



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE  
Thursday, April 18, 2013  
8:00 A.M.**

Doubletree Hotel – Convention Center  
711 NW 72nd Avenue, 2nd Floor  
Miami, Florida 33126

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
  - A. February 22, 2013
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 Program Balanced Scorecard Update
7. Information – On-the-Job Training (OJT) Projects Funded with Refugee Employment and Training Program Dollars
8. Recommendation as to Approval of a RET Hospitality Short Term Training Program
9. Recommendation as to Approval of a RET Automotive Technician Short Term Training Program
10. Recommendation as to Approval to Authorize Staff to Draft and Release a Request for Proposal (RFP) for Refugee Employment & Training Program Services
11. Recommendation as to Approval of Contractors for PY 2012-13 Workforce Services
12. Recommendation as to Approval to Allocate TANF Noncustodial Carry-forward Funds to Gulfcoast Jewish Family and Community Services, Inc.
13. Recommendation as to Approval to Re-allocate Refugee Employment and Training Program Funds Among Existing Providers



**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**AGENDA ITEM NUMBER:** 2A

**DATE:** April 18, 2013, 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

February 22, 2013 at 8:00am  
 Doubletree by Hilton Miami Airport  
 Convention Center, 2<sup>nd</sup> Floor  
 711 NW 72nd Avenue  
 Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Gaber, Cynthia, <i>Vice Chair</i> 3. Manning, Anne 4. Socorro, Ivonne	5. DuBois, Victoria 6. Arboleda, Carlos 7. Huston, Albert  <b>SFW STAFF</b> Camacho, Carlos Diaz, Arlene Gonzalez, Frances Hernandez, Juan Quinones, Dulce	Battle, Jorge - Arbor Gavira, Beatriz – SER Jobs for Progress, Inc. Lopez, Rose – <i>Azure College</i> Lovinsky, Donald – <i>Azure College</i> Napoleon, Jhonson– <i>Azure College</i> Otano, Samarilyn – <i>Azure College</i> Pichardo, Jorge – <i>Youth Co-Op, Inc.</i> Rodriguez, Maria – <i>Youth Co-Op, Inc.</i> Sante, Alicia – <i>Youth Co-Op, Inc.</i> Yacinthe, Pierre – <i>Azure College</i>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Committee Chairman Daniel Fils-Aime called the meeting to order at 8:18am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

**3. Information– Workforce Services Contractors Performance Overview**

SFWIB Programs Manager Juan Hernandez presented the item and read the following stats into record:

For Program Year (PY) 2012-2013 (July 1, 2012 – December 31, 2012), the Workforce Services Contractors assisted the placement of 22,124 job seekers into employment.

The performance statistics covering the period of July 1, 2012 through December 31, 2012 on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following:

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is 36% which resulted in this region ranking eleventh place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 53%, resulting in sixth place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the performance statistics for the Workforce Services Contractors revealed the following:
  - The Region is at 46% in the All Family Participation Rate, resulting in thirteenth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region is at 60% in the Two-Parent Participation Rate resulting in seventh place ranking out of the 24 Regional Workforce Board in the State in this performance category.

No further questions or discussions.

[Ms. Ivonne Socorro Arrived; **Quorum Achieved**]

## **2. Approval of Workforce Systems Improvement Meeting Minutes for December 20, 2012**

Ms. Cynthia Gaber moved the approval of December 20, 2012 meeting minutes. Motion was seconded by Ms. Ann Manning; **Motion Passed Unanimously**

[Mr. Fils-Aime asked those seated in the audience to introduce themselves]

## **4. Information– Workforce Services Balanced Scorecard Update**

Mr. Hernandez presented the region's Balanced Scorecard for the period of July 1, 2012, through January 31, 2013. He noted that eleven (11) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY '12-'13 Balanced Scorecard Performance Measurement standards. He additionally reviewed with the Committee the Workforce Services Contractors Performance Summary table provided in the agenda.

Ms. Manning inquired about the Little Havana Career Center's current performance of 48% for the above reporting period and Mr. Hernandez further explained.

## **5. Information- Refugee Employment and Training Contractors Performance Overview**

Mr. Hernandez presented the item and noted that a total of 2,032 refugee job seekers received placement services during the period of October 1, 2011, through January 31, 2013. He also read the following stats into record:

- 3,164 refugee job seekers have been enrolled in the RET program;
- 1,192 refugees placed in employment are still working after 90 days of hire;
- 1,009 refugees placed in employment are still working after 180 days of hire; and
- 782 refugees placed in employment are also receiving health benefits through the employer.

No further questions or discussions.

**6. Information- Refugee Employment and Training Program Balanced Scorecard Update**

Mr. Hernandez presented the item and noted from October 1, 2012 through January 31, 2013, all ten (10) RET Services Contractors were meeting or exceeding 50% of the PY '12-'13 Performance Measures standards. He additionally reviewed with the Committee the RET Services Contractors Performance Summary table provided in the agenda.

No further questions or discussions.

**7. Information – Department of Economic Opportunity (DEO) Quality Assurance Report, Program Year 2012-2013**

Mr. Hernandez presented and read the item into record.

Ms. Manning requested staff provide the recommendations and Mr. Hernandez provided details.

Ms. Manning inquired about the audit process, as well as the current year findings compared to prior years and Mr. Hernandez further explained.

**8. Recommendations as to Approval to Consider Options for the Azure College, Inc. (Azure) Refugee Employment and Training Program Contract**

Mr. Hernandez presented and summarized the item as detailed in the agenda packet noting staff's recommendation for the Committee's approval to recommend to the Board to consider options for the Azure College, Inc. (Azure) Refugee Employment and Training Program Contract. Mr. Hernandez later introduced SFWIB Quality Assurance Specialist, Carlos Camacho and Quality Assurance Coordinator, Frances Gonzalez that appeared before the Committee and presented the findings.

Ms. Manning had questions regarding the error rate standards, number of years Azure College, Inc had been contracted with SFW, as well as the rating instrument used. Ms. Gonzalez further explained.

Mr. Fils-Aime introduced President and CEO of Azure College, Inc. who appeared before the Committee and presented his rebuttal.

After continued discussion, the Committee recommended option one for the Board's approval.

Ms. Anne Manning moved the approval to recommend option one (1): non-renewal of existing three-month contract that expires March 31, 2013. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

There being no further business to come before the Committee, the meeting was adjourned.



