment Rate	28 %	33.39 %	36.66 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	97.76 %
19	CAP Entered Employment Rate	30 %	30.30 %	32.64 %
20	CAP Participation Rate	52 %	60.41 %	53.01 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	68.56 %
22	Short-Term Veterans EER	30 %	36.97 %	38.94 %
23	FSET EER	20 %	9.21 %	4.63 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.86 %	12.27 %
2	Level of Services for Special Groups	11.16 %	12.54 %
3	Service Outcome Rate	15 %	13.69 %
3.A	Core	20 %	7.60 %
3.B	Staff Assisted	14 %	12.92 %
3.C	Intensive	11 %	11.81 %
3.D	Training	70 %	93.41 %
4	Training Completion Rate	70 %	88.57 %
5	Training Related Placements	70 %	71.92 %
6	Employment After Services	3,324	1,757
7	Employment WIA	328	338
8	Prof. Placement 3% of Employment	47	49
9	Self-Sufficiency 14% of Employment	245	173
10	Job Order Index	1,704	1,763
11	Job Order Index 28% of \$13 and above	493	552
12	CAP Error Rate	3 %	10.62 %
13	WIA Error Rate	3 %	1.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	43.74 %
15	WP Entered Employment Rate	28 %	33.39 %	32.07 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	21.47 %
20	CAP Participation Rate	52 %	60.41 %	58.23 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	68.18 %
22	Short-Term Veterans EER	30 %	36.97 %	44.44 %
23	FSET EER	20 %	9.21 %	3.46 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.75 %	12.04 %
2	Level of Services for Special Groups	7.30 %	11.80 %
3	Service Outcome Rate	15 %	14.02 %
3.A	Core	20 %	12.05 %
3.B	Staff Assisted	14 %	8.46 %
3.C	Intensive	11 %	24.48 %
3.D	Training	70 %	93.62 %
4	Training Completion Rate	70 %	88.82 %
5	Training Related Placements	70 %	77.27 %
6	Employment After Services	2,576	2,345
7	Employment WIA	224	238
8	Prof. Placement 3% of Employment	47	47
9	Self-Sufficiency 14% of Employment	328	171
10	Job Order Index	1,108	1,131
11	Job Order Index 28% of \$13 and above	316	485
12	CAP Error Rate	3 %	8.15 %
13	WIA Error Rate	3 %	0.00 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	67.09 %
15	WP Entered Employment Rate	28 %	33.39 %	40.58 %
16	WIA Adult EER	97 %	98.10 %	97.44 %
17	WIA Dislocated Worker EER	94 %	98.25 %	97.30 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	32.61 %
20	CAP Participation Rate	52 %	60.41 %	65.66 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	64.01 %
22	Short-Term Veterans EER	30 %	36.97 %	38.01 %
23	FSET EER	20 %	9.21 %	7.49 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.06 %	15.70 %
2	Level of Services for Special Groups	9.47 %	14.10 %
3	Service Outcome Rate	15 %	6.24 %
3.A	Core	20 %	8.29 %
3.B	Staff Assisted	14 %	7.84 %
3.C	Intensive	11 %	2.47 %
3.D	Training	70 %	96.46 %
4	Training Completion Rate	70 %	75.13 %
5	Training Related Placements	70 %	79.01 %
6	Employment After Services	2,584	2,512
7	Employment WIA	272	318
8	Prof. Placement 3% of Employment	158	154
9	Self-Sufficiency 14% of Employment	351	372
10	Job Order Index	1,884	1,893
11	Job Order Index 28% of \$13 and above	530	591
12	CAP Error Rate	3 %	3.80 %
13	WIA Error Rate	3 %	1.90 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	54.46 %
15	WP Entered Employment Rate	28 %	33.39 %	36.19 %
16	WIA Adult EER	97 %	98.10 %	97.89 %
17	WIA Dislocated Worker EER	94 %	98.25 %	95.65 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.30 %	43.86 %
20	CAP Participation Rate	52 %	60.41 %	66.00 %
21	CAP Two-Family Participation Rate	90 %	67.92 %	70.40 %
22	Short-Term Veterans EER	30 %	36.97 %	37.16 %
23	FSET EER	20 %	9.21 %	11.19 %



5.

