



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, October 18, 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. August 16, 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 the Workforce Investment Act (WIA) Adult Priority of Services Revision for Monroe County
9. Recommendation as to Approval to Accept and Allocate \$1,595,870 in Wagner-Peyser “Pass Thru” Funds
10. Recommendation as to Approval to Accept \$271,926 in Wagner-Peyser Incentive Funds
11. Recommendation as to Approval to Adjust the Budget to Include \$247,252 in Carry-Forward Funds from the Performance Tools Grant



2.A.

SFWIB – Workforce Systems Improvement Committee

October 18, 2012

Minutes of SFWIB Workforce Systems Improvement Committee Meeting August 16, 2012

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 August 16, 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 Edwards, Phillip Garcia, Christine Hernandez, Juan	Barroso, Lupe – <i>Cuban National Council, Inc.(CNC)</i> Battle, Jorge – <i>Arbor E&T, LLC – Hialeah</i> Gaviria Lopez, Beatriz – <i>SER Jobs for Progress, Inc.</i> Gonzalez, Ana H. – <i>City of Hialeah</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 read the following stats into record:

For Program Year (PY) 2011-2012 (July 1, 2011 – June 30, 2012), the Workforce Services Contractors assisted the placement of 12,331 job seekers into employment.

- WIA Adult/Dislocated Worker (DW) Program: - 1,598 job seekers gained employment after enrolling in the Program.
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is 48.6% which resulted in this Region ranking third out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 53.6%, 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 61.7% 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 71.7% in the Two-Parent Participation Rate. Since last PY, this performance category has been consistently the highest in the State, ranking second 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 June 30, 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.

Mr. Fils-Aime asked for a follow-up regarding his request that staff invite a representative from Transition, Inc. to address the Committee's concerns. Mr. Hernandez explained that the following efforts were made by staff:

- Invitation to the WSI Committee meeting;
- Presentation conducted at Transition, Inc's board meeting; and
- Career center site visit

Mr. Fils-Aime noted for the record that Committee and staff have made efforts to reach out to Transition, Inc.

5. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 4,686 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:

- 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.

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 June 30, 2012, nine (9) out of the ten (10) RET Services Contractors were meeting or exceeding 50% of the PY '11-'12 Performance Measures standards.

No further questions or discussions.

7. Discussion – Strategic Planning Workshop Update

Mr. Hernandez read the item into record the following Strategic Planning Projects:

Project 1: Ensure rapid response time is in placement

Project 2: Create employers advisory council

Project 3: SFWIB staff communicates/ Collaborates with Key Trade Groups and Association s 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

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

No further questions or discussions.

Mr. Hernandez provided a recap on Item#4 prior to proceeding to the next item.

2. **Approval of Workforce Systems Improvement Meeting Minutes for June 21, 2012**

Ms. Cynthia Gaber moved the approval of meeting minutes for June 21, 2012. Motion was seconded by Ms. Anne Manning; **Minutes Passed Unanimously**

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

Mr. Hernandez recused himself from participating in discussion and subsequently left the meeting room. SFWIB Policy Coordinator, Phillip Edwards presented the item on Mr. Hernandez’ behalf and read the following recommendations into record:

- (1) To Award RET contracts to respondents satisfying the 80-point threshold; or
- (2) To Award RET contracts to existing RET providers that scored at least 70 points and that met at least 50 percent of last Program Year’s (2011-12) performance measures.

The following questions were raised by the Committee, of which Mr. Edwards responded to:

- How many providers would qualify for option #2 verses option #1?
- How many new respondents met the 80 point threshold?
- What were the primary reasons for not meeting the required threshold?
- Will there be workshops provided for new respondents?

After continued discussion, the Committee recommended option#2 for the Board’s approval.

Ms. Manning moved the approval for option #2 award RET contracts to existing RET providers that scored at least 70 points and that met at least 50 percent of last Program Year’s (2011-12) performance measures. Motion was seconded by Ms. Cynthia Gaber; **Motion Passed Unanimously**

[Mr. Juan Hernandez returned]

9. **Recommendation as to Approval to Adjust PY 2012-13 Budget for WIA Dislocated Worker Program**

Mr. Hernandez read the item into record noting staff’s recommendations for approval to adjust PY 2012-13 Budget for WIA dislocated worker program.

Ms. Ann Manning moved the approval to adjust PY 2012-13 budget for WIA dislocated worker program. Motion was seconded by Ms. Cynthia Gaber; **Motion Passed Unanimously**

10. Recommendation as to Approval to Accept Additional WIA Dislocated Worker Program

Mr. Hernandez read the item into record noting staff's recommendations for approval to authorize staff accept an additional \$1,688,855 in WIA Dislocated Worker Funds.

Ms. Ann Manning moved the approval to accept additional WIA dislocated worker program funds. Motion was seconded by Ms. Cynthia Gaber; **Motion Passed Unanimously**

11. Recommendation as to Approval to Reallocate Funds from the City of Miami to SFWIB

Mr. Hernandez read the item into record noting staff's recommendations for 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.

Mr. Fils-Aime inquired about the grand opening date and Mr. Hernandez responded mid September.

Ms. Ann Manning moved the approval to reallocate funds from the City of Miami to SFWIB. Motion was seconded by Ms. Cynthia Gaber; **Motion Passed Unanimously**

12. Recommendation as to Approval to Accept WIA NEG OJT Program Funds

Mr. Hernandez read the item into record noting staff's recommendations for approval to authorize staff to accept \$104,947 in WIA NEG OJT program funds.

