



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, August 16, 2012

8:00 A.M.

Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
 - A. June 21, 2012
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. Discussion – Strategic Planning Workshop Update
8. Recommendation as to Approval of Refugee Employment and Training Program Providers
9. Recommendation as to Approval to Adjust PY 2012-13 Budget for WIA Dislocated Worker Program
10. Recommendation as to Approval to Accept Additional WIA Dislocated Worker Program Funds
11. Recommendation as to Approval to Reallocate Funds from the City of Miami to SFWIB
12. Recommendation as to Approval to Accept WIA NEG OJT Program Funds



2.A.

SFWIB – Workforce Systems Improvement Committee

August 16, 2012

Minutes of SFWIB Workforce Systems Improvement Committee Meeting June 21, 2012

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 June 21, 2012, at 8:00 A.M.
 Doubletree by Hilton Miami Airport
 Hotel and Exhibition Center
 711 N.W. 72nd Avenue, Miami, FL

| 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. DuBois, Victoria 4. Manning, Anne | 5. Arboleda, Carlos 6. Huston, Albert 7. Socorro, Ivonne SFW STAFF Almagro, Olivia Hernandez, Juan | Cepeda, Margarita – <i>UNIDAD of Miami Beach</i> Gaviria Lopez, Beatriz – <i>SER Jobs for Progress, Inc.</i> Louima, Marge – <i>Arbor E&T, LLC</i> Mitchell, Carlena – <i>Miami-Dade County Public Schools (M-DCPS)</i> Morales, Maria – <i>Arbor E & T, LLC</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 8:20am, 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 noted the following:

For Program Year (PY) 2011-2012, the Workforce Services Contractors from July 1, 2011 , through April 30, 2012, assisted the placement of 10,782 job seekers into employment.

- WIA Adult/Dislocated Worker (DW) Program: - 1,275 job seekers gained employment after enrolling in the Program.
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is over 50% which resulted in this Region ranking third out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 54.2%, resulting in seventh 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 62.7% in the All Family Participation Rate. Since last PY, this performance category has been consistently one of the highest in the State, ranking second out of the 24 Regions.
 - The Region is at 72.5% in the Two-Parent Participation Rate. Since last PY, this performance category has been consistently the highest in the State, ranking first out of the 24 Regions.

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Update

Mr. Hernandez presented the region's Balanced Scorecard for the period of July 1, 2011, through May 31, 2012. The performance summary showed that nine (9) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY '11-'12 Balanced Scorecard Performance Measurement standards.

No further questions or discussions.

5. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 3,852 refugee job seekers received placement services during the period of October 1, 2011, through April 30, 2012. He also read the following stats into record:

- 5,367 refugee job seekers have been enrolled in the RET program;
- 1,892 refugees placed in employment are still working after 90 days of hire;
- 1,574 refugees placed in employment are still working after 180 days of hire; and
- 1,040 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, 2011 through April 30, 2012, nine (9) out of the ten (10) RET Services Contractors were meeting or exceeding 50% of the PY '10-'11 Performance Measures standards.

Mr. Fils-Aime inquired about the low performance of Cuban American National Council (CNC). Inc. and Mr. Hernandez explained.

8. Recommendation as to Approval to Renew Existing Workforce Services Provider Contracts

Mr. Hernandez read the item into record noting the recommendation to renew the existing Workforce Services contracts for Program Year (PY) 2012-2013.

The following options were proposed by staff for the Committee's consideration:

- Option 1: Renew all workforce service provider contracts that met at least 50 percent of the PY '11-'12 Balanced Scorecard Performance Measures.
- Option 2: Renew all Workforce Services contracts and those who did not meet at least 50% of the PY'11-12 Balanced Scorecard Performance Measures must meet at least 50 percent of the PY'12-'13 first quarter Balanced Scorecard Performance Measures or face contract termination.

The Committee requested staff to further explain the different options. Mr. Hernandez provided details and reviewed with the Committee the tables showing performance trends for each contractor.

[Ms. Manning Arrived; **Quorum Achieved**]

Ms. Gaber asked whether staff identified the deficiencies and provided guidance to those that failed performance. Mr. Hernandez explained that staff has provided one-on-one training and technical support throughout the year. Ms. Gaber also expressed concern about possible service disruption during the RFP and contract termination process. Mr. Hernandez responded and Executive Director, Rick Beasley provided further details on the process.

After continued discussion on the above two options, the Committee recommended the approval to proceed with option #2, authorizing staff to immediately release a RFP. Moreover, contractors who did not meet at least 50% of the PY'11-12 Balanced Scorecard Performance Measures will be required to meet at least 50 percent of the PY'12-13 measures during the first six months and by the end of the RFP process to be allowed to reapply for a new contract.

The above recommendation was moved by Ms. Anne Manning and seconded by Ms. Cynthia Gaber;
Motion Passed Unanimously

8. Recommendation as to Approval of Workforce Investment Act (WIA) Adult and Dislocated Worker Program Enrollment Policy

Mr. Hernandez read the item into record noting staff's recommendations for approval of the WIA Adult and Dislocated Worker Program Enrollment Policy. He reviewed with the Committee the proposed policy and the WIA enrollment minimum standards.