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

August 18, 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 July 31, 2011, have assisted in placing into employment a total of 5,193 refugee job seekers.

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

- 7,617 refugee job seekers have been 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.

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**

August 18, 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 July 31, 2011.

The RET Services Contractors Performance Summary for the same period (October 1, 2010, through July 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 July 31, 2011)			
RET Services Contractors	# of Performance Measures Standards Met	# of * Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	4	6	67%
Arbor E & T, LLC	5	6	83%
Cuban American National Council, Inc.	4	6	67%
Community Coalition, Inc.	4	6	67%
City of Hialeah	4	6	67%
Florida Educational Institute, Inc.	5	6	83%
Lutheran Services of Florida, Inc. * *	4	7	57%
Miami Beach Latin Chamber of Commerce, Inc.	6	6	100%
UNIDAD of Miami Beach, Inc.	3	6	50%
Youth Co-Op, Inc. * *	5	7	71%

* Error Rate Performance Measure is Annually (not included)

** Includes an additional Performance Measure for Career Laddering Placements

*** DRAFT – Report date: August 5, 2011. Final Performance data for July 2011 is submitted by August 15, 2011

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2010 To 7/31/2011

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	50.68 %	↓
2	Employed on the 90th Day	50 %	67.30 %	↓
3	Employed on the 180th Day	50 %	60.71 %	↓
4	Health Benefits	38 %	42.93 %	↓
5	Placements	559	306	
6	Intakes	772	561	
7	Career Laddering Placements	50 %	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 7/31/2011

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	46.89 %	↓
2	Employed on the 90th Day	55 %	NA	80.68 %	↓
3	Employed on the 180th Day	55 %	NA	70.07 %	↓
4	Health Benefits	38 %	42.93 %	42.07 %	↑
5	Placements	67	NA	60	
6	Intakes	176	NA	140	
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 7/31/2011

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	24.87 %	↓
2	Employed on the 90th Day	55 %	NA	79.66 %	↓
3	Employed on the 180th Day	55 %	NA	75.23 %	↓
4	Health Benefits	38 %	42.93 %	40.98 %	↓
5	Placements	17	NA	17	
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 7/31/2011

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	77.31 %	↓
2	Employed on the 90th Day	55 %	NA	63.73 %	↓
3	Employed on the 180th Day	55 %	NA	57.29 %	↓
4	Health Benefits	38 %	42.93 %	38.27 %	↓
5	Placements		NA	ND	
6	Intakes	30	NA	3	
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 7/31/2011

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	67.60 %	↑
2	Employed on the 90th Day	55 %	NA	64.24 %	↓
3	Employed on the 180th Day	55 %	NA	65.87 %	↓
4	Health Benefits	38 %	42.93 %	38.01 %	↑
5	Placements	14	NA	13	
6	Intakes	20	NA	5	
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 7/31/2011

Florida Educational Institute

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	53.74 %	↑
2	Employed on the 90th Day	55 %	NA	57.78 %	↓
3	Employed on the 180th Day	55 %	NA	52.66 %	↓
4	Health Benefits	38 %	42.93 %	39.29 %	↓
5	Placements	65	NA	123	
6	Intakes	109	NA	127	
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 7/31/2011

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	22.95 %	↑
2	Employed on the 90th Day	55 %	NA	67.74 %	↑
3	Employed on the 180th Day	55 %	NA	76.62 %	↓
4	Health Benefits	38 %	42.93 %	25.53 %	↓
5	Placements	8	NA	8	
6	Intakes	26	NA	28	
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 7/31/2011