Ms. Ann Manning moved the approval to accept WIA NEG OJT program funds. Motion was seconded by Ms. Cynthia Gaber; **Motion 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**

October 18, 2012

**Workforce Services Contractors Performance
Overview**

Information Item

BACKGROUND

For Program Year (PY) 2012-2013, the Workforce Services Contractors, July 1, 2012, through August 31, 2012, have assisted in placing into employment a total of 1,294 job seekers.

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

- 205 job seekers gained employment after enrollment in the WIA (Adult and/or DW) Program.
- The Region's WP Entered Employment Rate (EER) is at 34.6 percent. In this category, the Region is ranked eleventh out of the 24 Regional Workforce Boards in the State.
- The Region's Veterans Program EER is at 58 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 47.9 percent. In this category, the Region is ranked tenth 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 59.6 percent. In this category, the Region is ranked sixth 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

October 18, 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, 2012, through September 30, 2012.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2012, through September 30, 2012) is set forth below. The summary indicates that 10 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 '12-'13 (July 1, 2012 through September 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	11	19	58%
	Hialeah Gardens Career Center	12	19	63%
City of Hialeah	Hialeah Downtown Career Center	12	19	63%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	14	19	74%
Transition, Inc.	Transition Offender Service Center	9	18**	50%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	11	19	58%
Youth Co-Op, Inc.	Florida Keys Career Center	6	15***	40%
	Homestead Career Center	13	19	69%
	Little Havana Career Center	11	19	58%
	Northside Career Center	12	19	63%
	Perrine Career Center	14	19	74%
	West Dade Career Center	12	19	63%

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

** Transition Inc. does not receive SNAP funding; therefore, the SNAP EER Performance Measure is not included (20)

*** Florida Keys do not have an active Training Vendor; therefore the four Training Performance Measures are not included (17).

**** The CAP All Family Participation Rate, CAP Two-Parent Participation Rate, WIA Employed Worker Outcome Rate and Cost per Placement are excluded from the # of Performance Measures

SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

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 %	98.21 %
4	Training Completion Placement Rate	70 %	87.27 %
5	Training Related Placements	70 %	93.75 %
6	Employment WIA	399	356
7	Net Economic Benefit	\$25,143.00	\$28,590.97
8	Employment After Services (EAS)	3,616	1,903
9	EAS within 90 Days	1,232	1,214
10	Cost Per Placement	\$3,251.00	\$5,426.80
11	Increase Self-Sufficiency Placement	260	233
12	Job Order Index	2,144	2,945
13	Job Order Index 28% of \$14 and above	806	1,467

Regional			
	Measure	Standard	Region
15	Jobs Openings Filled Rate	62 %	71.65 %
16	WP Entered Employment Rate	40 %	34.53 %
17	WIA Adult EER	97 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.41 %
21	CAP Participation Rate	55 %	ND
22	CAP Two-Family Participation Rate	90 %	ND
23	Short-Term Veterans EER	40 %	49.11 %
24	SNAP EER	20 %	11.09 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.41 %	7.48 %
2	Level of Services for Special Groups	7.41 %	6.19 %
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	26	42
7	Net Economic Benefit	\$18,319.00	\$17,203.33
8	Employment After Services (EAS)	219	101
9	EAS within 90 Days	65	44
10	Cost Per Placement	\$4,109.00	\$8,416.64
11	Increase Self-Sufficiency Placement	14	19
12	Job Order Index	130	153
13	Job Order Index 28% of \$14 and above	42	65

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	20.83 %
16	WP Entered Employment Rate	40 %	34.53 %	33.86 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	22.27 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	55.88 %
24	SNAP EER	20 %	11.09 %	7.14 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.11 %	6.32 %
2	Level of Services for Special Groups	6.11 %	6.22 %
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	24	32
7	Net Economic Benefit	\$20,186.00	\$21,108.47
8	Employment After Services (EAS)	197	168
9	EAS within 90 Days	109	101
10	Cost Per Placement	\$3,650.00	\$4,179.75
11	Increase Self-Sufficiency Placement	23	14
12	Job Order Index	117	216
13	Job Order Index 28% of \$14 and above	60	107

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	53.59 %
16	WP Entered Employment Rate	40 %	34.53 %	26.19 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	33.93 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	44.44 %
24	SNAP EER	20 %	11.09 %	25.00 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.00 %	7.75 %
2	Level of Services for Special Groups	5.00 %	8.36 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	50.00 %
6	Employment WIA	43	5
7	Net Economic Benefit	\$27,796.00	\$43,533.51
8	Employment After Services (EAS)	195	119
9	EAS within 90 Days	77	67
10	Cost Per Placement	\$5,036.00	\$4,823.75
11	Increase Self-Sufficiency Placement	16	10
12	Job Order Index	116	305
13	Job Order Index 28% of \$14 and above	85	192

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	71.77 %
16	WP Entered Employment Rate	40 %	34.53 %	28.62 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.41 %	37.90 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	50.00 %
24	SNAP EER	20 %	11.09 %	22.92 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.98 %	14.25 %
2	Level of Services for Special Groups	8.98 %	12.69 %
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	35	56
7	Net Economic Benefit	\$22,536.00	\$38,086.81
8	Employment After Services (EAS)	388	171
9	EAS within 90 Days	111	107
10	Cost Per Placement	\$2,741.00	\$6,030.55
11	Increase Self-Sufficiency Placement	23	19
12	Job Order Index	230	302
13	Job Order Index 28% of \$14 and above	84	140