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 3

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES CONTRACTORS PERFORMANCE OVERVIEW

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

### **STRATEGIC GOALS:**

- (1) Premier National Provider of Employment and Career Training
- (2) Strong, Timely Reporting Standards for End User Customers and Providers of Services

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

For Program Year (PY) 2012-2013, the Workforce Services Contractors, from July 1, 2012, through February 28, 2013, assisted in placing into employment a total of 29,136 job seekers.

The performance statistics covering the period of July 1, 2012 through February 28, 2013 on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following:

- The region's WP Entered Employment Rate (EER) is at 40.4 percent. In this category, the region is ranked 11<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The region's Veterans Program EER is at 54.7 percent. In this category, the region is ranked 4<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 45.5 percent. In this category, the region is ranked 13<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program Two-Parent Participation Rate is at 60.5 percent. In this category, the region is ranked 7<sup>th</sup> out of the 24 Regional Workforce Boards in the State.

Overall, the statistics above demonstrate the region's improved performance. The region's Workforce Services Contractors and SFWIB staff worked diligently through the efforts of the various Performance Improvement Teams to enhance the quality of services delivered to job seekers.

**FUNDING:** N/A

**PERFORMANCE:** N/A



**WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 4

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD UPDATE

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Services

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

**BACKGROUND:**

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2012 through February 28, 2013.

A performance summary of the Workforce Services Contractors for the same period is attached. The summary indicates that 11 of the 12 Workforce Services locations met at least 50 percent of the PY 2012-13 Balanced Scorecard measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*Attachment*

# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Regional

Regional			
	Measure	Standard	Region
1	Level of Services	89.94 %	100.00 %
2	Level of Services for Special Groups	89.94 %	100.00 %
3	Training Completion Rate	70 %	89.64 %
4	Training Completion Placement Rate	70 %	88.44 %
5	Training Related Placements	70 %	93.46 %
6	Employment WIA	1,067	1,336
7	Net Economic Benefit	\$25,143.00	\$26,695.74
8	Employment After Services (EAS)	9,639	6,830
9	EAS within 90 Days	4,434	4,176
10	Cost Per Placement	\$3,251.00	\$4,868.70
11	Increase Self-Sufficiency Placement	950	747
12	Job Order Index	5,722	6,875
13	Job Order Index 28% of \$14 and above	1,887	3,289

Regional			
	Measure	Standard	Region
15	Jobs Openings Filled Rate	62 %	69.39 %
16	WP Entered Employment Rate	40 %	38.79 %
17	WIA Adult EER	97 %	98.92 %
18	WIA Dislocated Worker EER	94 %	97.87 %
19	WIA Emp Worker Outcome	95 %	95.24 %
20	CAP Entered Employment Rate	35 %	28.17 %
21	CAP Participation Rate	55 %	45.51 %
22	CAP Two-Family Participation Rate	90 %	60.46 %
23	Short-Term Veterans EER	40 %	51.57 %
24	SNAP EER	20 %	27.31 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

**Arbor**

**Carol City Career Center**

Per Center			
	Measure	Standard	Center
1	Level of Services	6.52 %	7.54 %
2	Level of Services for Special Groups	6.52 %	8.06 %
3	Training Completion Rate	70 %	91.30 %
4	Training Completion Placement Rate	70 %	90.48 %
5	Training Related Placements	70 %	94.74 %
6	Employment WIA	70	124
7	Net Economic Benefit	\$18,319.00	\$22,799.82
8	Employment After Services (EAS)	584	350
9	EAS within 90 Days	227	122
10	Cost Per Placement	\$4,109.00	\$6,878.71
11	Increase Self-Sufficiency Placement	49	52
12	Job Order Index	347	351
13	Job Order Index 28% of \$14 and above	98	128

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	71.43 %
16	WP Entered Employment Rate	40 %	38.79 %	33.61 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	19.91 %
21	CAP Participation Rate	55 %	45.51 %	42.58 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	50.00 %
23	Short-Term Veterans EER	40 %	51.57 %	61.06 %
24	SNAP EER	20 %	27.31 %	31.82 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.





# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

**Arbor**

**Hialeah Gardens Career Center**

Per Center			
	Measure	Standard	Center
1	Level of Services	5.66 %	7.27 %
2	Level of Services for Special Groups	5.66 %	6.31 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	94.44 %
5	Training Related Placements	70 %	88.24 %
6	Employment WIA	64	110
7	Net Economic Benefit	\$20,186.00	\$18,268.83
8	Employment After Services (EAS)	525	478
9	EAS within 90 Days	310	254
10	Cost Per Placement	\$3,650.00	\$4,376.25
11	Increase Self-Sufficiency Placement	66	46
12	Job Order Index	312	498
13	Job Order Index 28% of \$14 and above	139	243

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	63.76 %
16	WP Entered Employment Rate	40 %	38.79 %	32.15 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	ND
20	CAP Entered Employment Rate	35 %	28.17 %	36.58 %
21	CAP Participation Rate	55 %	45.51 %	64.25 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	87.50 %
23	Short-Term Veterans EER	40 %	51.57 %	47.37 %
24	SNAP EER	20 %	27.31 %	34.48 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.59 %	7.42 %
2	Level of Services for Special Groups	7.59 %	6.65 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	83.33 %
6	Employment WIA	115	55
7	Net Economic Benefit	\$27,796.00	\$31,483.12
8	Employment After Services (EAS)	520	383
9	EAS within 90 Days	248	194
10	Cost Per Placement	\$5,036.00	\$7,326.44
11	Increase Self-Sufficiency Placement	53	31
12	Job Order Index	310	740
13	Job Order Index 28% of \$14 and above	207	455

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	63.43 %
16	WP Entered Employment Rate	40 %	38.79 %	38.81 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	39.85 %
21	CAP Participation Rate	55 %	45.51 %	57.46 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	78.40 %
23	Short-Term Veterans EER	40 %	51.57 %	58.62 %
24	SNAP EER	20 %	27.31 %	35.19 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

City of Miami

City of Miami

Per Center			
	Measure	Standard	Center
1	Level of Services	4.60 %	ND
2	Level of Services for Special Groups	4.60 %	ND
3	Training Completion Rate	70 %	ND
4	Training Completion Placement Rate	70 %	ND
5	Training Related Placements	70 %	ND
6	Employment WIA		ND
7	Net Economic Benefit		ND
8	Employment After Services (EAS)		ND
9	EAS within 90 Days		ND
10	Cost Per Placement		ND
11	Increase Self-Sufficiency Placement		ND
12	Job Order Index		ND
13	Job Order Index 28% of \$14 and above		ND

