



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE
Friday, February 22, 2012
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. December 20, 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. Information – Department of Economic Opportunity (DEO) Quality Assurance Report, Program Year 2012-2013
8. Recommendation as to Approval to Consider Options for the Azure College, Inc. (Azure) Refugee Employment and Training Program Contract



WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 2A

DATE: FEBRUARY 22, 2012, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 20, 2012 at 8:00am
 Doubletree by Hilton Miami Airport
 Convention Center, 2nd Floor
 711 NW 72nd Avenue
 Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Gaber, Cynthia, <i>Vice Chair</i> 3. Manning, Anne 4. Socorro, Ivonne 	<ol style="list-style-type: none"> 5. DuBois, Victoria 6. Arboleda, Carlos 7. Huston, Albert <p>SFW STAFF Almagro, Olivia Garcia, Christine Hernandez, Juan</p>	Battle, Joege - Arbor Gavira, Beatriz – SER Jobs for Progress, Inc. Gilhooley, Maria – State Department of Juvenile Justice Gonzalez, Ana M. – City of Hialeah Harris, Margaret – State Department of Juvenile Justice Department Morris, Lakeesha – Belltower Consulting, Inc. Scoff, Jennifer – Our Kids of Miami-Dade and Monroe, Inc. Someollan, Ana – Adults Mankind Organization, (AMO) St. Jean – Donard – Dade Institute of Technology Torres, Ruth – HR Strategic Consulting, Inc. Townsend- Owens, Alice – Transition, Inc.

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.

2. Approval of Workforce Systems Improvement Meeting Minutes for October 18, 2012

Ms. Cynthia Gaber moved the approval of October 18, 2012 meeting minutes. Motion was seconded by Ms. Ann Manning; Motion Passed Unanimously

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 – November 30, 2012), the Workforce Services Contractors assisted the placement of 4,351 job seekers into employment.

The performance statistics covering the period of July 1, 2012 through October 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 35% which resulted in this Region ranking eleventh place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 51%, resulting in fifth 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 47% in the All Family Participation Rate, resulting in tenth place raking out of the 24 Regional Workforce Board in the State in this performance category.
 - The Region is at 61% in the Two-Parent Participation Rate resulting in sixth place raking out of the 24 Regional Workforce Board in the State in this performance category.

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, 2012, through December 31, 2012. He noted a correction to the summary performance reporting eleven (11) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY '11-'12 Balanced Scorecard Performance Measurement standards. He additionally reviewed with the Committee the Workforce Services Contractors Performance Summary table provided in the agenda.

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 5,716 refugee job seekers received placement services during the period of October 1, 2011, through August 31, 2012. He also read the following stats into record:

- 1,658 refugee job seekers have been enrolled in the RET program;
- 623 refugees placed in employment are still working after 90 days of hire;
- 490 refugees placed in employment are still working after 180 days of hire; and
- 341 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 August 31, 2012, nine (9) out of the 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. Recommendation as to Approval to Draft and Release a Request for Proposals (RFPs) for Work Readiness Services

Mr. Hernandez presented and read the item into record noting staff's recommendation for the Committee's approval to recommend to the Board an authorization for staff to draft and release a RFP for Work Readiness Services.

Ms. Ann Manning moved the approval to draft a release a request for proposals (RFP) for work readiness services. Motion was seconded by Ms. Cynthia Gaber; **Motion Passed Unanimously**

8. Recommendation as to Approval of an Allocation of \$2,250.00 to SER Jobs for Progress, Inc. for a SFWIB-M-DCPS Career Pathways Program

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 an allocation of \$2,250.00 in WIA funds to SER Jobs for Progress, Inc. to cover the costs of launching a SFWIB-DCPS Career Pathways Program at the North Miami Beach Career Center.

Mr. Fils-Aime asked, "When will the move take place?" Mr. Hernandez directed to question to a representative from the North Miami Beach Career Center who was seated in the audience. The representative responded that the move will begin the end of January.

Ms. Cynthia Gaber moved the approval of an allocation of \$2,250 to SER Jobs for Progress, Inc for a SFWIB-M-DCPS Career Pathways Program. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

9. Recommendation as to Approval of Contractors for PY 2012-13 Workforce Services

Mr. Hernandez presented the item and read it into record noting staff's recommendation for the Committee's approval to recommend to the Board the approval of contractors for PY 2012-13 workforce services.

Ms. Gaber inquired about the due diligence for the City of Hialeah and staff further explained. Ann Maria Gonzalez representing the City of Hialeah appeared before the Committee and provided further explanation.