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	96.49 %
16	WP Entered Employment Rate	40 %	34.53 %	57.44 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.41 %	28.11 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	45.76 %
24	SNAP EER	20 %	11.09 %	4.48 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.35 %	1.54 %
2	Level of Services for Special Groups	1.35 %	2.21 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	33.33 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	19	6
7	Net Economic Benefit	\$22,829.00	\$32,520.00
8	Employment After Services (EAS)	114	92
9	EAS within 90 Days	59	77
10	Cost Per Placement	\$2,863.00	\$1,691.41
11	Increase Self-Sufficiency Placement	12	10
12	Job Order Index	67	61
13	Job Order Index 28% of \$14 and above	17	17

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	48.62 %
16	WP Entered Employment Rate	40 %	34.53 %	41.28 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	ND
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	24.29 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	66.67 %
24	SNAP EER	20 %	11.09 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	3.04 %	7.40 %
2	Level of Services for Special Groups	3.04 %	9.96 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	25.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	33	37
7	Net Economic Benefit	\$22,009.00	-\$2,808.02
8	Employment After Services (EAS)	205	137
9	EAS within 90 Days	89	89
10	Cost Per Placement	\$3,544.00	\$2,552.56
11	Increase Self-Sufficiency Placement	19	13
12	Job Order Index	121	181
13	Job Order Index 28% of \$14 and above	50	106

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	60.92 %
16	WP Entered Employment Rate	40 %	34.53 %	42.02 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.41 %	40.00 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	66.67 %
24	SNAP EER	20 %	11.09 %	14.47 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.64 %	1.31 %
2	Level of Services for Special Groups	6.64 %	2.44 %
3	Training Completion Rate	70 %	ND
4	Training Completion Placement Rate	70 %	ND
5	Training Related Placements	70 %	ND
6	Employment WIA	36	21
7	Net Economic Benefit	\$19,378.00	ND
8	Employment After Services (EAS)	148	115
9	EAS within 90 Days	74	108
10	Cost Per Placement	\$5,877.00	\$6,629.88
11	Increase Self-Sufficiency Placement	16	20
12	Job Order Index	88	195
13	Job Order Index 28% of \$14 and above	54	91

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	51.33 %
16	WP Entered Employment Rate	40 %	34.53 %	40.25 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	16.67 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	35.09 %
24	SNAP EER	20 %	11.09 %	62.50 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.51 %	5.43 %
2	Level of Services for Special Groups	5.51 %	5.73 %
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	18	21
7	Net Economic Benefit	\$36,082.00	\$17,546.86
8	Employment After Services (EAS)	539	154
9	EAS within 90 Days	100	110
10	Cost Per Placement	\$1,212.00	\$4,110.10
11	Increase Self-Sufficiency Placement	21	21
12	Job Order Index	320	194
13	Job Order Index 28% of \$14 and above	54	57

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	73.35 %
16	WP Entered Employment Rate	40 %	34.53 %	25.35 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	31.07 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	45.00 %
24	SNAP EER	20 %	11.09 %	12.20 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.67 %	10.76 %
2	Level of Services for Special Groups	10.67 %	10.93 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	87.50 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	44	26
7	Net Economic Benefit	\$30,448.00	\$30,217.36
8	Employment After Services (EAS)	290	163
9	EAS within 90 Days	105	93
10	Cost Per Placement	\$4,477.00	\$7,512.71
11	Increase Self-Sufficiency Placement	22	27
12	Job Order Index	172	421
13	Job Order Index 28% of \$14 and above	117	234

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	86.52 %
16	WP Entered Employment Rate	40 %	34.53 %	29.15 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	40.79 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	33.33 %
24	SNAP EER	20 %	11.09 %	0.00 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	12.83 %	13.63 %
2	Level of Services for Special Groups	12.83 %	13.15 %
3	Training Completion Rate	70 %	88.89 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	87.50 %
6	Employment WIA	46	26
7	Net Economic Benefit	\$22,587.00	\$29,580.96
8	Employment After Services (EAS)	356	210
9	EAS within 90 Days	136	134
10	Cost Per Placement	\$4,492.00	\$7,009.12
11	Increase Self-Sufficiency Placement	29	19
12	Job Order Index	211	267
13	Job Order Index 28% of \$14 and above	74	162

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	90.33 %
16	WP Entered Employment Rate	40 %	34.53 %	26.65 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	20.07 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	43.28 %
24	SNAP EER	20 %	11.09 %	2.56 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.82 %	11.47 %
2	Level of Services for Special Groups	8.82 %	13.06 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	100.00 %
5	Training Related Placements	70 %	88.89 %
6	Employment WIA	30	30
7	Net Economic Benefit	\$28,176.00	\$37,480.43
8	Employment After Services (EAS)	477	196
9	EAS within 90 Days	127	134
10	Cost Per Placement	\$2,152.00	\$5,165.75
11	Increase Self-Sufficiency Placement	27	18
12	Job Order Index	283	302
13	Job Order Index 28% of \$14 and above	84	124

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	92.90 %
16	WP Entered Employment Rate	40 %	34.53 %	49.36 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	100.00 %
20	CAP Entered Employment Rate	35 %	27.41 %	28.63 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	87.23 %
24	SNAP EER	20 %	11.09 %	23.81 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 9/30/2012

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	13.59 %	12.66 %
2	Level of Services for Special Groups	13.59 %	9.07 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	83.33 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	45	54
7	Net Economic Benefit	\$24,806.00	\$24,840.57
8	Employment After Services (EAS)	488	277
9	EAS within 90 Days	180	150
10	Cost Per Placement	\$2,610.00	\$5,631.79
11	Increase Self-Sufficiency Placement	38	43
12	Job Order Index	289	307
13	Job Order Index 28% of \$14 and above	85	146

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	71.65 %	73.56 %
16	WP Entered Employment Rate	40 %	34.53 %	32.04 %
17	WIA Adult EER	97 %	100.00 %	100.00 %
18	WIA Dislocated Worker EER	94 %	100.00 %	100.00 %
19	WIA Emp Worker Outcome	95 %	100.00 %	ND
20	CAP Entered Employment Rate	35 %	27.41 %	45.51 %
21	CAP Participation Rate	55 %	ND	ND
22	CAP Two-Family Participation Rate	90 %	ND	ND
23	Short-Term Veterans EER	40 %	49.11 %	46.10 %
24	SNAP EER	20 %	11.09 %	7.41 %

ND = No Data

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5.