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	58.62 %	↑
2	Employed on the 90th Day	55 %	NA	58.67 %	↓
3	Employed on the 180th Day	55 %	NA	52.89 %	↓
4	Health Benefits	38 %	42.93 %	43.34 %	↓
5	Placements	65	NA	20	
6	Intakes	115	NA	18	
7	Career Laddering Placements	50 %	NA	86.67 %	

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 7/31/2011

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	97.62 %	↑
2	Employed on the 90th Day	55 %	NA	87.00 %	↓
3	Employed on the 180th Day	55 %	NA	79.80 %	↓
4	Health Benefits	38 %	42.93 %	64.96 %	↑
5	Placements	9	NA	16	
6	Intakes	12	NA	14	
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 7/31/2011

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	42.31 %	↓
2	Employed on the 90th Day	55 %	NA	65.48 %	↓
3	Employed on the 180th Day	55 %	NA	65.00 %	↓
4	Health Benefits	38 %	42.93 %	33.33 %	↑
5	Placements	7	NA	5	
6	Intakes	22	NA	10	
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 7/31/2011

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	50.68 %	56.64 %	↓
2	Employed on the 90th Day	55 %	NA	63.86 %	↓
3	Employed on the 180th Day	55 %	NA	56.44 %	↓
4	Health Benefits	38 %	42.93 %	47.63 %	↑
5	Placements	99	NA	44	
6	Intakes	177	NA	129	
7	Career Laddering Placements	50 %	NA	90.00 %	↑

ND = No data

NA = Region performance not applicable for this measure

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7.

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

August 18, 2011

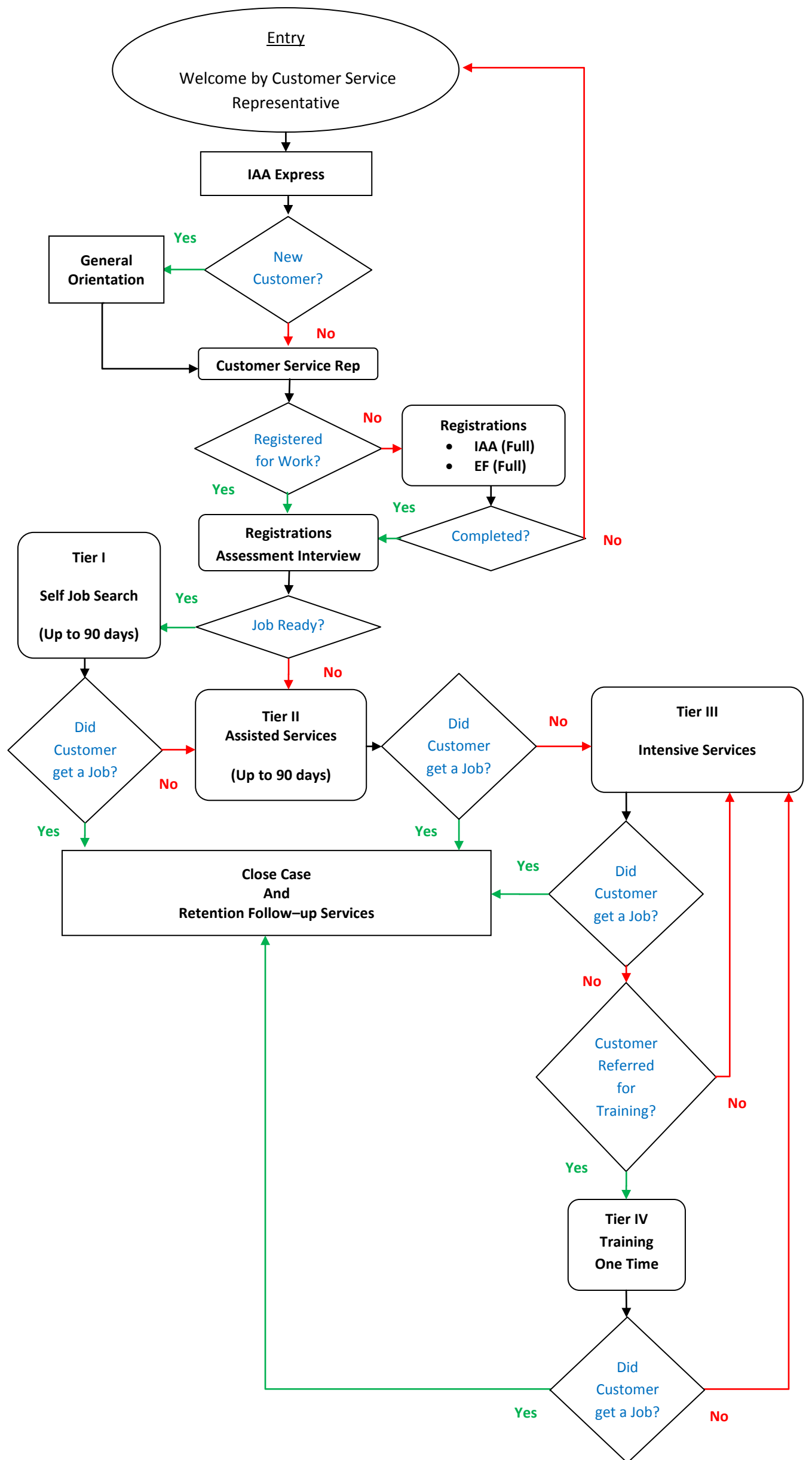
**Customer Service Delivery Flow and Enhanced
Management / Quality Assurance Tools for PY
11-12 (Update)**