[Ms. Ivonne Socorro arrived]

Ms. Cynthia Gaber moved the approval of contractors for PY 2012-13 workforce services with the condition that City of Hialeah submits the necessary documents to meet due diligence in a timely manner. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

10. Recommendation as to Approval of a Contractor for PY 2012-13 Mystery Shopper Services

Mr. Hernandez presented and read the item into record noting staff's recommendation for the Committee's approval to recommend to the Board the approval of a contractor for PY 2012-13 Mystery Shopper Services.

[Ms. Ann Manning arrived; **Quorum Achieved**. As such, the Committee returned to all approval items and voted.]

Ms. Cynthia Gaber moved the approval of a contractor for PY 2012-13 Mystery Shopper Services. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

11. Recommendation as to Approval of the Re-Allocation of \$20,000 from the City of Miami Career Center to SFWIB for Electrical Repairs

Mr. Hernandez presented and read the item into record noting staff's recommendation for the Board's approval of the Re-Allocation of \$20,000 from the City of Miami Center to SFWIB for electrical repairs.

Ms. Cynthia Gaber moved the approval of the Re-Allocation of \$20,000 from the City of Miami Career Center to SFWIB for Electrical Repairs. Motion was seconded by Ms. Ann Manning; **Motion Passed Unanimously**

12. Recommendation as to Approval of a Three-Month Extension to Azure College, Inc. Refugee Employment and Training Program Contract

Mr. Hernandez presented and read the item into record noting staff's recommendation for the Committee's approval to recommend to the Board the approval of a three-month extension to Azure College, Inc. Refugee Employment and Training (RET) program contract.

Ms. Ann Manning moved the approval of a three-month extension to Azure College, Inc. Refugee Employment and Training Program Contract; Motion was seconded by Ms. Cynthia Gaber; **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: FEBRUARY 22, 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 December 31, 2012, assisted in placing into employment a total of 22,124 job seekers.

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:

- The region's WP Entered Employment Rate (EER) is at 36 percent. In this category, the region is ranked 11 out of the 24 Regional Workforce Boards in the State.
- The region's Veterans Program EER is at 53.3 percent. In this category, the region is ranked sixth 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 46.1 percent. In this category, the region is ranked 13 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 percent. In this category, the region is ranked seventh 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 SERVICES CONTRACTORS PERFORMANCE SUMMARY

Balanced Scorecard PY '12-'13 (July 1, 2012 through January 31, 2013) *

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	15	23	65%
	Hialeah Gardens Career Center	13	23	57%
City of Hialeah	Hialeah Downtown Career Center	14	23	61%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	13	23	57%
Transition, Inc.	Transition ** Offender Service Center	11	21	52%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	14	23	61%
Youth Co-Op, Inc.	Florida Keys *** Career Center	9	16	56%
	Homestead Career Center	15	23	65%
	Little Havana Career Center	11	23	48%
	Northside Career Center	13	23	57%
	Perrine Career Center	14	23	61%
	West Dade Career Center	13	23	57%

* Draft

** Transition Inc. does not receive SNAP funding; therefore, the SNAP EER Performance Measure is not included

*** Florida Keys does not have an active Training Vendor; therefore the Training Performance Measures are not included



WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 4

DATE: FEBRUARY 22, 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 January 31, 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 1/31/2013

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 %	90.85 %
4	Training Completion Placement Rate	70 %	86.33 %
5	Training Related Placements	70 %	94.17 %
6	Employment WIA	934	1,148
7	Net Economic Benefit	\$25,143.00	\$26,564.87
8	Employment After Services (EAS)	8,433	6,009
9	EAS within 90 Days	3,900	3,679
10	Cost Per Placement	\$3,251.00	\$4,071.82
11	Increase Self-Sufficiency Placement	835	645
12	Job Order Index	5,009	6,152
13	Job Order Index 28% of \$14 and above	1,690	2,953

Regional			
	Measure	Standard	Region
15	Jobs Openings Filled Rate	62 %	68.56 %
16	WP Entered Employment Rate	40 %	38.40 %
17	WIA Adult EER	97 %	98.86 %
18	WIA Dislocated Worker EER	94 %	97.51 %
19	WIA Emp Worker Outcome	95 %	94.12 %
20	CAP Entered Employment Rate	35 %	27.96 %
21	CAP Participation Rate	55 %	46.10 %
22	CAP Two-Family Participation Rate	90 %	60.04 %
23	Short-Term Veterans EER	40 %	50.69 %
24	SNAP EER	20 %	24.93 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.41 %	7.51 %
2	Level of Services for Special Groups	7.41 %	7.60 %
3	Training Completion Rate	70 %	88.89 %
4	Training Completion Placement Rate	70 %	87.50 %
5	Training Related Placements	70 %	92.86 %
6	Employment WIA	61	105
7	Net Economic Benefit	\$18,319.00	\$21,250.32
8	Employment After Services (EAS)	511	283
9	EAS within 90 Days	183	91
10	Cost Per Placement	\$4,109.00	\$7,116.74
11	Increase Self-Sufficiency Placement	39	47
12	Job Order Index	304	316
13	Job Order Index 28% of \$14 and above	88	122