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

October 18, 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 August 31, 2012, have assisted in placing into employment a total of 5,716 refugee job seekers compared to 6,207 for the same period last Program Year (PY).

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

- 8,711 refugee job seekers enrolled in the RET program;
- 3,485 refugees are still working after 90 days of hire;
- 2,843 refugees are still working after 180 days of hire; and
- 2,286 refugees are receiving Health Benefits through the employer.

Overall, the statistics above show that the Region is steadily improving performance. The Region's Refugee Employment and Training Program Contractors and SFWIB staff are working diligently through the efforts of the Performance Improvement Team (PIT) to continue improving performance and thereby improve the quality of services offered to refugee job seekers.



6.

SFWIB - Workforce Systems Improvement (WSI) Committee

October 18, 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 August 31, 2012.

The RET Services Contractors Performance Summary for the same period (October 1, 2011, through August 31, 2012) is set forth below. The summary shows that all nine RET Services Contractors are meeting or exceeding 50 percent of the PY '11-'12 performance measures.

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '11-'12 (October 1, 2011 through August 31, 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	33%
Community Coalition, Inc.	4	6	66%
City of Hialeah	4	6	66%
Azure College, Inc.	3	6	50%
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 8/31/2012

Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	40 %	59.71 % 
2	Entered Employment Rate LTY	50 %	43.14 % 
3	Employed on the 90th Day	67 %	74.01 % 
4	Employed on the 180th Day	50 %	76.92 % 
5	Health Benefits	40 %	40.71 % 
6	Placements	503	512
7	Intakes	775	841
8	Career Laddering Placements	50 %	86.49 % 

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	70.21 %	↑
2	Entered Employment Rate LTY	50 %	NA	61.51 %	↑
3	Employed on the 90th Day	67 %	NA	87.57 %	↑
4	Employed on the 180th Day	55 %	NA	95.23 %	↑
5	Health Benefits	40 %	40.71 %	45.33 %	↓
6	Placements	58	NA	109	
7	Intakes	125	NA	125	
8	Career Laddering Placements	50 %	NA	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	60.56 %	↓
2	Entered Employment Rate LTY	50 %	NA	42.67 %	↓
3	Employed on the 90th Day	67 %	NA	77.58 %	↑
4	Employed on the 180th Day	55 %	NA	78.99 %	↑
5	Health Benefits	40 %	40.71 %	40.45 %	↑
6	Placements	14	NA	16	
7	Intakes	41	NA	42	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Azure College

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	51.24 %	↓
2	Entered Employment Rate LTY	50 %	NA	26.00 %	↓
3	Employed on the 90th Day	67 %	NA	65.59 %	↓
4	Employed on the 180th Day	55 %	NA	86.81 %	↑
5	Health Benefits	40 %	40.71 %	36.30 %	↓
6	Placements	55	NA	48	
7	Intakes	115	NA	139	
8	Career Laddering Placements	50 %	NA	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	55.68 %	↑
2	Entered Employment Rate LTY	50 %	NA	34.29 %	↓
3	Employed on the 90th Day	67 %	NA	66.37 %	↓
4	Employed on the 180th Day	55 %	NA	70.85 %	↓
5	Health Benefits	40 %	40.71 %	17.31 %	↓
6	Placements	27	NA	25	
7	Intakes	74	NA	28	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

10/3/2012 8:00:37 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	57.85 %	↓
2	Entered Employment Rate LTY	50 %	NA	48.67 %	↑
3	Employed on the 90th Day	67 %	NA	71.90 %	↑
4	Employed on the 180th Day	55 %	NA	88.00 %	↑
5	Health Benefits	40 %	40.71 %	23.21 %	↓
6	Placements	12	NA	20	
7	Intakes	35	NA	37	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	59.71 %	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 %	40.71 %	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

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	31.20 %	↑
2	Entered Employment Rate LTY	50 %	NA	21.33 %	↑
3	Employed on the 90th Day	67 %	NA	84.21 %	↓
4	Employed on the 180th Day	55 %	NA	93.18 %	↑
5	Health Benefits	40 %	40.71 %	27.94 %	↑
6	Placements	6	NA	14	
7	Intakes	18	NA	19	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

10/3/2012 8:00:37 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	50.31 %	↓
2	Entered Employment Rate LTY	50 %	NA	24.70 %	↓
3	Employed on the 90th Day	67 %	NA	68.52 %	↑
4	Employed on the 180th Day	55 %	NA	75.70 %	↑
5	Health Benefits	40 %	40.71 %	41.63 %	↑
6	Placements	55	NA	94	
7	Intakes	132	NA	179	
8	Career Laddering Placements	50 %	NA	66.67 %	↑

ND = No data

NA = Region performance not applicable for this measure

10/3/2012 8:00:37 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	76.13 %	↓
2	Entered Employment Rate LTY	50 %	NA	58.24 %	↓
3	Employed on the 90th Day	67 %	NA	81.02 %	↓
4	Employed on the 180th Day	55 %	NA	81.19 %	↑
5	Health Benefits	40 %	40.71 %	62.41 %	↓
6	Placements	7	NA	12	
7	Intakes	23	NA	23	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