Information Item

BACKGROUND

The Workforce Services Performance Improvement Team (PIT), which consists 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 measurable processes; the processes are outlined in the attached PY 2011-12 Customer Service Delivery Flow Chart. Staff will provide the committee information on the Quality Assurance Tools.

Attachment





8.

SFWIB - Workforce Systems Improvement (WSI) Committee

August 18, 2011

Approval of Revised PY 11-12 Workforce Services Balanced Scorecard Quality Assurance Performance Measures

RECOMMENDATION

Staff recommends that the WSI Committee recommend to the Board the approval of revised PY 2011-12 Workforce Services Balanced Scorecard Quality Assurance Performance Measures.

BACKGROUND

For Program Year (PY) 2010-2011, the Workforce Services (WS) Balanced Scorecard (BSC) Quality Assurance Performance Measures consisted of only the WIA and CAP Error Rates. In an effort to better monitor the quality of services delivered to jobseekers and businesses, SFWIB staff proposes, effective October 1, 2011, adding 17 Quality Assurance items to the Individual Career Center Quality Assurance Performance Measure. The following table shows the current and proposed items.

QUALITY ASSURANCE PERFORMANCE FOR WORKFORCE SERVICES CONTRACTOR		
Individual Career Center Quality Assurance Measures	PY '10-11	PY '11-12
Tracking of Customers using IAA Express - monthly		X
Work Registrations (at least 80% match of complete EFM and full IAA registrations) - monthly		X
At least 80% of EF Registrations shall be complete - monthly		X
Referral to Placement Ratio at 35% and above - monthly		X
At least 80 % of Customers over 90 days shall have a staff assisted service - monthly		X
Soft Exits Report 100 % Complete and the Projected EER at the WP EER Standard monthly		X
Job Order Management Tool - shall meet at least 80% - monthly		X
Meet or Exceed Project Goals (OJT - Paid Work Experience - EWT - Subsidized Employment)		X
Review Tool - shall meet at least 80% of standards (WP) - monthly		X
Review Tool - shall meet at least 80% of standards (CAP) - monthly		X
Contractor shall be at least 80% of budgeted staff - monthly		X
Data Validation (WIA) 3 % or less Error Rate - Quarterly		X
Data Validation (CAP) 3 % or less Error Rate - Quarterly		X
Training Expenditure Rates (shall be at least 80 % allocated) - Quarterly		X
OCI File Review (CAP) 3% or less Error Rate - Twice Per Year	X	X
OCI File Review (WIA) 3 % or less Error Rate - Twice Per Year	X	X
OCI Program Review (WP) 3 % or less Error Rate - Twice Per Year		X
OCI File Review (SNAP) 3 % or less Error Rate - Twice Per Year		X
OCI File Review (REA) 3 % or less Error Rate - Twice Per Year		X
Total shall not exceed the QA 10 % of the Total Performance Holdback Amount	10%	10%