Ms. Anne Manning moved the approval of Workforce Investment Act (WIA) Adult and Dislocated Worker Program Enrollment Policy. Motion was seconded by Ms. Victoria Dubois; **Motion Passed Unanimously**

2. Approval of Workforce Systems Improvement Meeting Minutes for April 19, 2012

Ms. Cynthia Gaber moved the approval of meeting minutes for April 19, 2012. Motion was seconded by Ms. Anne Manning; **Minutes Passed Unanimously**

There being no further business to come before the Committee, the meeting was adjourned at 8:45am.



3.

SFWIB - Workforce Systems Improvement (WSI) Committee

August 16, 2012

Workforce Services Contractors Performance Overview

Information Item

BACKGROUND

For Program Year (PY) 2011-2012, the Workforce Services Contractors, July 1, 2011, through June 30, 2012, have assisted in placing into employment a total of 12,331 job seekers.

The performance statistics on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following during July 1, 2011, through June 30, 2012:

- 1,598 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program.
- The Region's WP Entered Employment Rate (EER) is at 48.6 percent. In this category, the Region is ranked third out of the 24 Regional Workforce Boards in the State.
- The Region's Veterans Program EER is at 53.6 percent. In this category, the Region is ranked fifth 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 61.7 percent. 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 Career Advancement Program (CAP) / Welfare Transition (WT) Program Two-Parent Participation Rate is at 71.7 percent. 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 16, 2012

Workforce Services Balanced Scorecard Update

Information Item

BACKGROUND

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2011, through June 30, 2012.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2011, through June 30, 2012) is set forth below. The summary indicates that 9 of the 12 Workforce Services locations met at least 50 percent of the PY '11-'12 Balanced Scorecard measures.

| WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '11-'12 (July 1, 2011 through June 30, 2012) * | | | | |
|--|-------------------------------------|--|----------------------------------|--|
| Workforce Services Contractors | Workforce Services Locations | # of Performance Measures Standards Met | # of Performance Measures | % of Performance Measures Standards Met |
| Arbor E&T, LLC | Carol City Career Center | 13 | 23 | 57% |
| | Hialeah Gardens Career Center | 12 | 23 | 53% |
| City of Hialeah | Hialeah Downtown Career Center | 9 | 23 | 40% |
| Ser Jobs for Progress, Inc. | North Miami Beach Career Center | 13 | 23 | 57% |
| Transition, Inc. | Transition Offender Service Center | 6 | 14** | 43% |
| UNIDAD of Miami Beach, Inc. | Miami Beach Career Center | 12 | 23 | 53% |
| Youth Co-Op, Inc. | Florida Keys Career Center | 11 | 23 | 48% |
| | Homestead Career Center | 15 | 23 | 66% |
| | Little Havana Career Center | 14 | 23 | 61% |
| | Northside Career Center | 13 | 23 | 57% |
| | Perrine Career Center | 15 | 23 | 66% |
| | West Dade Career Center | 15 | 23 | 66% |

*Draft Workforce Services Balanced Scorecard (July 1, 2011 through June 30, 2012)

** Transition, Inc. has an additional 7 Performance Measures with No Data (ND)

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 6/30/2012

Regional

| Regional | | | |
|----------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Region |
| 1 | Level of Services | 84.94 % | 100.00 % |
| 2 | Level of Services for Special Groups | 84.94 % | 100.00 % |
| 3 | Training Completion Rate | 70 % | 91.93 % |
| 4 | Training Completion Placement Rate | 70 % | 73.90 % |
| 5 | Training Related Placements | 70 % | 90.00 % |
| 6 | Employment WIA | 1,596 | 1,598 |
| 7 | Net Economic Benefit | \$27,308.00 | \$25,764.42 |
| 8 | Employment After Services (EAS) | 21,744 | 12,331 |
| 9 | EAS within 90 Days | 8,009 | 5,825 |
| 10 | Cost Per Placement | \$1,922.00 | \$3,463.76 |
| 11 | Increase Self-Sufficiency Placement | 1,720 | 1,346 |
| 12 | Job Order Index | 14,652 | 15,126 |
| 13 | Job Order Index 28% of \$14 and above | 4,173 | 5,919 |

| Regional | | | |
|----------|-----------------------------------|----------|---------|
| | Measure | Standard | Region |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % |
| 18 | WIA Adult EER | 97 % | 99.14 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % |
| 25 | FSET EER | 20 % | 16.74 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Arbor

Carol City Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 6.65 % | 7.20 % |
| 2 | Level of Services for Special Groups | 6.65 % | 7.01 % |
| 3 | Training Completion Rate | 70 % | 97.37 % |
| 4 | Training Completion Placement Rate | 70 % | 54.05 % |
| 5 | Training Related Placements | 70 % | 90.00 % |
| 6 | Employment WIA | 96 | 139 |
| 7 | Net Economic Benefit | \$19,586.00 | \$18,309.08 |
| 8 | Employment After Services (EAS) | 1,284 | 751 |
| 9 | EAS within 90 Days | 488 | 174 |
| 10 | Cost Per Placement | \$2,610.00 | \$4,453.04 |
| 11 | Increase Self-Sufficiency Placement | 105 | 128 |
| 12 | Job Order Index | 876 | 891 |
| 13 | Job Order Index 28% of \$14 and above | 249 | 348 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 34.34 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 59.76 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | ND |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 25.54 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 57.88 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 56.95 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 40.33 % |
| 25 | FSET EER | 20 % | 16.74 % | 13.04 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Arbor