10/3/2012 8:00:37 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	54.40 %	↓
2	Entered Employment Rate LTY	50 %	NA	50.46 %	↓
3	Employed on the 90th Day	67 %	NA	91.55 %	↑
4	Employed on the 180th Day	55 %	NA	87.27 %	↓
5	Health Benefits	40 %	40.71 %	39.56 %	↓
6	Placements	6	NA	8	
7	Intakes	12	NA	12	
8	Career Laddering Placements	50 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

10/3/2012 8:00:37 PM

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2011 To 8/31/2012

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	59.71 %	66.34 %	↑
2	Entered Employment Rate LTY	50 %	NA	60.77 %	↓
3	Employed on the 90th Day	67 %	NA	69.19 %	↓
4	Employed on the 180th Day	55 %	NA	61.15 %	↓
5	Health Benefits	40 %	40.71 %	44.34 %	↑
6	Placements	84	NA	166	
7	Intakes	200	NA	237	
8	Career Laddering Placements	50 %	NA	96.55 %	↑

ND = No data

NA = Region performance not applicable for this measure

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7.

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

October 18, 2012

Strategic Planning Workshop Update

Discussion Item

BACKGROUND

At the July 24, 2012, Executive Committee meeting, the following two projects set at the Board's last Strategic Planning Retreat were assigned to the WSI Committee for development; the committee is charged with setting a plan of action for the projects.

- **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. We are obliged to work with flexibility and anticipate changes in conditions. Subject matter: contingency planning; shifts in economic conditions; natural disasters; ensuring SFWIB is in a state of readiness.
 - **Questions** – Have we taken the best steps in anticipating changing economic conditions, natural disasters, and other events that fall into our core mission? How do we know we are in a state of readiness?

- **Project 5: Raise the Bar/One Stop Performance Consistency** – Also assigned to **EDIS & Youth Committees**
 - **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 and how is it resourced, implemented and tracked for results? What is the right approach and improvement process to ensure the highest, most consistent business standards for One Stops and the enterprises we count on to manage them?

Attachment



SUMMARY

The Board of Directors of the South Florida Workforce Investment Board (SFWIB) convened for a planning workshop on Saturday, June 2, 2011 at Florida National University in Hialeah. The objectives of this 4 ½ session included:

- Quick Update on Strategic and Operating Plans (How are We Doing and How Do We Report?)
- Snapshot of Demographic and Economic Trends and Challenges in Miami-Dade (What is Changing and What do We need to be Watching Now that We have the 2010 Census Data?)
- Positioning Board Team to Drive Great Board Meetings for the Months to Come (What are Fiduciary Expectations for High-performance Engagements?)
- Identification of Two or Three Areas Requiring the Most Attention and Focus from the Board in the coming months (What Matters Most?)

Board Chair, Alvin West, emphasized the need to use the period of planning to identify a few items that take the current plan to the next level, and ensure next best steps in aligning SFWIB and One Stop activities to the needs of employers. Senior staff were present to answer questions and provide status on an on-demand basis.

The workshop progressed in three general stages. Stage One concerned ensuring fiduciaries were up-to-date and well-oriented to the current strategic and operating plans, familiar with key demographic and economic trends in and affecting Miami-Dade County, and aligned with the progress of One Community One Goal (OCOG). Stage Two focused on small group discussions in response to the Chair's call-to-action and key trends. Stage Three included discussion, editing and consensus staging of workshop priorities.

Workshop participants reached consensus on six critical projects in support of their strategy, with special focus on quality performance at One Stops, near and longer-term communications to the business customer regarding utilization of SFWIB resources, and formation of a Rapid Response Plan and Employer's Advisory Council. Board participants agreed to review and comment on these Workshop Notes.

This document is designed to frame the six projects in a manner that supports understanding, clear next steps, and solid allocation of responsibilities. The Chair made it clear that he expects these consensus items to be reviewed for status and impact at all Board meetings going forward.

AGENDA

- 8:30 Coffee and Registration
- 9:00 Welcome and Expectations for the Day
– Mr. Alvin West - Chair
- Business of the Day/Key Questions
– Don Upton, President – Fairfield Index, Inc.
- Introductions – Board Team
- Breaking News and “Need to Know”
– Rick Beasley, Executive Director, South Florida Workforce Investment Board
- Quick Update – Strategic and Operating Plans
- Questions, Insights and Follow-ups
- One Community One Goal – Holly Wiedman, Executive Vice President, The Beacon Council
- Demographic and Economic Trends
– Dr. Robert Cruz, Chief Economist Miami-Dade County
- Questions, Insights and Follow-ups
– Board Team
- 10:25 Components of/Expectations for Great Board Meetings
– Board Team and Upton
- What Matters Most? Current Strategy and Operations – Board Workshop
- What Matters Most? New and Emerging Items – Board Workshop
- Board Focus – Priorities – Action Items and Follow-ups – Board Team and Upton
- Next Steps and Workshop Report
– Board Team, Upton, and Beasley
- 1:00 Adjourn - West



The Board team asked that all workshop presentations and resources be provided through hyperlinks. Links for the strategic and operating plan, OCOG, and the economic status report may be found on page 4.

Workshop – Stage One – Data

The Board reviewed three items during Stage One:

Strategic and Operating Plans – Reviewed framework and organization; focused on six strategic goals:

1. Premier National Provider of Employment and Career Training
2. Strong, Timely Reporting Standards for End User Customers and Providers of Services
3. Improved Digital Literacy
4. Celebrated, Benchmark Leader in Best Practices
5. Dedicated Commitment to Youth Participation in the 21st Century Economy
6. Effective Demand Driven Management/ Control Tools

The Team was oriented to the linkage between strategic plan and operating plans; and provided hard copies of reporting tools and key indexing information so status may be followed over time.