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	ND
16	WP Entered Employment Rate	40 %	38.79 %	ND
17	WIA Adult EER	97 %	98.92 %	ND
18	WIA Dislocated Worker EER	94 %	97.87 %	ND
19	WIA Emp Worker Outcome	95 %	95.24 %	ND
20	CAP Entered Employment Rate	35 %	28.17 %	ND
21	CAP Participation Rate	55 %	45.51 %	ND
22	CAP Two-Family Participation Rate	90 %	60.46 %	ND
23	Short-Term Veterans EER	40 %	51.57 %	ND
24	SNAP EER	20 %	27.31 %	ND

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Ser Jobs

### North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.35 %	13.60 %
2	Level of Services for Special Groups	8.35 %	11.67 %
3	Training Completion Rate	70 %	90.91 %
4	Training Completion Placement Rate	70 %	90.00 %
5	Training Related Placements	70 %	88.89 %
6	Employment WIA	94	133
7	Net Economic Benefit	\$22,536.00	\$30,394.28
8	Employment After Services (EAS)	1,034	705
9	EAS within 90 Days	458	427
10	Cost Per Placement	\$2,741.00	\$4,377.62
11	Increase Self-Sufficiency Placement	98	61
12	Job Order Index	614	664
13	Job Order Index 28% of \$14 and above	185	305

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	80.82 %
16	WP Entered Employment Rate	40 %	38.79 %	56.65 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	30.28 %
21	CAP Participation Rate	55 %	45.51 %	51.31 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	42.31 %
23	Short-Term Veterans EER	40 %	51.57 %	42.98 %
24	SNAP EER	20 %	27.31 %	24.14 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Transition

### Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	2.41 %	1.37 %
2	Level of Services for Special Groups	2.41 %	1.89 %
3	Training Completion Rate	70 %	83.33 %
4	Training Completion Placement Rate	70 %	70.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	51	58
7	Net Economic Benefit	\$22,829.00	\$18,555.51
8	Employment After Services (EAS)	304	254
9	EAS within 90 Days	165	212
10	Cost Per Placement	\$2,863.00	\$3,519.84
11	Increase Self-Sufficiency Placement	35	28
12	Job Order Index	179	188
13	Job Order Index 28% of \$14 and above	52	32

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	59.06 %
16	WP Entered Employment Rate	40 %	38.79 %	45.94 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	0.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	19.77 %
21	CAP Participation Rate	55 %	45.51 %	31.62 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	47.37 %
23	Short-Term Veterans EER	40 %	51.57 %	64.29 %
24	SNAP EER	20 %	27.31 %	ND

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.07 %	6.74 %
2	Level of Services for Special Groups	5.07 %	8.86 %
3	Training Completion Rate	70 %	71.43 %
4	Training Completion Placement Rate	70 %	70.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	88	97
7	Net Economic Benefit	\$22,009.00	\$21,555.42
8	Employment After Services (EAS)	546	347
9	EAS within 90 Days	225	218
10	Cost Per Placement	\$3,544.00	\$5,403.84
11	Increase Self-Sufficiency Placement	48	52
12	Job Order Index	323	352
13	Job Order Index 28% of \$14 and above	98	173

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	61.97 %
16	WP Entered Employment Rate	40 %	38.79 %	29.93 %
17	WIA Adult EER	97 %	98.92 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	48.98 %
21	CAP Participation Rate	55 %	45.51 %	63.96 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	83.33 %
23	Short-Term Veterans EER	40 %	51.57 %	57.41 %
24	SNAP EER	20 %	27.31 %	35.48 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.66 %	1.59 %
2	Level of Services for Special Groups	5.66 %	2.78 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	0.00 %
5	Training Related Placements	70 %	0.00 %
6	Employment WIA	96	69
7	Net Economic Benefit	\$19,378.00	\$.00
8	Employment After Services (EAS)	394	334
9	EAS within 90 Days	217	315
10	Cost Per Placement	\$5,877.00	\$6,263.28
11	Increase Self-Sufficiency Placement	46	54
12	Job Order Index	235	421
13	Job Order Index 28% of \$14 and above	117	170

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	65.73 %
16	WP Entered Employment Rate	40 %	38.79 %	45.80 %
17	WIA Adult EER	97 %	98.92 %	98.48 %
18	WIA Dislocated Worker EER	94 %	97.87 %	100.00 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	37.50 %
21	CAP Participation Rate	55 %	45.51 %	23.53 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	ND
23	Short-Term Veterans EER	40 %	51.57 %	42.20 %
24	SNAP EER	20 %	27.31 %	65.22 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.13 %	6.16 %
2	Level of Services for Special Groups	5.13 %	6.32 %
3	Training Completion Rate	70 %	87.50 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	48	97
7	Net Economic Benefit	\$36,082.00	\$33,104.27
8	Employment After Services (EAS)	1,437	1,531
9	EAS within 90 Days	995	1,315
10	Cost Per Placement	\$1,212.00	\$1,239.67
11	Increase Self-Sufficiency Placement	214	53
12	Job Order Index	854	362
13	Job Order Index 28% of \$14 and above	101	104

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	77.06 %
16	WP Entered Employment Rate	40 %	38.79 %	37.06 %
17	WIA Adult EER	97 %	98.92 %	98.57 %
18	WIA Dislocated Worker EER	94 %	97.87 %	98.04 %
19	WIA Emp Worker Outcome	95 %	95.24 %	ND
20	CAP Entered Employment Rate	35 %	28.17 %	30.38 %
21	CAP Participation Rate	55 %	45.51 %	57.05 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	62.16 %
23	Short-Term Veterans EER	40 %	51.57 %	46.30 %
24	SNAP EER	20 %	27.31 %	23.26 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.





# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.00 %	10.38 %
2	Level of Services for Special Groups	9.00 %	11.13 %
3	Training Completion Rate	70 %	95.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	118	123
7	Net Economic Benefit	\$30,448.00	\$31,299.76
8	Employment After Services (EAS)	773	439
9	EAS within 90 Days	285	139
10	Cost Per Placement	\$4,477.00	\$7,579.81
11	Increase Self-Sufficiency Placement	61	72
12	Job Order Index	459	993
13	Job Order Index 28% of \$14 and above	278	571

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	71.60 %
16	WP Entered Employment Rate	40 %	38.79 %	37.06 %
17	WIA Adult EER	97 %	98.92 %	97.87 %
18	WIA Dislocated Worker EER	94 %	97.87 %	98.28 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	34.57 %
21	CAP Participation Rate	55 %	45.51 %	46.27 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	55.68 %
23	Short-Term Veterans EER	40 %	51.57 %	41.98 %
24	SNAP EER	20 %	27.31 %	31.58 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.22 %	13.51 %
2	Level of Services for Special Groups	11.22 %	13.74 %
3	Training Completion Rate	70 %	79.41 %
4	Training Completion Placement Rate	70 %	85.19 %
5	Training Related Placements	70 %	95.65 %
6	Employment WIA	123	150
7	Net Economic Benefit	\$22,587.00	\$26,035.24
8	Employment After Services (EAS)	949	566
9	EAS within 90 Days	367	166
10	Cost Per Placement	\$4,492.00	\$7,327.51
11	Increase Self-Sufficiency Placement	79	80
12	Job Order Index	563	613
13	Job Order Index 28% of \$14 and above	171	359

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	73.33 %
16	WP Entered Employment Rate	40 %	38.79 %	27.39 %
17	WIA Adult EER	97 %	98.92 %	97.86 %
18	WIA Dislocated Worker EER	94 %	97.87 %	97.50 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	22.56 %
21	CAP Participation Rate	55 %	45.51 %	34.10 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	42.34 %
23	Short-Term Veterans EER	40 %	51.57 %	48.97 %
24	SNAP EER	20 %	27.31 %	12.40 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.13 %	10.98 %
2	Level of Services for Special Groups	8.13 %	11.90 %
3	Training Completion Rate	70 %	96.00 %
4	Training Completion Placement Rate	70 %	87.50 %
5	Training Related Placements	70 %	90.48 %
6	Employment WIA	80	120
7	Net Economic Benefit	\$28,176.00	\$28,973.00
8	Employment After Services (EAS)	1,272	668
9	EAS within 90 Days	434	432
10	Cost Per Placement	\$2,152.00	\$4,498.41
11	Increase Self-Sufficiency Placement	93	96
12	Job Order Index	755	771
13	Job Order Index 28% of \$14 and above	215	339

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	68.12 %
16	WP Entered Employment Rate	40 %	38.79 %	47.22 %
17	WIA Adult EER	97 %	98.92 %	97.35 %
18	WIA Dislocated Worker EER	94 %	97.87 %	96.83 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	31.40 %
21	CAP Participation Rate	55 %	45.51 %	48.20 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	44.59 %
23	Short-Term Veterans EER	40 %	51.57 %	77.21 %
24	SNAP EER	20 %	27.31 %	32.14 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 2/28/2013

## Youth Co-Op

### West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.60 %	13.21 %
2	Level of Services for Special Groups	10.60 %	10.50 %
3	Training Completion Rate	70 %	95.24 %
4	Training Completion Placement Rate	70 %	90.00 %
5	Training Related Placements	70 %	88.89 %
6	Employment WIA	120	200
7	Net Economic Benefit	\$24,806.00	\$30,747.25
8	Employment After Services (EAS)	1,301	775
9	EAS within 90 Days	503	382
10	Cost Per Placement	\$2,610.00	\$5,058.27
11	Increase Self-Sufficiency Placement	108	122
12	Job Order Index	771	809
13	Job Order Index 28% of \$14 and above	226	339

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	69.39 %	64.44 %
16	WP Entered Employment Rate	40 %	38.79 %	41.50 %
17	WIA Adult EER	97 %	98.92 %	98.44 %
18	WIA Dislocated Worker EER	94 %	97.87 %	96.05 %
19	WIA Emp Worker Outcome	95 %	95.24 %	100.00 %
20	CAP Entered Employment Rate	35 %	28.17 %	44.81 %
21	CAP Participation Rate	55 %	45.51 %	63.20 %
22	CAP Two-Family Participation Rate	90 %	60.46 %	72.84 %
23	Short-Term Veterans EER	40 %	51.57 %	44.30 %
24	SNAP EER	20 %	27.31 %	24.56 %

ND = No Data

Print Date: 3/11/2013 8:05:29 AM

South Florida Workforce is an equal opportunity employer / program.  
Auxiliary aids & services are available upon request to individuals with disabilities.





## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER: 5**

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING CONTRACTORS  
PERFORMANCE OVERVIEW

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Services

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

For Program Year (PY) 2012-13, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2012 through February 28, 2013 assisted in placing into employment a total of 2,532 refugee job seekers compared to 2,583 for the same period last Program Year (PY).

For the RET Program, the Year-to-Date (YTD) performance statistics reveal the following:

- 3,940 refugee job seekers enrolled in the RET Program;
- 1,430 refugees are still working after 90 days of hire;
- 1,262 refugees are still working after 180 days of hire; and
- 997 refugees are receiving health benefits through the employer.

For the RET Program, attached is the Placement report for the month of February 2013.

Overall, the statistics above show the region's performance numbers are about the same compared to the same period last PY. However, the challenge has been meeting this PY's new higher placement levels (standards) set in the RET Program contract by the Department of Children and Families (DCF). However, the region's Refugee Employment and Training Program Contractors and SFWIB staff continue to work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers and improve the overall performance numbers.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*Attachment*



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 6

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM  
BALANCED SCORECARD UPDATE

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Services

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **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, 2012 through February 28, 2013.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that 8 of the 10 Contractors are meeting or exceeding 50 percent of the PY 2012-13 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*Attachment*

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY****Balanced Scorecard PY '12-'13  
(October 1, 2012 through February 28, 2013)**

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures *</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>6</b>	<b>8</b>	<b>75%</b>
<b>Arbor E &amp; T, LLC</b>	<b>5</b>	<b>6</b>	<b>83%</b>
<b>Azure College, Inc.</b>	<b>2</b>	<b>6</b>	<b>33%</b>
<b>Cuban American National Council, Inc.</b>	<b>2</b>	<b>6</b>	<b>33%</b>
<b>Community Coalition, Inc.</b>	<b>4</b>	<b>6</b>	<b>67%</b>
<b>City of Hialeah</b>	<b>4</b>	<b>6</b>	<b>67%</b>
<b>Lutheran Services of Florida, Inc. **</b>	<b>5</b>	<b>7</b>	<b>71%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>5</b>	<b>6</b>	<b>83%</b>
<b>UNIDAD of Miami Beach, Inc.</b>	<b>5</b>	<b>6</b>	<b>83%</b>
<b>Youth Co-Op, Inc.</b>	<b>6</b>	<b>6</b>	<b>100%</b>