Hialeah Gardens Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 5.23 % | 7.54 % |
| 2 | Level of Services for Special Groups | 5.23 % | 6.45 % |
| 3 | Training Completion Rate | 70 % | 85.96 % |
| 4 | Training Completion Placement Rate | 70 % | 79.59 % |
| 5 | Training Related Placements | 70 % | 87.18 % |
| 6 | Employment WIA | 84 | 131 |
| 7 | Net Economic Benefit | \$20,352.00 | \$20,181.45 |
| 8 | Employment After Services (EAS) | 1,092 | 683 |
| 9 | EAS within 90 Days | 443 | 234 |
| 10 | Cost Per Placement | \$2,516.00 | \$3,852.11 |
| 11 | Increase Self-Sufficiency Placement | 95 | 66 |
| 12 | Job Order Index | 1,284 | 1,207 |
| 13 | Job Order Index 28% of \$14 and above | 337 | 423 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 27.55 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 37.95 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 34.35 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 65.06 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 86.29 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 46.62 % |
| 25 | FSET EER | 20 % | 16.74 % | 23.91 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

City of Hialeah

Hialeah Downtown Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 7.10 % | 6.44 % |
| 2 | Level of Services for Special Groups | 7.10 % | 4.09 % |
| 3 | Training Completion Rate | 70 % | 100.00 % |
| 4 | Training Completion Placement Rate | 70 % | 51.61 % |
| 5 | Training Related Placements | 70 % | 87.50 % |
| 6 | Employment WIA | 180 | 60 |
| 7 | Net Economic Benefit | \$35,134.00 | \$22,777.29 |
| 8 | Employment After Services (EAS) | 912 | 793 |
| 9 | EAS within 90 Days | 515 | 370 |
| 10 | Cost Per Placement | \$3,868.00 | \$4,501.60 |
| 11 | Increase Self-Sufficiency Placement | 111 | 54 |
| 12 | Job Order Index | 1,788 | 1,801 |
| 13 | Job Order Index 28% of \$14 and above | 504 | 748 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 28.05 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 47.93 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 83.33 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 48.86 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 60.27 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 77.74 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 58.97 % |
| 25 | FSET EER | 20 % | 16.74 % | 12.96 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Ser Jobs

North Miami Beach Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 7.79 % | 12.77 % |
| 2 | Level of Services for Special Groups | 7.79 % | 13.07 % |
| 3 | Training Completion Rate | 70 % | 87.76 % |
| 4 | Training Completion Placement Rate | 70 % | 76.74 % |
| 5 | Training Related Placements | 70 % | 84.85 % |
| 6 | Employment WIA | 144 | 189 |
| 7 | Net Economic Benefit | \$27,029.00 | \$20,527.94 |
| 8 | Employment After Services (EAS) | 2,052 | 1,656 |
| 9 | EAS within 90 Days | 1,076 | 817 |
| 10 | Cost Per Placement | \$1,881.00 | \$2,365.39 |
| 11 | Increase Self-Sufficiency Placement | 231 | 144 |
| 12 | Job Order Index | 1,704 | 1,715 |
| 13 | Job Order Index 28% of \$14 and above | 480 | 787 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 69.25 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 61.30 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 98.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 33.43 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 65.75 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 61.24 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 67.35 % |
| 25 | FSET EER | 20 % | 16.74 % | 25.56 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Transition

Transition Offender Service Center

| Per Center | | | |
|------------|---------------------------------------|-------------|------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 3.49 % | 1.80 % |
| 2 | Level of Services for Special Groups | 3.49 % | 2.01 % |
| 3 | Training Completion Rate | 70 % | ND |
| 4 | Training Completion Placement Rate | 70 % | ND |
| 5 | Training Related Placements | 70 % | ND |
| 6 | Employment WIA | 0 | 11 |
| 7 | Net Economic Benefit | \$29,027.00 | ND |
| 8 | Employment After Services (EAS) | 1,212 | 441 |
| 9 | EAS within 90 Days | 286 | 291 |
| 10 | Cost Per Placement | \$1,116.00 | \$3,978.66 |
| 11 | Increase Self-Sufficiency Placement | 61 | 14 |
| 12 | Job Order Index | 384 | 409 |
| 13 | Job Order Index 28% of \$14 and above | 114 | 119 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|---------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 63.33 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 44.26 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | ND |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | ND |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | ND |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 19.02 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 55.92 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 45.45 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 37.78 % |
| 25 | FSET EER | 20 % | 16.74 % | 37.50 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Unidad of Miami Beach