Economic and Demographic Trends – Robert D. Cruz, Chief Economist – Miami-Dade County, provided critical information on the economy. Key questions and areas of Board concerns included potential for lagging economic recovery for some months to come, a disparate economic impact on 16 to 24 year-olds, and lagging indicators for African Americans and Hispanics.

One Community One Goal – Holly Wiedman, Executive Vice President of Strategic Planning and Market Development - This countywide plan has continued to move at a crisp pace and matured to the point where key roles and responsibilities should be allocated. Due to the critical role education and talent plays in the health and competitiveness of Miami-Dade County, the Board should expect a number of key assignments and partnerships in the weeks and months to come.

Workshop – Stage Two – Small Group Discussions

Board members worked in small groups in order to identify projects to take SFWIB to the next level, respond to trends and initiatives in the community, and better link to employers.

The following elements were especially informative as the small teams formulated recommendations:

➔ “National and global factors suggest not much likelihood for significant acceleration of growth in 2nd half of 2012” – Dr. Cruz

➔ 2011 unemployment rates among Blacks and Hispanics ages 16 to 24 are 40.2% and 12.1% respectively – U.S. Census, Current Population Survey

➔ Overnight visitor indicators, international and domestic, are showing strength – Greater Miami Convention and Visitors Bureau

➔ OCOG requires a great deal of leadership and collaboration from SFWIB - Weidman

➔ “When business thinks of its employment needs, SFWIB should be top-of-mind” – West



Workshop – Stage Three - Results

Small groups brought back a number of proposals for projects. After a period of sharing, ordering and integration, the Board team reached a consensus on the following, five projects:

PROJECT 1 – Ensure a Living, Rapid Response Plan is in Place

The Case for a Plan – Economic conditions remain uncertain. Miami-Dade is part of a volatile global market. We are obliged to work with flexibility and anticipate changes in conditions. Subject matter: contingency planning; shifts in economic conditions; natural disasters; ensuring SFWIB is in a state of readiness.

PROJECT 2 - Create Employers' Advisory Council

The Case for a Council – SFWIB needs to cut through the complexities of the workforce profession/system to ensure we speak the language of the employer and anticipate business needs. OCOG has identified target industry clusters so we know where to begin. Ensure utilization by and alignment with OCOG.

PROJECT 3 – SFWIB Staff Communicates/ Collaborates with Key Trade Groups and Associations on Critical Talent Needs and Trends

The Case for Trade Group and Association Communications: Supports OCOG agenda; ensures two-way communications between industries and SFWIB regarding employment requirements and trends, and effective utilization of workforce resources; and improves market intelligence on business growth and investment

PROJECT 4 – The Age 16 to 24 Agenda (“16 / 24”)

The Case for a “16 / 24” Agenda: Clear lagging performance in employment which may be further frustrated by slow recovery. Youth Council in a position to evaluate whether or not our resources are located in the right places to meet the needs of youth, outreach is strategic, funding is adequate, and services are properly tailored to the desired outcomes.

PROJECT 5 – Raise the Bar / One Stop Performance and 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.

PROJECT 6 – Brand Agenda

Case for New Brand Agenda: Once Project 5 has been advanced, take on new approach to elevating high standards and competencies before employers, job seekers, and the community at-large. There is still limited awareness of the resources and solutions provided for the business customer. Workforce Florida, Inc. will be preparing for a branding initiative in the months to come – be in a position to support and inform their efforts at the state level.

Board Expectations:

The Board team expects that progress on all PROJECTS will be reviewed in all Board meetings going forward.



Key Resources

The following sites and documents served as key resources during the planning workshop.

South Florida Workforce Investment Board Strategic Plan - <http://www.southfloridaworkforce.com/w/StrategicPlan/strategicPlanWeb2012.pdf>

Economic Situation Assessment, Robert D. Cruz, PhD, Chief Economist, Miami-Dade County – Available upon request from South Florida Workforce

One Community One Goal - <http://www.onecommunityonegoal.com/>

Workforce Florida, Inc. Strategic Plan - <http://www.workforceflorida.com/PrioritiesInitiatives/StateStrategicPlan.php>



This recommended CHECKLIST has been developed in support of and to advance the results of the June 2, 2012 Board Workshop. It ensures direct communications from the chair to the Board team, honoring the day of work at the Workshop, clarity of follow-up, and implementation and tracking of the programs and activities developed during the Workshop. The Board team expects an integrated and well-staged approach to the six programs articulated in the Workshop notes; and milestone tracking of progress for approximately 12 months. The following nine Checklist ITEMS promote a fast start and immediate integration into Board meetings:

ITEM 1

Distribution of Workshop Notes to entire Board team with acknowledgements of volunteers who made the Notes possible and commitment to action from the chair; recommendation that all Board members review hyperlink on economic data; confirmation that all six projects in the Notes will be activated through clear assignments; and commitment that, per Board team request, all six projects will be tracked at Board sessions during the coming year of work.

ITEM 2

Project responsibilities and first assignments/ due dates allocated to individuals, partners or councils; and work plan requested from responsible project leads

ITEM 3

Workshop Results and Implementation presentation prepared for Board session, focusing on Projects 1 through 6 and approach to tracking progress

ITEM 4

Presentation and discussion of Workshop results and approaches to follow-up

ITEM 5

Work Plans due for all six pages

ITEM 6

Translate substantive work plans into Board tracking template

ITEM 7

Check-in with all six project leads for first tracking template entries

ITEM 8

Template in Board book and discussed by chair at all meetings

ITEM 9

Coordination and updates between and among projects; highlight successes; evaluate barriers

(continued on page 2)



The Board team has specific outcomes in mind. As work is allocated to individuals, partners or councils, consider framing the assignments in the form of questions that must be answered:

PROJECT 1 – Ensure a Living, Rapid Response Plan is in Place

Questions – Have we taken the best steps in anticipating changing economic conditions, natural disasters, and other events that fall into our core mission? How do we know we are in a state of readiness?