X = Proposed Quality Assurance Item for PY '11-'12 as of October 1, 2011



9.

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

August 18, 2011

Approval of SFWIB Local Plan Modification

RECOMMENDATION

Staff recommends that the WSI Committee recommend to the Board the approval of the SFWIB Workforce Services Local Plan Modification.

BACKGROUND

In July 2011, the Agency for Workforce Innovation (AWI) notified all Regional Workforce Investment Boards of the requirement to submit a modified local workforce services plan for the time period of July 1, 2011 to June 30, 2012. All current PY 2007 – PY 2008 local Workforce Services Plans, and subsequent modifications, expired June 30, 2011. However, the United States Department of Labor (USDOL) has given the State authority to extend the current plans. Consequently, instead of a total rewrite of local workforce plans, the State is requiring RWBs to submit modified local plans reflecting organizational and strategic adjustments responsive to changes in the local economy.

The modification of the local Workforce Services Plan is critical to having a comprehensive plan consistent with the State 2011-12 Workforce Investment Plan that was recently approved by the United States Department of Labor (USDOL). The Workforce Services Plan is required under Title I of the Workforce Investment Act (WIA), to include Job Corps, Wagner-Peyser Act, Veterans Services, Migrant and Seasonal Farmworker (MSFW) and Trade Adjustment Assistance (TAA). The Workforce Services Plan also includes the Welfare Transition (WT)/Temporary Assistance to Needy Families (TANF) and the Food Stamp Employment and Training (FSET) programs.

SFWIB's modified Workforce Services Local Plan will be presented to the Committee for review.



10.

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

August 18, 2011

**Approval of PY 2011-12 Workforce Services
Contractors**

RECOMMENDATION

Staff recommends that the WSI Committee recommend to the Board the negotiation of Workforce Services contracts, if funding is available, with PY 11-12 Workforce Services RFP Respondents.

BACKGROUND

On July 11, 2011, the SFWIB Workforce Services Request for Proposals (RFP) was reissued as the prior workforce services procurement resulted in only two Respondent's meeting the standard 80-point threshold for contract consideration. To ensure the continued delivery of critical employment and training services throughout the region, contracts were extended for a three month period (July 1, 2011 to September 30, 2011) with existing contractors that scored below the threshold.

The RFP solicited agencies capable of delivering an integrated menu of workforce services. Eight proposals were submitted by the August 5, 2011 deadline. On August 20, 2011, a Public Review Forum was held during which staff disclosed Respondents' scores.

A table displaying Respondents' scores and proposed service delivery location (Career Center site) will be provided to the Committee.

Staff recommends awarding contracts to Respondents that meet both the 80-point threshold and scores higher than all other Respondents proposing to operate a particular Career Center.



11.

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

August 18, 2011

Approval of WIA Waiver Requests

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval of the WIA waiver requests as set forth below.

BACKGROUND

In response to the Federal Stimulus package, staff researched and developed the attached WIA waiver requests that are intended to provide flexibility in SFWIB's response to the region's current workforce and economic development issues. The waiver requests promote initiatives that include, but are not limited to:

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

If approved, the requests would stimulate the local economy by equipping businesses with the tools to successfully sustain operations and creating employment opportunities for jobseekers.

Attached for the Committee to consider are the WIA waiver recommendations.

Attachment

SUMMARY OF WAIVER REQUESTS

Part 661 – Statewide and Local Governance of the Workforce Investment System Under Title 1 of the Workforce Investment Act.