Miami Beach Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 5.65 % | 4.97 % |
| 2 | Level of Services for Special Groups | 5.65 % | 6.17 % |
| 3 | Training Completion Rate | 70 % | 89.83 % |
| 4 | Training Completion Placement Rate | 70 % | 54.72 % |
| 5 | Training Related Placements | 70 % | 96.55 % |
| 6 | Employment WIA | 144 | 166 |
| 7 | Net Economic Benefit | \$21,818.00 | \$25,298.59 |
| 8 | Employment After Services (EAS) | 1,080 | 828 |
| 9 | EAS within 90 Days | 538 | 399 |
| 10 | Cost Per Placement | \$2,394.00 | \$3,432.84 |
| 11 | Increase Self-Sufficiency Placement | 115 | 77 |
| 12 | Job Order Index | 924 | 953 |
| 13 | Job Order Index 28% of \$14 and above | 266 | 367 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 52.53 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 47.65 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 80.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 40.79 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 70.14 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 53.85 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 66.67 % |
| 25 | FSET EER | 20 % | 16.74 % | 11.86 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

Florida Keys Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 5.40 % | 1.26 % |
| 2 | Level of Services for Special Groups | 5.40 % | 2.81 % |
| 3 | Training Completion Rate | 70 % | 76.92 % |
| 4 | Training Completion Placement Rate | 70 % | 70.00 % |
| 5 | Training Related Placements | 70 % | 85.71 % |
| 6 | Employment WIA | 168 | 89 |
| 7 | Net Economic Benefit | \$30,581.00 | \$19,204.59 |
| 8 | Employment After Services (EAS) | 900 | 431 |
| 9 | EAS within 90 Days | 280 | 310 |
| 10 | Cost Per Placement | \$3,140.00 | \$6,292.91 |
| 11 | Increase Self-Sufficiency Placement | 60 | 100 |
| 12 | Job Order Index | 564 | 690 |
| 13 | Job Order Index 28% of \$14 and above | 193 | 253 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 47.63 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 46.12 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 48.28 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 21.43 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | ND |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 45.16 % |
| 25 | FSET EER | 20 % | 16.74 % | 25.58 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

Homestead Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 4.96 % | 6.71 % |
| 2 | Level of Services for Special Groups | 4.96 % | 7.06 % |
| 3 | Training Completion Rate | 70 % | 88.89 % |
| 4 | Training Completion Placement Rate | 70 % | 75.00 % |
| 5 | Training Related Placements | 70 % | 100.00 % |
| 6 | Employment WIA | 84 | 97 |
| 7 | Net Economic Benefit | \$34,500.00 | \$40,002.84 |
| 8 | Employment After Services (EAS) | 3,240 | 1,792 |
| 9 | EAS within 90 Days | 1,164 | 1,359 |
| 10 | Cost Per Placement | \$770.00 | \$1,391.92 |
| 11 | Increase Self-Sufficiency Placement | 250 | 43 |
| 12 | Job Order Index | 588 | 590 |
| 13 | Job Order Index 28% of \$14 and above | 165 | 176 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 83.90 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 45.17 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 97.37 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 95.45 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 31.61 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 81.70 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 88.46 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 51.85 % |
| 25 | FSET EER | 20 % | 16.74 % | 24.24 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

Little Havana Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 9.23 % | 11.19 % |
| 2 | Level of Services for Special Groups | 9.23 % | 10.79 % |
| 3 | Training Completion Rate | 70 % | 97.83 % |
| 4 | Training Completion Placement Rate | 70 % | 80.00 % |
| 5 | Training Related Placements | 70 % | 94.44 % |
| 6 | Employment WIA | 228 | 140 |
| 7 | Net Economic Benefit | \$30,559.00 | \$34,754.95 |
| 8 | Employment After Services (EAS) | 1,860 | 896 |
| 9 | EAS within 90 Days | 582 | 264 |
| 10 | Cost Per Placement | \$2,411.00 | \$5,180.43 |
| 11 | Increase Self-Sufficiency Placement | 125 | 139 |
| 12 | Job Order Index | 1,812 | 1,846 |
| 13 | Job Order Index 28% of \$14 and above | 516 | 741 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 49.25 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 44.80 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 97.56 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 94.95 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 39.04 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 57.67 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 73.88 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 34.05 % |
| 25 | FSET EER | 20 % | 16.74 % | 23.08 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

Northside Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 11.36 % | 14.35 % |
| 2 | Level of Services for Special Groups | 11.36 % | 13.94 % |
| 3 | Training Completion Rate | 70 % | 92.31 % |
| 4 | Training Completion Placement Rate | 70 % | 75.00 % |
| 5 | Training Related Placements | 70 % | 88.89 % |
| 6 | Employment WIA | 192 | 205 |
| 7 | Net Economic Benefit | \$25,477.00 | \$21,266.19 |
| 8 | Employment After Services (EAS) | 2,460 | 1,107 |
| 9 | EAS within 90 Days | 719 | 261 |
| 10 | Cost Per Placement | \$2,330.00 | \$5,156.77 |
| 11 | Increase Self-Sufficiency Placement | 154 | 111 |
| 12 | Job Order Index | 1,728 | 1,773 |
| 13 | Job Order Index 28% of \$14 and above | 496 | 660 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 68.00 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 41.72 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 100.00 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 100.00 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 66.67 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 22.50 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 55.54 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 61.77 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 42.65 % |
| 25 | FSET EER | 20 % | 16.74 % | 9.31 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