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	70.06 %
16	WP Entered Employment Rate	40 %	38.40 %	33.41 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	20.03 %
21	CAP Participation Rate	55 %	46.10 %	42.47 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	43.40 %
23	Short-Term Veterans EER	40 %	50.69 %	57.89 %
24	SNAP EER	20 %	24.93 %	22.73 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.11 %	7.14 %
2	Level of Services for Special Groups	6.11 %	6.38 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	92.31 %
5	Training Related Placements	70 %	83.33 %
6	Employment WIA	56	96
7	Net Economic Benefit	\$20,186.00	\$19,706.22
8	Employment After Services (EAS)	459	408
9	EAS within 90 Days	265	219
10	Cost Per Placement	\$3,650.00	\$4,077.62
11	Increase Self-Sufficiency Placement	57	37
12	Job Order Index	273	435
13	Job Order Index 28% of \$14 and above	121	211

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	64.11 %
16	WP Entered Employment Rate	40 %	38.40 %	31.58 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	ND
20	CAP Entered Employment Rate	35 %	27.96 %	36.14 %
21	CAP Participation Rate	55 %	46.10 %	62.57 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	86.96 %
23	Short-Term Veterans EER	40 %	50.69 %	43.59 %
24	SNAP EER	20 %	24.93 %	33.33 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.00 %	7.47 %
2	Level of Services for Special Groups	5.00 %	6.89 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	80.00 %
6	Employment WIA	101	49
7	Net Economic Benefit	\$27,796.00	\$33,909.44
8	Employment After Services (EAS)	455	331
9	EAS within 90 Days	215	174
10	Cost Per Placement	\$5,036.00	\$4,108.77
11	Increase Self-Sufficiency Placement	46	27
12	Job Order Index	271	688
13	Job Order Index 28% of \$14 and above	192	425

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	63.84 %
16	WP Entered Employment Rate	40 %	38.40 %	38.18 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	38.36 %
21	CAP Participation Rate	55 %	46.10 %	56.02 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	70.91 %
23	Short-Term Veterans EER	40 %	50.69 %	57.75 %
24	SNAP EER	20 %	24.93 %	36.54 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

City of Miami

City of Miami

Per Center			
	Measure	Standard	Center
1	Level of Services		ND
2	Level of Services for Special Groups		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 %	68.56 %	ND
16	WP Entered Employment Rate	40 %	38.40 %	ND
17	WIA Adult EER	97 %	98.86 %	ND
18	WIA Dislocated Worker EER	94 %	97.51 %	ND
19	WIA Emp Worker Outcome	95 %	94.12 %	ND
20	CAP Entered Employment Rate	35 %	27.96 %	ND
21	CAP Participation Rate	55 %	46.10 %	ND
22	CAP Two-Family Participation Rate	90 %	60.04 %	ND
23	Short-Term Veterans EER	40 %	50.69 %	ND
24	SNAP EER	20 %	24.93 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.98 %	13.62 %
2	Level of Services for Special Groups	8.98 %	11.81 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	82	116
7	Net Economic Benefit	\$22,536.00	\$34,657.84
8	Employment After Services (EAS)	905	631
9	EAS within 90 Days	410	380
10	Cost Per Placement	\$2,741.00	\$3,871.96
11	Increase Self-Sufficiency Placement	88	55
12	Job Order Index	537	593
13	Job Order Index 28% of \$14 and above	166	281

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	82.64 %
16	WP Entered Employment Rate	40 %	38.40 %	55.36 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	29.30 %
21	CAP Participation Rate	55 %	46.10 %	52.60 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	42.37 %
23	Short-Term Veterans EER	40 %	50.69 %	43.06 %
24	SNAP EER	20 %	24.93 %	17.65 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

SFWIB

Opa Locka

Per Center			
	Measure	Standard	Center
1	Level of Services		ND
2	Level of Services for Special Groups		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 %	68.56 %	ND
16	WP Entered Employment Rate	40 %	38.40 %	ND
17	WIA Adult EER	97 %	98.86 %	ND
18	WIA Dislocated Worker EER	94 %	97.51 %	ND
19	WIA Emp Worker Outcome	95 %	94.12 %	ND
20	CAP Entered Employment Rate	35 %	27.96 %	ND
21	CAP Participation Rate	55 %	46.10 %	ND
22	CAP Two-Family Participation Rate	90 %	60.04 %	ND
23	Short-Term Veterans EER	40 %	50.69 %	ND
24	SNAP EER	20 %	24.93 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