*\* Error Rate, Entered Employment Rate (EER), EER Less Than a Year (LTY), OJT, Short Term Training Performance are all measured by the 3rd Quarter. However, OJT performance is being reported (above) up to February 2013 and is now part of the 6 performance measures.*

*\*\* Lutheran Services of Florida, Inc. is the only contractor for Career Laddering (additional performance measure).*

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	40 %	36.35 % 
2	Entered Employment Rate LTY	50 %	33.47 % 
3	Employed on the 90th Day	67 %	75.94 % 
4	Employed on the 180th Day	50 %	75.43 % 
5	Health Benefits	40 %	39.61 % 
6	Placements	567	523
7	Intakes	607	777
8	Career Laddering Placements	50 %	0.00 %
9	On the Job Training (OJT)	169	63

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM



# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	54.92 %	↑
2	Entered Employment Rate LTY	50 %	NA	53.16 %	↑
3	Employed on the 90th Day	67 %	NA	92.97 %	↑
4	Employed on the 180th Day	55 %	NA	96.02 %	↑
5	Health Benefits	40 %	39.61 %	58.91 %	↓
6	Placements	71	NA	103	
7	Intakes	96	NA	98	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	35	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	42.86 %	↑
2	Entered Employment Rate LTY	50 %	NA	33.33 %	↑
3	Employed on the 90th Day	67 %	NA	81.11 %	↑
4	Employed on the 180th Day	55 %	NA	87.78 %	↓
5	Health Benefits	40 %	39.61 %	32.50 %	↓
6	Placements	20	NA	26	
7	Intakes	34	NA	46	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	2	NA	2	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Azure College

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	19.99 %	↑
2	Entered Employment Rate LTY	50 %	NA	14.61 %	↑
3	Employed on the 90th Day	67 %	NA	65.22 %	↑
4	Employed on the 180th Day	55 %	NA	82.08 %	↓
5	Health Benefits	40 %	39.61 %	19.24 %	↑
6	Placements	66	NA	50	
7	Intakes	87	NA	132	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	7	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	30.94 %	↑
2	Entered Employment Rate LTY	50 %	NA	22.16 %	↓
3	Employed on the 90th Day	67 %	NA	53.27 %	↑
4	Employed on the 180th Day	55 %	NA	42.11 %	↓
5	Health Benefits	40 %	39.61 %	13.87 %	↑
6	Placements	23	NA	48	
7	Intakes	60	NA	144	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	3	NA	1	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	39.69 %	↑
2	Entered Employment Rate LTY	50 %	NA	43.59 %	↑
3	Employed on the 90th Day	67 %	NA	74.47 %	↑
4	Employed on the 180th Day	55 %	NA	82.14 %	↓
5	Health Benefits	40 %	39.61 %	19.69 %	↑
6	Placements	14	NA	33	
7	Intakes	28	NA	31	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	2	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	36.35 %	ND
2	Entered Employment Rate LTY	50 %	NA	ND
3	Employed on the 90th Day	67 %	NA	ND
4	Employed on the 180th Day	55 %	NA	ND
5	Health Benefits	40 %	39.61 %	ND
6	Placements		NA	ND
7	Intakes		NA	ND
8	Career Laddering Placements	50 %	NA	ND
9	On the Job Training (OJT)		NA	ND

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	20.63 %	↑
2	Entered Employment Rate LTY	50 %	NA	19.59 %	↑
3	Employed on the 90th Day	67 %	NA	85.71 %	↑
4	Employed on the 180th Day	55 %	NA	81.82 %	↓
5	Health Benefits	40 %	39.61 %	0.00 %	
6	Placements	4	NA	2	
7	Intakes	14	NA	14	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	1	NA	1	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	37.78 %	↑
2	Entered Employment Rate LTY	50 %	NA	34.90 %	↑
3	Employed on the 90th Day	67 %	NA	67.63 %	↓
4	Employed on the 180th Day	55 %	NA	64.00 %	↓
5	Health Benefits	40 %	39.61 %	41.91 %	↓
6	Placements	71	NA	89	
7	Intakes	104	NA	106	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM



# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	44.07 %	↑
2	Entered Employment Rate LTY	50 %	NA	43.43 %	↑
3	Employed on the 90th Day	67 %	NA	70.18 %	↑
4	Employed on the 180th Day	55 %	NA	69.23 %	↓
5	Health Benefits	40 %	39.61 %	49.25 %	↑
6	Placements	9	NA	12	
7	Intakes	19	NA	19	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	1	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	47.92 %	↑
2	Entered Employment Rate LTY	50 %	NA	51.67 %	↑
3	Employed on the 90th Day	67 %	NA	94.74 %	↑
4	Employed on the 180th Day	55 %	NA	100.00 %	
5	Health Benefits	40 %	39.61 %	53.49 %	↑
6	Placements	8	NA	9	
7	Intakes	8	NA	9	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	1	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 2/28/2013

## Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	36.35 %	40.10 %	↑
2	Entered Employment Rate LTY	50 %	NA	43.07 %	↑
3	Employed on the 90th Day	67 %	NA	73.28 %	↑
4	Employed on the 180th Day	55 %	NA	65.43 %	↑
5	Health Benefits	40 %	39.61 %	46.15 %	↑
6	Placements	103	NA	151	
7	Intakes	157	NA	178	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	11	NA	24	

ND = No data

NA = Region performance not applicable for this measure

4/8/2013 12:47:32 PM



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 7

**DATE:** April 18, 2013

**AGENDA ITEM SUBJECT:** ON-THE-JOB TRAINING (OJT) PROJECTS FUNDED  
WITH REFUGEE PROGRAM DOLLARS

**AGENDA ITEM TYPE:** INFORMATIONAL

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

**BACKGROUND:**

On August 16, 2012, the Board approved renewing all the Program Year 2012-13 Refugee Employment and Training Program (RETP) contracts with existing RETP contractors that met the minimum 70-point contract consideration threshold score. The contract term covers a 12-month period, commencing October 1, 2012.