Perrine Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 7.85 % | 11.37 % |
| 2 | Level of Services for Special Groups | 7.85 % | 11.55 % |
| 3 | Training Completion Rate | 70 % | 96.67 % |
| 4 | Training Completion Placement Rate | 70 % | 93.10 % |
| 5 | Training Related Placements | 70 % | 88.89 % |
| 6 | Employment WIA | 96 | 126 |
| 7 | Net Economic Benefit | \$19,586.00 | \$30,837.17 |
| 8 | Employment After Services (EAS) | 2,796 | 1,481 |
| 9 | EAS within 90 Days | 962 | 808 |
| 10 | Cost Per Placement | \$1,381.00 | \$2,663.16 |
| 11 | Increase Self-Sufficiency Placement | 207 | 251 |
| 12 | Job Order Index | 1,116 | 1,144 |
| 13 | Job Order Index 28% of \$14 and above | 320 | 568 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|----------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 61.42 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 49.42 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 97.18 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 94.44 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 100.00 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 27.61 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 73.23 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 72.06 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 74.14 % |
| 25 | FSET EER | 20 % | 16.74 % | 25.41 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 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: 7/1/2011 To 6/30/2012

Youth Co-Op

West Dade Career Center

| Per Center | | | |
|------------|---------------------------------------|-------------|-------------|
| | Measure | Standard | Center |
| 1 | Level of Services | 10.25 % | 14.39 % |
| 2 | Level of Services for Special Groups | 10.25 % | 15.04 % |
| 3 | Training Completion Rate | 70 % | 89.58 % |
| 4 | Training Completion Placement Rate | 70 % | 88.37 % |
| 5 | Training Related Placements | 70 % | 89.47 % |
| 6 | Employment WIA | 180 | 245 |
| 7 | Net Economic Benefit | \$26,428.00 | \$26,621.00 |
| 8 | Employment After Services (EAS) | 2,856 | 1,472 |
| 9 | EAS within 90 Days | 956 | 538 |
| 10 | Cost Per Placement | \$1,721.00 | \$3,499.77 |
| 11 | Increase Self-Sufficiency Placement | 206 | 219 |
| 12 | Job Order Index | 1,884 | 1,905 |
| 13 | Job Order Index 28% of \$14 and above | 533 | 657 |

| Regional & Per Center | | | | |
|-----------------------|-----------------------------------|----------|---------|---------|
| | Measure | Standard | Region | Center |
| 16 | Jobs Openings Filled Rate | 62 % | 54.00 % | 40.52 % |
| 17 | WP Entered Employment Rate | 35 % | 46.40 % | 49.18 % |
| 18 | WIA Adult EER | 97 % | 99.14 % | 97.32 % |
| 19 | WIA Dislocated Worker EER | 94 % | 96.87 % | 94.37 % |
| 20 | WIA Emp Worker Outcome | 95 % | 94.67 % | 95.54 % |
| 21 | CAP Entered Employment Rate | 35 % | 31.49 % | 46.63 % |
| 22 | CAP Participation Rate | 55 % | 61.76 % | 72.08 % |
| 23 | CAP Two-Family Participation Rate | 90 % | 71.90 % | 82.40 % |
| 24 | Short-Term Veterans EER | 30 % | 49.78 % | 44.43 % |
| 25 | FSET EER | 20 % | 16.74 % | 21.60 % |

ND = No Data

Print Date: 7/11/2012 7:33:47 AM

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





5.

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

August 16, 2012

**Refugee Employment and Training Contractors
Performance Overview**

Information Item

BACKGROUND

For Program Year (PY) 2011-2012, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2011, through June 30, 2012, have assisted in placing into employment a total of 4,686 refugee job seekers.

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

- 7,022 refugee job seekers have been enrolled in the RET Program;
- 2,915 refugees placed in employment are still working after 90 days of hire;
- 2,309 refugees placed in employment are still working after 180 days of hire; and
- 1,854 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 enhancing performance and thereby improve the quality of services offered to refugee job seekers.



6.

SFWIB - Workforce Systems Improvement (WSI) Committee

August 16, 2012

**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, 2011, through June 30, 2012.

The RET Services Contractors Performance Summary for the same period (October 1, 2011, through June 30, 2012) is set forth below. The summary shows that nine of the 10 RET Services Contractors are meeting or exceeding 50 percent of the PY '11-'12 performance measures.

| RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (October 1, 2011 through June 30, 2012) | | | |
|---|--|------------------------------------|--|
| RET Services Contractors | # of Performance Measures Standards Met | # of * Performance Measures | % of Performance Measures Standards Met |
| Adults Mankind Organization, Inc. | 6 | 6 | 100% |
| Arbor E & T, LLC | 6 | 6 | 100% |
| Cuban American National Council, Inc. | 2 | 6 | 34% |
| Community Coalition, Inc. | 5 | 6 | 84% |
| City of Hialeah | 3 | 6 | 50% |
| Azure College, Inc. | 5 | 6 | 84% |
| Lutheran Services of Florida, Inc. ** | 7 | 7 | 100% |
| Miami Beach Latin Chamber of Commerce, Inc. | 6 | 6 | 100% |
| UNIDAD of Miami Beach, Inc. | 5 | 6 | 84% |
| Youth Co-Op, Inc. ** | 7 | 7 | 100% |







* Error Rate and Less Than a Year (LTY) Entered Employment Rate (standard not met) are not included

** Includes an additional Performance Measure for Career Laddering Placements

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Regional

| Regional | | | |
|----------|-----------------------------|----------|---|
| | Measure | Standard | Region |
| 1 | Entered Employment Rate | 40 % | 58.73 %  |
| 2 | Entered Employment Rate LTY | 50 % | 44.29 %  |
| 3 | Employed on the 90th Day | 67 % | 74.97 %  |
| 4 | Employed on the 180th Day | 50 % | 72.59 %  |
| 5 | Health Benefits | 40 % | 40.49 %  |
| 6 | Placements | 503 | 495 |
| 7 | Intakes | 775 | 844 |
| 8 | Career Laddering Placements | 50 % | 85.71 %  |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

AMO

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 63.88 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 58.80 % | ↑ |
| 3 | Employed on the 90th Day | 67 % | NA | 87.74 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 94.41 % | ↓ |
| 5 | Health Benefits | 40 % | 40.49 % | 45.43 % | ↑ |
| 6 | Placements | 58 | NA | 96 | |
| 7 | Intakes | 125 | NA | 126 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Arbor E&T, LLC

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 60.63 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 42.55 % | ↑ |
| 3 | Employed on the 90th Day | 67 % | NA | 77.65 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 75.00 % | ↓ |
| 5 | Health Benefits | 40 % | 40.49 % | 40.08 % | ↑ |
| 6 | Placements | 14 | NA | 30 | |
| 7 | Intakes | 41 | NA | 42 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Azure College

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 53.98 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 29.54 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 70.08 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 74.86 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 36.21 % | ↓ |
| 6 | Placements | 55 | NA | 67 | |
| 7 | Intakes | 115 | NA | 154 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

CANC

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 52.31 % | ↓ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 34.30 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 65.38 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 64.32 % | ↓ |
| 5 | Health Benefits | 40 % | 40.49 % | 17.62 % | ↓ |
| 6 | Placements | 27 | NA | 20 | |
| 7 | Intakes | 74 | NA | 62 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Community Coalition

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 58.18 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 51.81 % | ↑ |
| 3 | Employed on the 90th Day | 67 % | NA | 72.93 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 70.97 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 24.60 % | ↓ |
| 6 | Placements | 12 | NA | 24 | |
| 7 | Intakes | 35 | NA | 36 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Florida Educational Institute

| Per Provider | | | | |
|--------------|-----------------------------|----------|---------|--------|
| | Measure | Standard | Region | Center |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 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 % | 40.49 % | ND |
| 6 | Placements | | NA | ND |
| 7 | Intakes | | NA | ND |
| 8 | Career Laddering Placements | 50 % | NA | ND |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Hialeah, City of

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 25.59 % | ↓ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 19.59 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 82.69 % | ↓ |
| 4 | Employed on the 180th Day | 55 % | NA | 88.10 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 11.76 % | ↓ |
| 6 | Placements | 6 | NA | 3 | |
| 7 | Intakes | 18 | NA | 19 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Lutheran Services

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 52.25 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 25.70 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 71.25 % | ↓ |
| 4 | Employed on the 180th Day | 55 % | NA | 64.18 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 42.32 % | ↓ |
| 6 | Placements | 55 | NA | 79 | |
| 7 | Intakes | 132 | NA | 145 | |
| 8 | Career Laddering Placements | 50 % | NA | 60.00 % | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Miami Beach Latin Chamber

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 78.68 % | ↓ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 67.19 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 85.45 % | ↓ |
| 4 | Employed on the 180th Day | 55 % | NA | 84.09 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 64.17 % | ↑ |
| 6 | Placements | 7 | NA | 13 | |
| 7 | Intakes | 23 | NA | 23 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Unidad of Miami Beach Devlpmt

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 50.62 % | ↑ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 47.42 % | ↑ |
| 3 | Employed on the 90th Day | 67 % | NA | 90.63 % | ↓ |
| 4 | Employed on the 180th Day | 55 % | NA | 86.36 % | ↓ |
| 5 | Health Benefits | 40 % | 40.49 % | 39.19 % | ↓ |
| 6 | Placements | 6 | NA | 7 | |
| 7 | Intakes | 12 | NA | 14 | |
| 8 | Career Laddering Placements | 50 % | NA | ND | |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 6/30/2012

Youth Co-Op

| Per Provider | | | | | |
|--------------|-----------------------------|----------|---------|---------|---|
| | Measure | Standard | Region | Center | |
| 1 | Entered Employment Rate | 40 % | 58.73 % | 64.73 % | ↓ |
| 2 | Entered Employment Rate LTY | 50 % | NA | 64.59 % | ↓ |
| 3 | Employed on the 90th Day | 67 % | NA | 68.66 % | ↑ |
| 4 | Employed on the 180th Day | 55 % | NA | 60.57 % | ↑ |
| 5 | Health Benefits | 40 % | 40.49 % | 43.63 % | ↑ |
| 6 | Placements | 84 | NA | 156 | |
| 7 | Intakes | 200 | NA | 223 | |
| 8 | Career Laddering Placements | 50 % | NA | 91.30 % | ↓ |

ND = No data

NA = Region performance not applicable for this measure

8/6/2012 6:22:42 PM



7.