SFWIB

South Miami

Per Center			
	Measure	Standard	Center
1	Level of Services		ND
2	Level of Services for Special Groups		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 %	68.56 %	ND
16	WP Entered Employment Rate	40 %	38.40 %	ND
17	WIA Adult EER	97 %	98.86 %	ND
18	WIA Dislocated Worker EER	94 %	97.51 %	ND
19	WIA Emp Worker Outcome	95 %	94.12 %	ND
20	CAP Entered Employment Rate	35 %	27.96 %	ND
21	CAP Participation Rate	55 %	46.10 %	ND
22	CAP Two-Family Participation Rate	90 %	60.04 %	ND
23	Short-Term Veterans EER	40 %	50.69 %	ND
24	SNAP EER	20 %	24.93 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.35 %	1.42 %
2	Level of Services for Special Groups	1.35 %	2.02 %
3	Training Completion Rate	70 %	83.33 %
4	Training Completion Placement Rate	70 %	50.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	45	48
7	Net Economic Benefit	\$22,829.00	\$18,489.72
8	Employment After Services (EAS)	266	227
9	EAS within 90 Days	147	188
10	Cost Per Placement	\$2,863.00	\$1,624.12
11	Increase Self-Sufficiency Placement	31	22
12	Job Order Index	157	168
13	Job Order Index 28% of \$14 and above	47	29

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	57.21 %
16	WP Entered Employment Rate	40 %	38.40 %	45.38 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	0.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	19.75 %
21	CAP Participation Rate	55 %	46.10 %	31.69 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	40.00 %
23	Short-Term Veterans EER	40 %	50.69 %	66.67 %
24	SNAP EER	20 %	24.93 %	ND

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	3.04 %	6.99 %
2	Level of Services for Special Groups	3.04 %	8.96 %
3	Training Completion Rate	70 %	75.00 %
4	Training Completion Placement Rate	70 %	66.67 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	77	87
7	Net Economic Benefit	\$22,009.00	\$23,090.34
8	Employment After Services (EAS)	478	306
9	EAS within 90 Days	198	189
10	Cost Per Placement	\$3,544.00	\$2,707.59
11	Increase Self-Sufficiency Placement	42	44
12	Job Order Index	283	323
13	Job Order Index 28% of \$14 and above	90	165

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	56.15 %
16	WP Entered Employment Rate	40 %	38.40 %	29.13 %
17	WIA Adult EER	97 %	98.86 %	100.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	47.73 %
21	CAP Participation Rate	55 %	46.10 %	64.20 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	75.00 %
23	Short-Term Veterans EER	40 %	50.69 %	58.16 %
24	SNAP EER	20 %	24.93 %	33.71 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.64 %	1.54 %
2	Level of Services for Special Groups	6.64 %	2.79 %
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	84	58
7	Net Economic Benefit	\$19,378.00	\$.00
8	Employment After Services (EAS)	345	298
9	EAS within 90 Days	193	280
10	Cost Per Placement	\$5,877.00	\$6,061.70
11	Increase Self-Sufficiency Placement	41	50
12	Job Order Index	206	378
13	Job Order Index 28% of \$14 and above	105	155

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	64.18 %
16	WP Entered Employment Rate	40 %	38.40 %	45.94 %
17	WIA Adult EER	97 %	98.86 %	98.21 %
18	WIA Dislocated Worker EER	94 %	97.51 %	100.00 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	33.33 %
21	CAP Participation Rate	55 %	46.10 %	15.38 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	ND
23	Short-Term Veterans EER	40 %	50.69 %	43.01 %
24	SNAP EER	20 %	24.93 %	71.43 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.51 %	6.18 %
2	Level of Services for Special Groups	5.51 %	6.26 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	42	71
7	Net Economic Benefit	\$36,082.00	\$19,154.45
8	Employment After Services (EAS)	1,257	1,341
9	EAS within 90 Days	871	1,154
10	Cost Per Placement	\$1,212.00	\$1,118.28
11	Increase Self-Sufficiency Placement	187	48
12	Job Order Index	747	339
13	Job Order Index 28% of \$14 and above	94	97