The Refugee Program grant that SFWIB received from the Department of Children and Families (DCF) included \$202,500 in OJT funds to be distributed to refugee program providers based on the merits of individual work experience projects submitted to SFWIB staff for review and approval. The attached chart provides a summary of the Refugee Program OJT projects as of April 8, 2013.

**FUNDING:** DCF Refugee Employment and Training Program Funds

**PERFORMANCE:** N/A



**WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 8

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL OF A RET HOSPITALITY SHORT TERM TRAINING PROGRAM

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** SFWIB staff recommends to the Workforce Systems Improvement Committee to recommend to the Board the approval of applying up to \$150,000.00 in Refugee Employment & Training Program (RET) funds to purchase a cohort at Miami Dade College (MDC) to train up to 363 RET participants in Hospitality Management.

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

**BACKGROUND:**

The Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$150,000 for short-term training for RET participants. The DCF Refugee Services approved MDC’s Hospitality Management Program as appropriate short-term training, affording eligible RET participants an opportunity to acquire specific job skills and industry-recognized certification.

The Hospitality Management Training Program is a partnership between SFWIB and MDC; SFWIB will cover the training and training-related expenses for program participants and MDC will deliver the training services. The five-week program consists of 50 hours of instruction in hospitality job training and 40 hours of customized industry-related instruction in English.

The American Hotel and Lodging Association curriculum will be utilized throughout the program, ensuring that participants receive an extensive overview of the lodging and food and beverage industry and gain the skills needed for positions in housekeeping, laundry and food and beverage at most hotels and/or food and beverage establishments.

The following table highlights the program’s structure, cost and related occupational skills acquired:

<b>Funding Up to:</b>	\$150,000
<b>Maximum Number to Be Trained:</b>	182
<b>Projected Placements within 60 Days of Completion:</b>	70%
<b>Program Cost:</b>	\$825 Cost Per Participant
<b>Program Length:</b>	90 Hours in 5 weeks
<b>Housekeeping/Food Servers Occupations:</b>	Annual Average Salary \$18,408
<b>Economic Benefit Per Placement:</b>	\$18,408
<b>Net Economic Benefit Per Placement:</b>	\$17,583
<b>Return on Investment:</b>	\$10.44

**FUNDING:** Refugee Employment and Training funding up to \$150,000

**PERFORMANCE:** The performance is indicated in the above table.

*Attachment*



**Proposed Hospitality Employment Training Project**  
**Miami Dade College – Wolfson Campus**  
**School of Continuing Education and Professional Development**  
**International Hospitality Center – Hospitality Management Program**

**Program Description**

To offer a comprehensive five (5) week program of Hospitality workforce training for eligible refugee participants through Miami Dade College’s Hospitality Management Program. The program consists of fifty (50) hours of instruction in Hospitality job training and forty (40) hours of customized industry related instruction in English. A total of ninety (90) hours of instruction will lead to employment readiness.

The American Hotel and Lodging Association curriculum will be utilized to structure the curriculum components. Participants will get an extensive overview of the lodging and food and beverage industry and the training will involve an in-depth look at the most common line-entry level skills necessary for position in housekeeping, laundry and food and beverage at most hotels and or food and beverage establishment. In order to enhance job readiness, the English language instruction will be an essential component part of the training program.

Number of students:	25 students per cohort
Expected start date:	TBA
Program length:	90 hours in 5 weeks – Monday through Saturday 5 <sup>th</sup> Week in Hospitality Training, Testing, Certificate of Completion
Program Cost:	\$825 cost per participant

**Program cost includes:**

- Assessment and testing
- Curriculum customization
- Instructional cost including Salary and Fringe
- Text and class material
- Field Trips and field training
- Program Coordination

**Hospitality**

- Fifty (50) hours of instruction over a five (5) week period
- Classroom training based on American Hotel and Lodging Association (AH & LA) standards & curriculum
- Increase vocabulary in the Hospitality industry
- Enhance communication skills prior to job seeking interviews (mock interviews, resume)
- Create awareness of proper dress code and industry code of behavior
- Develop customer service skills
- Skills training in Housekeeping, and Food and Beverage departments
- Classroom instruction in Customer Service & industry operations- 3 hours per week; 5 weeks (15 Hours)
  - Etiquette Training
  - ServSafe Certification preparation
- Field experience 7 hours per week - 5 weeks (35 hours) in the following areas:



- Housekeeping
- Guestroom attendant
- Laundry attendant
- Food & Beverage (server, steward, busser, entry level kitchen staff)
- Participants will be ready to perform the acquired skills at a new level of service excellence
- Participants can obtain an internationally recognized line-level certification once the work requirement for certification has been met and upon successful completion of the certification exam
- Participants will take the appropriate comprehensive exam at the end of the instructional period.

**ESL** Forty (40) hours of instruction over a four (4) week period

- Intensive English Class – 10 hours per week; 4 weeks (40 hours )
- Conversation/Pronunciation Class – 5 hours per week; 4 weeks (20 hours )
- Tutorial ESL Lab – 5 hours per week; 4 weeks (20 hours)
- Provide specific language skills leading to professional development
- Develop English language foundation and oral fluency for social and professional interaction
- Enhance interviewing skills
- Promote confidence and positive work ethics
- Develop awareness for cultural contexts to understand and apply the English language

## **Summary of Intensive English as a Second Language (ESL)**

### **Program Components:**

#### **I. Intensive English**

##### **Description**

This course will improve participants' ability to effectively communicate in oral and written English. By engaging in a variety of activities, participants will enhance their proficiency in the most critical areas of everyday communication: listening and speaking. Major emphasis is placed on workplace communication and common terminology in the Hospitality industry.

##### **Objective**

To acquire the English skills needed for professional development, certification, or social interaction, participants will:

1. Review Standard English grammar and sentence structure through exercises that relate to work and social situations. Grammar exercises focus on oral and written communications.
2. Learn the correct verb forms in the present, past and future tenses.
3. Correct or avoid troublesome errors when writing or speaking.
4. Acquire and develop vocabulary skills to enhance fluency and communication.

#### **II. Conversation-Pronunciation**

Through engagement in conversations based on topics of everyday life and workplace communication, participants will develop fluency and pronunciation abilities. Oral communications skills will continue to be improved by participating in group and individual role-play presentations, guided conversation, and workplace related vocabulary development.