PROJECT 2 - Create Employers' Advisory Council

Questions –Have we considered the best ways to form and engage Councils; and ensure alignment with OCOG and our shared target industries? What standards will we use to recruit leaders, set agendas, and ensure high-performance meetings? What are the attributes of a high performance Council?

PROJECT 3 – Collaboration with Key Trade Groups and Associations on Critical Talent Needs and Trends

Question – What areas need improvement, who are our targets, and what near and mid-term outcomes are expected?

PROJECT 4 – The Age 16 to 24 Agenda (“16 / 24”)

Questions – What should South Florida Workforce’s portfolio of responses to lagging performance in this demographic

set include in 2012-13? What are the gaps and how do we track progress?

PROJECT 5 – Raise the Bar / One Stop Performance and Consistency

Questions –What is the best action plan to ensure employers understand the breadth and depth of resources and how is it resourced, implemented and tracked for results? What is the right approach and improvement process to ensure the highest, most consistent business standards for One Stops and the enterprises we count on to manage them?

PROJECT 6 – Brand Agenda

Questions – What actions should be take relative to Workforce Florida’s brand assessment? What elements of Projects 2 and 5 assist in mounting a branding agenda? At what point are we ready to consider brand due diligence?



8.

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

October 18, 2012

**Approval of the Workforce Investment Act
(WIA) Adult Priority of Services Revision for
Monroe County**

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommend to the Board the approval of the revised WIA Adult Priority of Services for Monroe County as explained below.

BACKGROUND

The Workforce Investment Act of 1998 (WIA) allows each region to exercise discretion to determine what groups, if any, will be prioritized for services using WIA Adult funds when the funds are limited. Factors to consider when prioritizing services are the needs of specific groups and the availability of other funds for training such as Temporary Assistance for Needy Families (TANF). Due to a significantly higher median income (\$43,021) and average job salary (\$28,187) in Monroe compared to Miami-Dade's median income of (\$25,211) and average salary of (\$23,820), Region 23's ability to provide services to the citizens of Monroe County is limited; therefore, SFWIB has revised the Priority of Services for Adults to maximize service delivery in Monroe County (see attached as Memorandum).

SFWIB staff recommends that the WSI Committee recommend to the Board the approval of the following revisions to the WIA Adult Priority of Services for Monroe County and residents of Public Housing:

- **The First Priority of Services:** residents of Public Housing (with a family unit size of three or greater), and Monroe County (family unit size of two or greater) will need to meet the **First Priority** standards of the WIA Priority of Services to become WIA Adult eligible
- **The Second Priority of Services:** *This only applies to a family unit size of one in Monroe County and to residents of Public Housing with a family unit size of one or two.
Note: The First Priority will apply for all other family size units greater than one in Monroe County and all residents of Public Housing with a family unit size of three or greater.

Attachment

Memo

To: Career Center Managers

From: Rick Beasley, Executive Director

Date: October 18, 2012

Re: Priority of Services for WIA Adult Funding

The Workforce Investment Act of 1998 (WIA) allows each Region to exercise discretion to determine what groups, if any, will be prioritized for services using WIA Adult funds when these funds are limited. Factors to consider when prioritizing services are the needs of specific groups and the availability of other funds for training such as Temporary Assistance for Needy Families (TANF). Due to a significantly higher median income (\$43,021) and average job salary (\$28,187) in Monroe compared to Miami-Dade's median income of (\$25,211) and average salary of (\$23,820), Region 23's availability to provide services to the citizens of Monroe County is limited; therefore, effective October 18, 2012 the Priority of Services for Adults is as follows:

FIRST PRIORITY: Adults who are recipients of public assistance or are considered low-income under the Federal and Local definition of the Lower Living Standard Income Level (LLSIL). Miami-Dade County (all family unit sizes), residents of Public Housing (with a family unit size of three or greater), and Monroe County (family unit size of two or greater) will need to meet the First Priority standards of the WIA Priority of Services to become WIA Adult eligible.

Note: TANF funds must be accessed first prior to accessing WIA Adult funds to serve recipients of public assistance.

The **Low Income** criteria also includes someone who: (A) is a current TANF recipient; (B) is receiving or has been determined within 6-month period prior to the registration for the program to be eligible to receive food stamps pursuant to the Food Stamp Act of 1977; (C) qualifies as a homeless individual under Section 103 of the Steward B. McKinney Homeless Assistance Act; (D) is a foster child on behalf of whom state or local government payments are made; (E) is a disabled individual whose own income meets the income requirements, but who is a member of a family whose income does not meet such requirement and (F) is an individual who within the 6-month period prior to registration was a Job Corp customer.

The family income is **not** determined from actual earnings during the past 12 months, but must be annualized by multiplying by two the family income earned during the 6 months prior to registration.

Income Guidelines

Region 23's First Priority Income Guidelines is at 200 percent of the LLSIL, which requires the use of the Metro data where the poverty level for a particular family size is greater than the corresponding LLSIL figure. In the table below, the Metro figure is indicated in parentheses.

The LLSIL guidelines below are effective as of July 2012 and are to be used in determining whether customers meet the low-income criteria for the WIA Adult eligibility under the First Priority of Services.

Note: The LLSIL Guidelines are updated annually and the most recent is required to determine income eligibility.