Section	Current Language	Proposed Waiver
WIA Sec. 136 / 20 CFR 667.300: What are the reporting requirements for Workforce Investment Act programs?	Performance Accountability System All States and other direct grant recipients must report financial, participant and performance data in accordance with instructions issue by DOL. Required reports must be submitted no more frequently than quarterly within a time period specified in the reporting institutions.	Waiver to allow entrepreneurial training to be provided through state-level grants and local formula dollars with the performance tracked and aggregated at the state level, but not included in local performance calculations.

SUMMARY OF WAIVER REQUESTS

Part 663 – Adult & Dislocated Worker Activities under Title I of the Workforce Investment Act.

Section	Current Language	Proposed Waiver
<p>WIA Sec. 101(31) (B) / 20 CFR 663.710(b):</p> <p>What conditions govern OJT payments to employers?</p>	<p>On-The-Job Training – provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for extraordinary cost of providing the training and additional supervision related to the training;</p> <p>Employer may be reimbursed up to 50 percent of the wage rate of an OJT participant for the extraordinary costs of providing the training and additional supervision related to the OJT. (WIA sec. 101(31) (B)).</p>	<p>Waiver of WIA section 101(31) (B) to increase the employer reimbursement for on-the-job training for small-and medium-sized businesses. Under the waiver, states will have the flexibility to permit local areas to reimburse the employer for up to 100 percent of the wage rate of participants.</p>
<p>WIA Sec. 101(8)(C) / 20 CFR 663.715(c):</p> <p>What is Customized Training?</p>	<p>Customized Training – for which the employer pays for not less than 50 percent of the training.</p> <p>[Training] for which the employer pays for not less than 50 percent of the cost of the training. (WIA sec. 101(8).)</p>	<p>Waiver of the required 50 percent employer match for customized training at WIA section 101(8) (C). Under the waiver, states will have the flexibility to permit local areas to reimburse the employer for up to 100 percent of the wage rate of participants.</p>

SUMMARY OF WAIVER REQUESTS

Part 664 – Youth Activities under Title 1 of the Workforce Investment Act.

Section	Current Language	Proposed Waiver
<p>WIA Section 129(c)(5) / 20 CFR 664.220:</p> <p>Is there an exception to permit youth who are not low-income individuals to receive youth services?</p>	<p>Exceptions – Not more than 5 percent of participants assisted under this section in each local area may be individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one or more of the following categories:</p> <p>Yes, up to five percent of youth participants served by youth programs in a local area may be individuals who do not meet the income criterion for eligible youth, provided that they are within one or more of the following categories: (WIA sec 129(c) (5)).</p>	<p>Waiver to increase the exception of youth who may not meet the low income criteria.</p>

SUMMARY OF WAIVER REQUESTS

Part 664 – Youth Activities under Title 1 of the Workforce Investment Act.

Continued

Section	Current Language	Proposed Waiver
<p>WIA Section 101(25)(A) / 20 CFR 664.240</p> <p>May local program use eligibility for free lunches under the National School Lunch Program as a substitute for the income eligibility criteria under Title 1 of WIA?</p>	<p>Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program.</p> <p>No, the criteria for income eligibility under the National School Lunch Program are not the same as the Act's income eligibility criteria. Therefore, the school lunch list may not be used as a substitute for income eligibility to determine who is eligible for services under the Act.</p>	<p>Waiver to include youth receiving free school lunches under the National School Lunch Program as a substitute for the WIA Title 1 income eligibility criteria.</p>

SUMMARY OF WAIVER REQUESTS

Part 664 – Youth Activities under Title 1 of the Workforce Investment Act.