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

August 16, 2012

SFWIB Strategic Planning Workshop Update

Discussion Item

BACKGROUND

On Saturday, June 2, 2012, the SFWIB held its annual Strategic Planning Workshop at Florida National University. The Strategic Planning Workshop was hosted by Don Upton, President of Fairfield Index, Inc. The workshop culminated in the Board declaring six project goals for Program Year 2012-2013:

- Project 1: Ensure Rapid Response Time is in Place**
- Project 2: Create Employers Advisory Council**
- Project 3: SFWIB Staff Communicates/Collaborates with Key Trade Groups and Associations on Critical Talent Needs and Trends**
- Project 4: The Age 16 to 24 Agenda (“16-24”)**
- Project 5: Raise the Bar/One Stop Performance Consistency**
- Project 6: Brand Agenda**

Subsequently, the Executive Committee, at its July 24, 2012, meeting, recommended that each committee develop action items and timeline(s) responsive to each applicable project. The following two projects apply to the WSI Committee:

Project 1: Ensure Rapid Response Time is in Place

The Case for a Plan: Economic conditions remain uncertain. Miami-Dade is part of a volatile global market. Subject matter: contingency planning; shifts in economic conditions; natural disasters; ensuring SFWIB is in a state of readiness.

Questions –

- ✓ Has the SFWIB taken the best steps in anticipating changing economic conditions, natural disasters, and other events relevant to the Board’s core mission?
- ✓ How will the Board gauge whether it is in a state of readiness?

Project 5: Raise the Bar/One Stop Performance Consistency

Case for a Raise the Bar Agenda for One-Stops: Focus group data indicates employers may not understand the breadth and depth of resources; outstanding customer service matters most; Board and business customers expect high and consistent standards and outstanding customer service across the large region.

Questions –

- ✓ What is the best action plan to ensure employers understand the breadth and depth of resources?
- ✓ How are resources delivered, implemented and tracked?
- ✓ What is the right approach to guarantee the highest, most consistent business standards for One-Stops and the entities managing the One-Stops?



8.

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

August 16, 2012

**Approval of Refugee Employment and Training
Program Providers**

Recommendation

SFWIB staff recommends to the WSI Committee to recommend to the Board the approval to contract with Refugee Employment & Training Program (RET) providers to deliver RET services during PY 2012-13.

BACKGROUND

On July 11, 2012, a Request for Proposals (RFP) was released to the community, soliciting proposals from organizations capable of providing Refugee Employment and Training (RET) services for refugees residing within Miami-Dade County. A total of 11 agencies timely responded to the RET RFP.

Staff reviewed the submissions based on the criteria detailed in the RFP. A publicly noticed Proposal Review Session was held on August 10, 2012 wherein the reviewers provided scores per respondent. The attached table displays the results of the public review session.

Historically, 80 points is the minimum threshold for contract approval. Accordingly, staff is recommending the award of RET contracts to respondents satisfying that threshold.