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	71.22 %
16	WP Entered Employment Rate	40 %	38.40 %	32.04 %
17	WIA Adult EER	97 %	98.86 %	98.18 %
18	WIA Dislocated Worker EER	94 %	97.51 %	97.56 %
19	WIA Emp Worker Outcome	95 %	94.12 %	ND
20	CAP Entered Employment Rate	35 %	27.96 %	29.30 %
21	CAP Participation Rate	55 %	46.10 %	59.42 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	62.30 %
23	Short-Term Veterans EER	40 %	50.69 %	43.97 %
24	SNAP EER	20 %	24.93 %	25.00 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.67 %	10.22 %
2	Level of Services for Special Groups	10.67 %	11.33 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	103	106
7	Net Economic Benefit	\$30,448.00	\$29,211.85
8	Employment After Services (EAS)	676	394
9	EAS within 90 Days	256	133
10	Cost Per Placement	\$4,477.00	\$7,363.69
11	Increase Self-Sufficiency Placement	55	66
12	Job Order Index	402	887
13	Job Order Index 28% of \$14 and above	248	498

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	71.39 %
16	WP Entered Employment Rate	40 %	38.40 %	37.91 %
17	WIA Adult EER	97 %	98.86 %	97.53 %
18	WIA Dislocated Worker EER	94 %	97.51 %	97.87 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	35.11 %
21	CAP Participation Rate	55 %	46.10 %	46.74 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	59.52 %
23	Short-Term Veterans EER	40 %	50.69 %	37.84 %
24	SNAP EER	20 %	24.93 %	19.30 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	12.83 %	13.54 %
2	Level of Services for Special Groups	12.83 %	13.13 %
3	Training Completion Rate	70 %	76.92 %
4	Training Completion Placement Rate	70 %	85.00 %
5	Training Related Placements	70 %	94.12 %
6	Employment WIA	108	135
7	Net Economic Benefit	\$22,587.00	\$26,784.55
8	Employment After Services (EAS)	830	519
9	EAS within 90 Days	337	161
10	Cost Per Placement	\$4,492.00	\$6,719.28
11	Increase Self-Sufficiency Placement	72	64
12	Job Order Index	493	530
13	Job Order Index 28% of \$14 and above	148	311

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	78.29 %
16	WP Entered Employment Rate	40 %	38.40 %	27.84 %
17	WIA Adult EER	97 %	98.86 %	97.66 %
18	WIA Dislocated Worker EER	94 %	97.51 %	97.14 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	22.61 %
21	CAP Participation Rate	55 %	46.10 %	35.33 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	42.59 %
23	Short-Term Veterans EER	40 %	50.69 %	49.26 %
24	SNAP EER	20 %	24.93 %	10.34 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.82 %	11.09 %
2	Level of Services for Special Groups	8.82 %	12.14 %
3	Training Completion Rate	70 %	95.83 %
4	Training Completion Placement Rate	70 %	86.96 %
5	Training Related Placements	70 %	90.00 %
6	Employment WIA	70	101
7	Net Economic Benefit	\$28,176.00	\$29,779.88
8	Employment After Services (EAS)	1,113	583
9	EAS within 90 Days	378	377
10	Cost Per Placement	\$2,152.00	\$4,114.61
11	Increase Self-Sufficiency Placement	81	80
12	Job Order Index	661	682
13	Job Order Index 28% of \$14 and above	190	297

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	67.25 %
16	WP Entered Employment Rate	40 %	38.40 %	48.96 %
17	WIA Adult EER	97 %	98.86 %	98.00 %
18	WIA Dislocated Worker EER	94 %	97.51 %	96.30 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	31.46 %
21	CAP Participation Rate	55 %	46.10 %	49.09 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	51.72 %
23	Short-Term Veterans EER	40 %	50.69 %	75.42 %
24	SNAP EER	20 %	24.93 %	34.62 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 1/31/2013

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	13.59 %	13.16 %
2	Level of Services for Special Groups	13.59 %	10.60 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	92.31 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	105	176
7	Net Economic Benefit	\$24,806.00	\$29,515.52
8	Employment After Services (EAS)	1,138	688
9	EAS within 90 Days	447	333
10	Cost Per Placement	\$2,610.00	\$5,372.11
11	Increase Self-Sufficiency Placement	96	105
12	Job Order Index	675	720
13	Job Order Index 28% of \$14 and above	201	297

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	68.56 %	67.80 %
16	WP Entered Employment Rate	40 %	38.40 %	40.81 %
17	WIA Adult EER	97 %	98.86 %	98.25 %
18	WIA Dislocated Worker EER	94 %	97.51 %	95.65 %
19	WIA Emp Worker Outcome	95 %	94.12 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.96 %	44.23 %
21	CAP Participation Rate	55 %	46.10 %	63.33 %
22	CAP Two-Family Participation Rate	90 %	60.04 %	73.17 %
23	Short-Term Veterans EER	40 %	50.69 %	44.44 %
24	SNAP EER	20 %	24.93 %	23.68 %

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Report Date: 7/1/2012 To 1/31/2013

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WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 5

DATE: FEBRUARY 22, 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 January 31, 2013 assisted in placing into employment a total of 2,015 refugee job seekers compared to 2,032 for the same period last Program Year (PY).