**Objective**

To develop and improve oral English skills needed for professional development, certification, or social interaction participants will:

1. Engage in active, meaningful communicative practice in order to acquire the necessary knowledge and skills to speak more fluently and confidently.
2. Review grammar skills and integrate them into the conversation.
3. Lose the fear of conversing in English through group support.
4. Practice the “sounds of English” in order to learn the tone, tenor, voice techniques, syllable length and rhythm of the spoken language.
5. Acquire the skills needed to analyze and understand syllable and word stress patterns; vowels length and how they affect the pronunciation and meaning of words and sentences.
6. Practice vocabulary for everyday situations for:
  - a. Greeting guests / answering simple questions / giving directions;
  - b. Following instructions;
  - c. Reporting emergencies / repairs and problems to appropriate supervisors;
  - d. Using contextual information for fluency development.

**Program Options – Proposed Schedules**

To accommodate student schedules three options will be offered:

Morning program will run from. Mon.– Tues. – Thurs.- Fri. 8:30 – 11: 00 a.m.; Wed. 8:30 – 11:30 a.m.

Afternoon program will run from. Mon.– Tues. – Thurs.- Fri. 12:30 – 3:00 p.m.; Wed. 12:30 – 3:30p.m.;

Evening program will run from Mon.– Tues. – Thurs.- Fri. 5:30 – 8:00 p.m.; Wed. 5:30 – 8:30 p.m.

\*All options will also include Saturdays from 8:30 a.m. – 4:30 p.m. in Hospitality field training

**Morning (Option 1)**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Intensive English 8:30 – 11:0 a.m.	Intensive English 8:30 – 11:00 a.m.	Hospitality 8:30 – 11:30 a.m.	Intensive English 8:30 – 11:00 a.m.	Intensive English 8:30 – 11:00 a.m.	Hospitality 8:30 – 4:30 p.m.

**Afternoon (Option 2)**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Intensive English 12:30 – 3:00 p.m.	Intensive English 12:30 – 3:00 p.m.	Hospitality 12:30 – 3:30 p.m.	Intensive English 12:30 – 3:00 p.m.	Intensive English 12:30 – 3:00 p.m.	Hospitality 8:30 – 4:30 p.m.

**Evening (Option 3)**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Intensive English 5:00 – 7:30 p.m.	Intensive English 5:00 – 7:30 p.m.	Hospitality 5:00 – 8:00 p.m.	Intensive English 5:00 – 7:30 p.m.	Intensive English 5:00 – 7:30 p.m.	Hospitality 8:30 – 4:30 p.m.





## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 9

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL OF A RET AUTOMOTIVE TECHNICIAN SHORT TERM TRAINING PROGRAM

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** SFWIB staff recommends to the Workforce Systems Improvement Committee to recommend to the Board the approval of applying up to \$150,000.00 in Refugee Employment & Training Program (RET) funds to purchase a cohort at Miami-Dade County Public Schools (MDCPS) to train up to 361 RET participants as Automotive Technicians.

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

The Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$150,000 for short-term training for RET participants. The DCF Refugee Services approved M-DCPS's Automotive Technician Program as appropriate short-term training, affording eligible RET participants an opportunity to acquire specific job skills and industry-recognized certification.

The Automotive Training Program is a partnership between SFWIB and M-DCPS; SFWIB will cover the training and training-related expenses for program participants and M-DCPS will deliver the training services. The course consists of eight weeks of training in preparation for local employment in the automotive industry.

The training will take place in National Automotive Training and Education Foundation (NATEF) certified shops by Automotive Service Excellence (ASE) certified instructors at several locations within Miami-Dade County based on a minimum number of twenty students per cohort. The delivery of instruction includes theory with an emphasis on practical application on a variety of automobiles and components.

The National Automotive Training and Education Foundation (NATEF) curriculum will be used within the guidelines of the Florida Department of Education Curriculum Frameworks and Student Performance Standards.

The following table highlights the program's structure, cost and related occupational skills acquired:

<b>Funding Up to:</b>	\$150,000
<b>Maximum Number to Be Trained:</b>	182
<b>Projected Placements within 60 Days of Completion:</b>	70%
<b>Program Cost:</b>	\$632 Cost Per Participant
<b>Cost of Exam \$66 (Average of 3 Exams)</b>	\$198 (3 Exams Per Participant)
<b>Program Length:</b>	8 weeks
<b>Automotive Technician Occupations:</b>	Annual Average Salary \$18,720
<b>Economic Benefit Per Placement:</b>	\$18,720
<b>Net Economic Benefit Per Placement:</b>	\$12,611
<b>Return on Investment:</b>	\$2.06

**FUNDING:** Refugee Employment and Training funding up to \$150,000

**PERFORMANCE:** The performance is indicated in the above table.

*Attachment*

# **Automotive Employment Training Proposal**

**Prepared for South Florida Workforce by:**

**Miami-Dade County Public Schools, Office of Adult and Community Education**

## **Program Description:**

This Automotive Technician training course is customized to evaluate refugee skills and tailor a curriculum to their specific needs as an Automotive Maintenance Technician. The course consists of eight weeks of training in preparation for local employment in the automotive industry.

The training will take place in National Automotive Training and Education Foundation (NATEF) certified shops by Automotive Service Excellence (ASE) certified instructors at several locations within Miami-Dade County based on a minimum number of twenty students per class.

The delivery of instruction includes theory with an emphasis on practical application on a variety of automobiles and components.

The National Automotive Training and Education Foundation (NATEF) curriculum will be used within the guidelines of the Florida Department of Education Curriculum Frameworks and Student Performance Standards.

Number of Students	20 students per cohort
Expected Start Date	TBA
Program Length	8 weeks, Monday through Friday
Program Cost	\$632 SFWIB RETP eligible participants

## **Program cost includes:**

- Assessment and Testing, including TABE
- Custom curriculum
- All instructional costs, including salary and fringes
- Textbooks and classroom materials
- Guest Speakers
- Program Coordinator
- Employability Skills
- Tools

The type of assessment is a mechanical aptitude skills assessment and is conducted by the instructor. It would be in the form of a practical application of the student's mechanical skills to gauge their level of mechanical aptitude. The purpose would be to determine their level of proficiency in the automotive trade.

As for the testing, the TABE test would be administered to all of the students to determine their level of Adult Basic Education. There is an additional cost, the \$30.00 Adult General Education (AGE) fee per trimester for remediation.