Continued

Section	Current Language	Proposed Waiver
WIA Section 129(c)(2) / 20 CFR 664.410 Must local programs include each of the ten program elements listed in WIA section 129(c) (2) as options available to youth participants?	<p>Program elements – The programs described in paragraph (1) shall provide elements consisting of –</p> <p>Yes, local programs must make the following services available to youth participants:</p>	<p>Waiver of the requirement that local programs provide each of the ten youth program elements at WIA Section 129(c) (2) as options available to youth participants.</p>
WIA Section 129(c)(2)(I) / 20 CFR 664.600(d) Are Local Boards required to offer summer employment opportunities in the local youth program?	<p>Program Elements – The programs described in paragraph (1) shall provide elements consisting of – (I) follow-up services for not less than 12 months after the completion of participation, as appropriate;</p> <p>The summer youth employment opportunities element is not intended to be a stand-alone program. Local programs should integrate a youth's participation in that element into a comprehensive strategy for addressing the youth's employment and training needs. Youths who participate in summer employment opportunities must be provided with a minimum of twelve months of follow-up services as required in 664.550 [WIA sec. 129(c)(2)(C).</p>	<p>Waiver of the requirements of summer youth employment element as a stand-alone program and 12 month follow-up services element.</p>

SUMMARY OF WAIVER REQUESTS

Part 667 – Administrative Provisions under Title I of the Workforce Investment Act.

Section	Current Language	Proposed Waiver
<p>WIA section 181(e) / 20 CFR 667.262(a):</p> <p>Are employment generating activities, or similar activities, allowable under WIA Title I?</p>	<p>Limitation on use of funds – No funds available under this title shall be used for employment generating activities, economic development activities, investment in revolving loan funds, capitalization of business, investment in contract bidding resource centers, and similar activities that are not directly related to training for eligible individuals under this title. No funds available under subtitle B shall be used for foreign travel.</p> <p>Under WIA section 181(e), WIA Title I funds may not be spent on employment generating activities, economic development, and other similar activities, unless they are related to training for eligible individuals.</p>	<p>Waiver of the limitation on use of funds for capitalization of businesses at WIA Section 181(e) to permit WIA funds to be used to capitalize a small business up to \$5,000.</p>

SUMMARY OF WAIVER REQUESTS

Part 667 – Administrative Provisions under Title I of the Workforce Investment Act.

Continued

Section	Current Language	Proposed Waiver
WIA Section 129(c)(2) / 20 CFR 664.410 Must local programs include each of the ten program elements listed in WIA section 129(c) (2) as options available to youth participants?	<p>No funds available under this title may be used for public service employment except as specifically authorized under this title.</p> <p>Public service employment, except to provide disaster relief employment, as specifically authorized in section 173 (d) of WIA, ((WIA sec.195 (10)).</p>	<p>Waiver of the prohibition on the use of funds for public service employment at WIA Section 195(10).</p>
WIA Section 133(b)(4) / 20 CFR 667.140 Does a Local Board have the authority to transfer between programs?	<p>Transfer Authority – A local board may transfer, if such a transfer is approved by the Governor, not more than 20 percent of the funds allocated to the local area under paragraph (2)(A) or (3), and 20 percent of the funds allocated to the local area under paragraph (2)(B), for a fiscal year between—</p> <p>A local board may transfer up to 20 percent of a program year allocation for adult employment and training activities, and up to 20 percent of a program year allocation for dislocated worker employment and training activities between the two programs.</p>	<p>Waiver to allow local workforce boards to transfer up to 100 percent of a program year allocation for Adult funds and up to 100 percent of a program year allocation for Dislocated Worker funds between the two funding streams.</p>

SUMMARY OF WAIVER REQUESTS

Part 664 – Youth Activities under Title 1 of the Workforce Investment Act.

Section	Current Language	Proposed Waiver
WIA Sections 134(a)(1)(B) and 129(b)	Use of funds for statewide employment and training activities as described in WIA sections 128(a) and 133(a) (1).	Waiver of language that limits the authority to provide the activities identified in WIA Section 134 to the State. Waiver will permit local areas to request the use of up to 100 percent of local area formula allocation funds to provide statewide employment and training activities.