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

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

Overall, the statistics above show the region's improved performance. The region's Refugee Employment and Training Program Contractors and SFWIB staff work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers.

FUNDING: N/A

PERFORMANCE: N/A

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**Balanced Scorecard PY '12-'13
(October 1, 2012 through January 31, 2013)**

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	4	6	67%
Azure College, Inc.	3	6	50%
Cuban American National Council, Inc.	3	6	50%
Community Coalition, Inc.	4	6	67%
City of Hialeah	4	6	67%
Lutheran Services of Florida, Inc. * *	5	6	83%
Miami Beach Latin Chamber of Commerce, Inc.	5	6	83%
UNIDAD of Miami Beach, Inc.	5	6	83%
Youth Co-Op, Inc. * *	6	6	100%

** 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 January 2013 and is now part of the 6 performance measures.*



WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 6

DATE: FEBRUARY 22, 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 January 31, 2013.

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

FUNDING: N/A






PERFORMANCE: N/A

Attachment

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	40 %	29.98 % 
2	Entered Employment Rate LTY	50 %	29.22 % 
3	Employed on the 90th Day	67 %	74.73 % 
4	Employed on the 180th Day	50 %	81.57 % 
5	Health Benefits	40 %	40.21 % 
6	Placements	567	545
7	Intakes	607	824
8	Career Laddering Placements	50 %	0.00 %
9	On the Job Training (OJT)	169	31

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	43.50 %	↑
2	Entered Employment Rate LTY	50 %	NA	42.81 %	↑
3	Employed on the 90th Day	67 %	NA	92.27 %	↓
4	Employed on the 180th Day	55 %	NA	95.17 %	↑
5	Health Benefits	40 %	40.21 %	60.40 %	↑
6	Placements	71	NA	103	
7	Intakes	96	NA	109	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	10	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	32.86 %	↑
2	Entered Employment Rate LTY	50 %	NA	27.82 %	↑
3	Employed on the 90th Day	67 %	NA	69.51 %	↓
4	Employed on the 180th Day	55 %	NA	89.04 %	↑
5	Health Benefits	40 %	40.21 %	34.55 %	↓
6	Placements	20	NA	26	
7	Intakes	34	NA	38	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Azure College

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	17.81 %	↑
2	Entered Employment Rate LTY	50 %	NA	13.43 %	↑
3	Employed on the 90th Day	67 %	NA	62.09 %	↓
4	Employed on the 180th Day	55 %	NA	100.00 %	↑
5	Health Benefits	40 %	40.21 %	18.73 %	↑
6	Placements	66	NA	69	
7	Intakes	87	NA	202	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	28.74 %	↑
2	Entered Employment Rate LTY	50 %	NA	23.69 %	↑
3	Employed on the 90th Day	67 %	NA	47.25 %	↑
4	Employed on the 180th Day	55 %	NA	82.61 %	↑
5	Health Benefits	40 %	40.21 %	12.30 %	↓
6	Placements	23	NA	40	
7	Intakes	60	NA	108	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	3	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	31.02 %	↑
2	Entered Employment Rate LTY	50 %	NA	36.80 %	↑
3	Employed on the 90th Day	67 %	NA	74.03 %	↑
4	Employed on the 180th Day	55 %	NA	86.49 %	↓
5	Health Benefits	40 %	40.21 %	18.09 %	↑
6	Placements	14	NA	28	
7	Intakes	28	NA	28	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	29.98 %	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 %	40.21 %	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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	19.51 %	↑
2	Entered Employment Rate LTY	50 %	NA	17.89 %	↑
3	Employed on the 90th Day	67 %	NA	72.73 %	↓
4	Employed on the 180th Day	55 %	NA	85.71 %	↑
5	Health Benefits	40 %	40.21 %	0.00 %	
6	Placements	4	NA	6	
7	Intakes	14	NA	16	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	31.59 %	↑
2	Entered Employment Rate LTY	50 %	NA	29.27 %	↑
3	Employed on the 90th Day	67 %	NA	72.02 %	↑
4	Employed on the 180th Day	55 %	NA	98.21 %	↑
5	Health Benefits	40 %	40.21 %	46.67 %	↓
6	Placements	71	NA	106	
7	Intakes	104	NA	110	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	36.26 %	↑
2	Entered Employment Rate LTY	50 %	NA	35.00 %	↑
3	Employed on the 90th Day	67 %	NA	68.18 %	↓
4	Employed on the 180th Day	55 %	NA	74.19 %	↓
5	Health Benefits	40 %	40.21 %	49.09 %	↑
6	Placements	9	NA	14	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	39.58 %	↑
2	Entered Employment Rate LTY	50 %	NA	44.83 %	↑
3	Employed on the 90th Day	67 %	NA	94.59 %	↓
4	Employed on the 180th Day	55 %	NA	100.00 %	
5	Health Benefits	40 %	40.21 %	48.57 %	↑
6	Placements	8	NA	8	
7	Intakes	8	NA	10	
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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 1/31/2013