### **Optional cost \$66 for each ASE Exam**

There are eight different ASE certification exams available. It would be expected that all of the students would take at least one exam, and some may be able to take two, based on their area and level of proficiency. In order for someone to be considered a “Master” Technician, they must take and pass all eight exams.

Eight Exams are as follows:

1. Suspension and Steering
2. Brakes
3. Electrical / Electronic Systems
4. Engine Performance
5. Engine Repair
6. Automatic Transmission / Transaxle
7. Manual Drivetrain and Axels
8. Heating and Air-Conditioning

### **Schedule:**

Miami-Dade County Public Schools offers automotive training during the day and evening. The day class starts at 8:00 a.m. until 1:30 p.m. The evening classes start at 5:30 p.m. to 11:00 p.m. Schedule times may vary from school to school and bilingual (English/Spanish or English/Creole) classes can be scheduled based on need and enrollment.

All classes meet from Monday through Friday.

### **Morning (Option 1)**

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.

### **Evening (Option 2)**

<b>MONDAY</b>	<b>TUESDAY</b>	<b>WEDNESDAY</b>	<b>THURSDAY</b>	<b>FRIDAY</b>
5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 10

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL TO AUTHORIZE STAFF TO DRAFT AND RELEASE A REQUEST FOR PROPOSAL (RFP) FOR REFUGEE EMPLOYMENT & TRAINING PROGRAM SERVICES

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to authorize staff to draft and release a Request for Proposals (RFP) for Refugee Employment and Training (RET) services to increase assistance to the Haitian refugee population in Miami-Dade County.

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

SFWIB is requesting approval to draft and release a Request for Proposal (RFP) for Refugee Employment and Training (RET) services to increase assistance to the Haitian refugee population in Miami-Dade County in order to achieve economic self-sufficiency and effective resettlement within the shortest time possible following their arrival in the U.S. The contract period will be for the remainder of the RET Program Year 2012-2013 (September 30, 2013).

**FUNDING:** N/A

**PERFORMANCE:** N/A



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 11

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL OF CONTRACTORS FOR PY 2012-13 WORKFORCE SERVICES

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the negotiation of Workforce Services contracts, if funding is available, with PY 12-13 Workforce Services RFP respondent; City of Hialeah that met the 80-point threshold.

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar / One-Stop Performance and Consistency

### **BACKGROUND:**

On November 2, 2012, the SFWIB Workforce Services Request for Proposals (RFP) was released for three Career Center Contractors that failed PY 2011-2012 performance standards. To ensure no interruption in the delivery of critical employment and training services, contracts for those contractors were extended for a six-month period (July 1, 2012 to December 31, 2012).

The RFP solicited agencies capable of delivering an integrated menu of workforce services. Five proposals were submitted by the November 30, 2012 deadline. On December 11, 2012, a Public Review Forum was held during which staff disclosed respondents' scores. See attached table displaying respondents' scores and proposed service delivery location.

Although this item was unanimously approved by the Board at its meeting held on December 20, 2012, it is being presented again for the required two-thirds (2/3) vote of members.

**FUNDING:** WIA Adult, WIA Dislocated Workers, TANF, REA, UI

**PERFORMANCE:** N/A

*Attachment*



**WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 12

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL TO ALLOCATE TANF NON-CUSTODIAL CARRY-FORWARD FUNDS TO GULFCOAST JEWISH FAMILY & COMMUNITY SERVICES, INC.

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to allocate TANF Noncustodial carry-forward dollars as set for below.

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Services

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

**BACKGROUND:**

On June 21, 2012, the SFWIB approved the Fiscal Year 2012-13 budget. The approved budget included an estimated \$4,606.00 in TANF Noncustodial carry-forward funds. Following the end of the grant closeouts with the State, it was determined that there were additional carry-forward dollars totaling \$12,296.00. Staff recommends that these additional carry-forward dollars be allocated as set forth below:

Gulfoast Jewish Family and Community Services Inc.	\$10,899.18
South Florida Workforce Investment Board	<u>\$ 1,396.82</u>
Total	\$12,296.00

**FUNDING:** TANF Non-custodial Program Funds

**PERFORMANCE:** N/A



## **WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**AGENDA ITEM NUMBER:** 13

**DATE:** APRIL 18, 2013

**AGENDA ITEM SUBJECT:** APPROVAL TO RE-ALLOCATE REFUGEE PROGRAM FUNDS TO EXISTING RET PROVIDERS

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to re-allocate RET funds as set forth in the attachment.

**STRATEGIC GOAL:** Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

On August 16, 2012, the Board approved renewing all the Program Year 2012-13 Refugee Employment and Training Program (RETP) contracts with existing RETP contractors that met the minimum 70-point contract consideration threshold score. The contract term covers a 12-month period, commencing October 1, 2012. However, on September 5, 2012, the SFWIB Executive Committee awarded Azure College, Inc. only a 90-day (i.e., October 1, 2012 to December 31, 2012) contract due to repeated issues with quality assurance. Staff requested that Azure submit a Plan of Corrective Action (POCA), which it did on December 13, 2012.

On December 20, 2012, the Board approved another three-month contract (i.e., January 1, 2013 to March 31, 2013), enabling staff sufficient time to conduct a special quality assurance review of Azure's compliance with RETP contract requirements. Following a review of the results of the quality assurance review, on February 22, 2013 the Board decided not to renew Azure's College, Inc. contract for the balance of the program year.

As a result of the Board's decision, a total of \$454,161 in funds is now available for redistribution. Staff recommends that these funds be re-allocated as set forth in the attachment.

**FUNDING:** DCF Refugee Employment Training Program Funds

**PERFORMANCE:** N/A

*Attachment*



## REFUGEE PROGRAM PROVIDER RE-ALLOCATIONS

PY 12-13
----------

SERVICE PROVIDER	
Adult Mankind Organization, Inc.	\$ 125,813
Arbor E&T, LLC	\$ 37,767
Cuban American National Council, Inc	\$ 46,076
Community Coalition, Inc	\$ 28,001
City of Hialeah	\$ 9,483
Azure College, Inc.	\$ (811,325)
Lutheran Services Ministries, Inc	\$ 125,259
Miami Beach Latin Chamber of Commerce, Inc.	\$ 16,816
UNIDAD of Miami Beach, Inc.	\$ 17,034
Youth Co-op, Inc.	\$ 172,696
Haitian Services Provider	\$ 232,380
<b>TOTALSERVICE PROVIDERS</b>	<b>\$ -</b>