LOWER LIVING STANDARD INCOME LEVEL AND POVERTY GUIDELINES FOR 2012

FAMILY UNIT SIZE	POVERTY	70% LLSIL (METRO)	70% LLSIL (NON-METRO)	100% LLSIL (METRO)	200% LLSIL Miami (METRO)	240% LLSIL Monroe (METRO)	80% Public Housing	100% LLSIL (NON-METRO)
1	11,170	(8,718)	(8,595)	12,454	24,908	*	36,750	12,279
2	15,130	(14,284)	(14,081)	20,406	40,812	48,974	42,000	20,116
3	19,090	19,606	19,326	28,008	56,016	67,219	47,250	27,609
4	23,050	24,205	23,857	34,578	69,156	82,987	52,500	34,082
5	27,010	28,568	28,154	40,811	81,622	97,946	56,700	40,220
6	30,970	33,411	32,925	47,730	95,460	114,552	60,900	47,036
7	34,930	38,254	37,696	54,649	109,298	131,158	65,100	53,852
8	38,890	43,097	42,467	61,568	123,136	147,763	69,300	60,668
	For each additional person in a family above eight, add \$3,960 per person.	For each additional person in a family above eight, add \$4,843 per person in the Metro areas.	For each additional person in a family above eight, add \$4,771 per person in the Non-Metro areas.	For each additional person in a family above eight, add \$6,919 per person in the Metro areas.	For each additional person in a family above eight, add \$13,838 per person in the Metro areas.	For each additional person in a family above eight, add \$16,606 per person in the Metro areas.	For each additional person in a family above eight, add \$4,200 per person.	For each additional person in a family above eight, add \$6,816 per person in the Non-Metro areas.

SECOND PRIORITY: Adults that have income at or below the local self-sufficiency standard for unemployed Adults. *This only applies to a family unit size of one in **Monroe County** and to residents of **Public Housing** with a family unit size of one or two.

Note: The First Priority will apply for all other family size units greater than one in Monroe County and all residents of Public Housing with a family unit size of three or greater.

THIRD PRIORITY: No economic eligibility shall apply under this priority. This only applies to employed workers enrolled in the **Employed Workers Training Program**.

WIA Adults Employed at the time of application

WIA Adults employed at the time of application may be employed individuals who meet the self-sufficiency guidelines but who need training in order to retain self-sufficient employment. The need must be documented by the employer. *Note: This only applies to Non Individual Training Accounts (ITA).*

Self-Sufficiency

Region 23 defines self-sufficiency for employed individuals, regardless of family size, as an employed individual earning the listed wage below:

Miami-Dade County	(\$32 per hour)
Monroe County	(\$33 per hour)*

The above standard is based on a calculation derived from the information found in the Wider Opportunity for Women (WOW) study, adjusted utilizing the consumer price index according to the U.S. Department of Labor. The highest wage was utilized to ensure that the greatest number of employed individuals can be served while minimizing the burden to the employer for provision of information other than wage records to determine employee eligibility.

WIA Dislocated Workers

The Region's self-sufficiency standard for WIA Dislocated Workers includes the highest of either the Adult standard as defined above or 80% of the pre-layoff wage. The self-sufficiency definition for Dislocated Workers affects only eligibility determination at the training level for employed individuals.

For example, a Dislocated Worker was earning \$30,000 annually, is laid-off, and accepts employment with another employer earning \$18,000 annually. Because the individual's income is less than \$24,000 (80% of \$30,000) the individual is eligible to receive WIA Dislocated Worker Training services. The hourly wage should not exceed the self-sufficiency amount indicated above.



9.

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

October 18, 2012

**Approval to Accept and Allocate \$1,595,870 in
Wagner-Peyser “Pass Thru” Funds**

RECOMMENDATION

Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to accept \$1,595,870 in Wagner-Peyser “Pass-Thru” funds and allocate the funds to SFWIB.

BACKGROUND

The Fiscal Year 2011-12 SFWIB approved budget included \$2,481,480 in Wagner-Peyser “Pass-Thru” funds. These funds are used to pay for “fair share” costs. Fair share costs are the SFWIB administrative and facility costs incurred in the management of the Wagner-Peyser program at the Career Centers.

On August 14, 2012, the Florida Department of Economic Opportunity released a Notice of Grant Award/Fund Availability (NFA) for an additional \$1,595,870 in pass-thru costs. These additional funds will be used to offset carry-forward short-falls in the Fiscal Year 2012-13 budget.



10.

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

October 18, 2012

**Approval to Accept \$271,926 in Wagner-Peyser
Incentive Funds**

RECOMMENDATION

Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to accept \$271,926 in Wagner-Peyser incentive funds.

BACKGROUND

On September 4, 2012, the Florida Department of Economic Opportunity released a Notice of Grant Award/Fund Availability (NFA) for an additional \$271,926 for Wagner-Peyser incentive funds. Funds received under this grant may be used for any eligible Wagner-Peyser activity.



11.

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

October 18, 2012

**Approval to Adjust the Budget to Include
\$247,252 in Carry-Forward Funds from the
Performance Tools Grant**

RECOMMENDATION

Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to adjust the 2012-13 budget to include \$247,252 in carry-forward funds from the Performance Tools Grant.

BACKGROUND

On June 8, 2012, the Florida Department of Economic Opportunity released a Notice of Grant Award/Fund Availability (NFA) for \$247,252 for development and implementation of a Regional Performance Tools Management System.

On June 21, 2012, the SFWIB approved the 2012-13 fiscal year budget. In order to commence development of the performance tools system, the 2012-13 budget must be adjusted to reflect the acceptance of the Performance Tools Grant.