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	29.98 %	31.79 %	↑
2	Entered Employment Rate LTY	50 %	NA	36.81 %	↑
3	Employed on the 90th Day	67 %	NA	71.76 %	↑
4	Employed on the 180th Day	55 %	NA	64.94 %	↓
5	Health Benefits	40 %	40.21 %	44.98 %	↑
6	Placements	103	NA	145	
7	Intakes	157	NA	184	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	11	NA	21	

ND = No data

NA = Region performance not applicable for this measure

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WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 7

DATE: FEBRUARY 22, 2013

AGENDA ITEM SUBJECT: DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO) QUALITY ASSURANCE REPORT, PROGRAM YEAR 2012-2013

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 purpose of DEO's annual review (attached) is to assess SFWIB's program operations and management practices; activities and services; and system protocols for the various workforce programs that were operational during the October 1, 2011 through September 30, 2012 review period. The goal is to determine if the programs operated in compliance with applicable laws and regulations; State and local plans; and any contract or agreement terms.

The results of the review indicate that the region appears "generally" to be in compliance with established federal and State laws, program guidance, and applicable policies and procedures. The programs also appear to have met the intent of funding requirements to provide meaningful training and work opportunities to eligible clients. Moreover, the report notes that region has the systems in place to perform the broad management and operational functions required to operate workforce programs.

The only deficiencies noted were relevant to case file documentation requirements and operational and system practices; the deficiencies do not substantially or materially affect program operations. The reviewers provided recommendations and suggestions in an effort to deter the reoccurrence of the deficiencies.

Attached is a table showing a summary of the monitoring results by program:

DEO 2012-2013 Monitoring Results				
Workforce Program	# of Cases Reviewed	Prior Year Finding	Current Year Finding	Noncompliance Issue
Welfare Transition (WT)	52	1	2	2
Supplemental Nutrition Assistance Program (SNAP)	47	1	1	2
Workforce Investment Act (WIA) Adult and Dislocated Worker	33	1	0	1
Trade Adjustment Act (TAA)	17	0	2	0
Wagner-Peyser (WP)	50	2	3	3
Reemployment and Eligibility Assessment Program (REA)	10	0	0	1
Migrant and Seasonal Farmworker (MSFW)	12	2	2	0
Totals	221	7	10	9

FUNDING: N/A

PERFORMANCE: N/A



WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 8

DATE: February 22, 2013

AGENDA ITEM SUBJECT: APPROVAL TO CONSIDER OPTIONS FOR THE AZURE COLLEGE, INC. REFUGEE EMPLOYMENT & TRAINING PROGRAM CONTRACT

AGENDA ITEM TYPE: Approval

RECOMMENDATION: Staff recommends that the Workforce Systems Improvement Committee recommend to the Board one of the options set forth below regarding the Azure College, Inc. (Azure) Refugee Employment and Training Program Contract.

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 25, 2012, the SFWIB Executive Committee awarded Azure only a 90-day (i.e., January 1, 2013 to March 31, 2013) 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 the three-month contract, enabling staff sufficient time to conduct a special quality assurance review of Azure's compliance with RETP contract requirements.

The results of the review are as follows:

- The RETP file maintenance error rate exceeded the three percent (3%) threshold stipulated in the executed contract. The overall error rate for the period reviewed for program year 2012-2013 was **21.61%**.
- Serious non-compliance and recordkeeping issues were noted during the review of thirty (30) sampled RETP case files. These deficiencies are reoccurring issues which have been identified during OCI quality assurance and fiscal reviews of the RETP, since program year 2009-2010.

Azure continues to not comply with the stipulations of the executed RETP contract, Exhibit A, Sections I and II; as a result, performance standards billed by Azure and paid by SFWIB related to five (5) clients, for a total of **\$909.55** are being disallowed.