Attachment

| Requesting Organization | Requesting Organization ID Number | 2012-13 RET Services RFP | | | | | | | | | | | |
|-----------------------------|-----------------------------------|--|--|------------|----------------------|-------------|--------------|-----------------------------|-------------------------|--------------------|----------------------------------|---|---|
| | | Organizational Experience/Capabilities and Staffing Qualifications (10 Points) | Service Strategies/Scope of Services (60 Points) | | | | | | Performance (10 Points) | Budget (10 Points) | Cost Allocation Plan (10 Points) | Due Diligence: (Pass/Fail) | Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Performance + Budget & Cost Allocation Plan) |
| | | Rater | Raters | | | | | | Rater | Raters | | | |
| | | Phillip Edwards | Neysa Bays | Mary Davis | Raphaelle Desrameaux | Arlene Diaz | Craig Bryant | Average Score Across Raters | Arlene Diaz | Odell Ford | Gustavo Alonso | Due Diligence: (Pass/Fail) Dulce Quiñones | |
| Victory Community Servs | R300201426 | 6.75 | 38.75 | 19.25 | 28.75 | 11.00 | 31.50 | 25.85 | 9.00 | 10.00 | 4.000 | Fail | |
| Lutheran Services | AURET81213 | 9.75 | 56.25 | 49.50 | 50.50 | 54.25 | 57.00 | 53.50 | 6.00 | 9.75 | 10.000 | Pass | 89.000 |
| City of Hialeah | RETIR73034 | 7.25 | 42.75 | 48.00 | 40.25 | 36.00 | 45.00 | 42.40 | 9.50 | 8.50 | 8.500 | Pass | 76.150 |
| Miami Beach Latin Chamber | 305MAX2012 | 8.50 | 55.75 | 58.00 | 55.50 | 52.00 | 55.00 | 55.25 | 10.00 | 10.00 | 7.000 | Pass | 90.750 |
| Cuban American Nat. Council | 76590101OK | 9.25 | 48.50 | 48.50 | 53.50 | 51.50 | 51.50 | 50.70 | 10.00 | 10.00 | 9.000 | Pass | 88.950 |
| Arbor | 12052MDRET | 10.00 | 55.25 | 53.00 | 56.50 | 54.50 | 55.00 | 54.85 | 8.00 | 10.00 | 9.500 | Pass | 92.350 |
| Youth Coop | 7382992667 | 9.25 | 49.75 | 47.25 | 54.25 | 50.30 | 54.00 | 51.11 | 7.50 | 10.00 | 10.000 | Pass | 87.860 |
| Adult Mankind Org. | GAIL2012RET | 9.50 | 50.75 | 53.50 | 44.00 | 55.25 | 53.75 | 51.45 | 8.00 | 9.75 | 9.500 | Pass | 88.200 |
| Community Coalition | GANIGE2012 | 9.50 | 51.75 | 44.00 | 58.25 | 56.75 | 52.00 | 52.55 | 10.00 | 10.00 | 10.000 | Pass | 92.050 |
| Unidad of Miami Beach | Z080113RET | 7.00 | 34.50 | 31.50 | 46.00 | 44.25 | 49.75 | 41.20 | 8.50 | 9.75 | 7.500 | Pass | 73.950 |
| Azure College | ELBIB12007 | 9.25 | 50.00 | 40.00 | 53.75 | 48.00 | 49.75 | 48.30 | 7.00 | 10.00 | 10.000 | Pass | 84.550 |



9.

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

August 16, 2012

**Approval to Adjust PY 2012-13 Budget for WIA
Dislocated Worker Program**

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to adjust the PY 2012-13 budget by \$371,801 to reflect an additional WIA Dislocated Worker Program allocation as set forth below.

BACKGROUND

On May 25, 2012, the Department of Economic Opportunity released a NFA to Regional Workforce Board 23 for an additional allocation of \$371,801 in PYs 2010-12 WIA Dislocated Worker funds. On June 21, 2012, the Board accepted the additional funds. On June 21, 2012, the Board also approved the 2012-13 budget. The approved budget, however, did not include the additional \$371,801 since the Board had yet to accept the funds.

The WIA Dislocated Worker program provides employment and training services to workers affected by plant closures and other layoffs. State law requires that 50% of the funding be allocated for training and support services.



10.

SFWIB - Workforce Systems Improvement (WSI) Committee

August 16, 2012

Approval to Accept Additional WIA Dislocated Worker Program Funds

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to accept an additional \$1,688,855 in WIA Dislocated Worker Program funds as set forth below.

BACKGROUND

On June 21, 2012, the Board approved the 2012-13 SFWIB budget, which included an initial allocation of WIA Dislocated Worker funds of \$7,633,876. On July 23, 2012, the SFWIB received a Notification of Fund Availability (NFA) from the Department of Economic Opportunity for \$1,688,855 in WIA Dislocated Worker funding for Program Years 2010-12.

The WIA Dislocated Worker program provides employment and training services to workers affected by plant closures and other layoffs. State law requires that 50% of the funding be allocated for training and support services.



11.

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

August 16, 2012

**Approval to Reallocate Funds from the City of
Miami to SFWIB**

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to deobligate \$67,061 in previously awarded contract funds from the City of Miami to cover remaining renovations to the City of Miami Career Center.

BACKGROUND

On June 21, 2012, the SFWIB approved the Fiscal Year 2012-13 budget which includes \$1,705,688 in funding for the City of Miami for the 12-month period of July 1, 2012 to June 30, 2013. Due to unforeseen delays in the start-up of the City of Miami Career Center, it has become necessary to pay for the refurbishment and remodeling work from FY 2012-13 funds.

An estimated \$67,061 is expected to be spent on the refurbishment and remodeling of the career center. Accordingly, staff recommends that Board authorize staff to transfer funds from the City of Miami award to SFWIB to cover these expenditures. The funds will be transferred as shown in the attachment.

Attachment



12.

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

August 16, 2012

**Approval to Accept WIA NEG OJT Program
Funds**

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to accept \$104,947 in WIA NEG OJT Program funds.

BACKGROUND

On July 30, 2012, the Department of Economic Opportunity released a Notification of Fund Availability (NFA) to South Florida Workforce Investment Board for \$104,947 to fund the continuation of the WIA NEG OJT program.

The purpose of the award is to serve dislocated workers whose layoff occurred since the onset of the January 1, 2008 recession. These dislocated workers are considered prolonged unemployed and must have at least 20.27 weeks of being unemployed since January 1, 2008 to be eligible for this program.