- Five (5) or eighteen percent (18%) of the total placements recorded for sampled clients, resulted in disallowed costs for one (1) or more performance standards. **This has been a repeat finding since program year 2009-2010.**
 - In one (1) instance, OCI was unable to verify the placement with the employer of record and/or the client.
 - In two (2) instances, sampled placements indicated they were referred by Azure to the employer of record and recorded as permanent; however, these placements were confirmed by OCI with the clients, as self-placements and not referred by Azure.
 - In two (2) instances, sampled placements indicated they were referred by Azure to the employer of record and recorded as permanent; however, these placements were confirmed by OCI with the employers of record, as self-placements and not referred by Azure.
- RETP intake, assessment, and eligibility documentation was not properly completed, updated and maintained in sampled case files; consequently, inaccurate information was entered into the Refugee Services Data System (RSDS). **This has been a repeat finding since program year 2009-2010.**
 - Ten (10) client case files, representing thirty-three percent (33%) of the sample, had blank intake and assessment documentation; of which nine (9) files had blank forms signed by the clients. It should be noted these case files had documentation to support placements entered into the RSDS.
 - For a sampled client, there was no immigration documentation and proof of residency in Miami-Dade County maintained in the case file. Performance standards billed by Azure and paid by SFWIB for this client are being disallowed.
- Azure did not verify sampled clients' employment and maintain adequate supporting documentation in the case files, yet entered inaccurate non-verifiable information into the RSDS. **This has been a repeat finding since program year 2009-2010.**
 - For a sampled client, the Staffing Agency Verification form was not maintained in the case file.
 - Twelve (12) or forty percent (40%) of the sampled clients' case files contained outdated Staffing Agency Verification forms, which was not the required version to be utilized for the current program year as specified by the executed contract.
 - Placement Forms were not properly completed as required for two (2) sampled clients. Sections on the forms did not indicate whether the position would be for six (6) months or longer, or whether the position was classified as temporary/seasonal.
- Job search activities, including referrals and interviews with potential employers, were not documented in sampled case files as required by the executed contract. A total of twelve (12) or forty percent (40%) of the sampled case files contained no documentation to evidence clients' referral and/or interview with potential employers. **This has been a repeat finding since program year 2009-2010.**
- Sampled clients' Family Self Sufficiency Plans (FSSP) were not properly developed and/or updated as required by the executed contract. A total of ten (10) or thirty-three percent (33%) of the sampled clients' case files contained blank or partially completed FSSPs. **This has been a repeat finding since program year 2009-2010.**

- Azure failed to properly complete and/or update the Employability Plans as required by the executed contract. A total of eight (8) or twenty-seven percent (27%) of the sampled clients' case files contained blank or partially completed Employability Plans. **This has been a repeat finding since program year 2009-2010.**
- Placement information was not recorded in the Employ Florida Marketplace (EFM) as obtained employment or direct placement. Required information for twenty-two (22) or seventy-three percent (73%) of the sampled clients' placements was not recorded in EFM.
- Follow-up contacts with employers of record and clients were not properly documented at the required intervals after job placement in sampled case files. **This has been a repeat finding since program year 2009-2010.**
- For sampled clients, Economic Status forms were not properly completed at the required intervals. A total of eleven (11) or thirty-seven percent (37%) of the sampled clients' case files contained blank or partially completed Economic Status forms. **This has been a repeat finding since program year 2009-2010.**
- Narrative case notes were not completed on a monthly basis and include all required information for sampled clients. A total of fourteen (14) or forty-seven percent (47%) of the sampled client's case files did not contain any case notes. **This has been a repeat finding since program year 2009-2010.**

Additionally, SFWIB OCI Quality Assurance, Fiscal and Programs Units identified numerous deficiencies during previous program year's reviews of the RETP, operated by Azure or Florida Educational Institute (FEI), (Azure's name prior to the name change on November 12, 2010). These reviews have resulted in disallowed costs since program year 2009-2010. The following is a breakdown of the disallowances Azure or FEI had incurred since the inception of the program:

Program Years	Total Disallowed Amounts	Comments
2009-2010	\$57,312.50	The total disallowed amount comprised of \$50,782.50 from OCI's Fiscal Unit review, \$3,835.00 from OCI's Special Investigation, which derived from an anonymous complaint, and \$2,695.00 from SFWIB Adult Programs employment validations.
2010-2011	\$99,278.75	The total disallowed amount comprised of \$91,638.92 from SFWIB Adult Programs review of the RETP after the Department of Children and Families (DCF) identified multiple placements for the same clients in a given month, and \$7,639.83 from OCI's Quality Assurance review which identified invalid intakes, placements, and follow ups
2011-2012	\$57,092.19	The total disallowed amount of \$57,092.17 resulted from OCI's Quality Assurance review which identified invalid intakes, placements, and follow ups

Grand Total

\$ 213,683.44

Due to the repeated findings from the special review, staff recommends that the committee consider the following options:

Option 1: Non-renewal of existing three-month contract that expires March 31, 2013.

Option 2: Renew the existing three-month contract for the remainder of the RETP PY with a 50 percent reduction in funding.

FUNDING: N/A

PERFORMANCE: N/A