



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE  
Thursday, August 15, 2013  
8:00 A.M.**

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

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
  - A. June 20, 2013
3. Information – Workforce Services Contractors Performance Overview
4. Information – Refugee Employment and Training Contractors Performance Overview
5. Information – Refugee Employment and Training Program Balanced Scorecard Update
6. Approval – Workforce Services Balanced Scorecard Standard
7. Approval – Related-Party Paid Workforce Experience Training Agreement

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**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**AGENDA ITEM NUMBER: 2A**

**DATE:** August 15, 2013, 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

June 20, 2013 at 8:00am  
 Doubletree by Hilton Miami Airport  
 Convention Center, 2<sup>nd</sup> Floor  
 711 NW 72nd Avenue  
 Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Huston, Albert 3. Manning, Anne 4. Socorro, Ivonne	5. Arboleda, Carlos 6. DuBois, Victoria  <b>SFW STAFF</b> Almagro, Olivia Hernandez, Juan	Battle, Jorge - <i>Arbor</i> Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i>  Gonzalez, Ana M. – <i>City of Hialeah</i> Martin, Rose – <i>Miami-Dade County Public Schools (M-DCPS)</i>  Mitchell, Carlana – <i>Miami-Dade County Public Schools (M-DCPS)</i>  Someillan, Ana – <i>Adult Mankind Organization (AMO)</i> Someillan, Elsa – <i>Community Coalition</i> St. Jean, Donard – <i>Dade Institute of Technology (DIOT)</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 8:21am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

**8. Information – Mystery Shopper Services Report**

SFWIB Programs Manager Juan Hernandez presented the item then introduced Ms. Lakeisha Morris, CEO of Bell Tower Consulting Group, LLC., who appeared before the committee and presented the mystery shopper services report.

[Ms. Ivonne Socorro Arrived]

[Mr. Albert Huston Arrived]

Ms. Socorro inquired about the age bracket and wanted to know what percentages were over the age of fifty.

Ms. Manning asked for a report providing a break-down of the results listed by career center. However, Ms. Morris responded that it wasn't available, but advised that it will be included in the appendix section of the final report.

Ms. Socorro also inquired about the final outcome of the phone shops that were conducted and Ms. Morris assured them that this information would also be included in the final report. Ms. Manning further inquired about the shoppers' experience visiting the various sites and Ms. Morris further explained.

## **2. Approval of Workforce Systems Improvement Meeting Minutes for April 18, 2013**

Ms. Ann Manning moved the approval of the meeting minutes for April 18, 2013. Motion was seconded by Mr. Albert Huston; Minutes Passed Unanimously

## **9. Recommendation as to Approval to Renew Existing Workforce Services Provider Contracts for Program Year 2013-14**

Mr. Hernandez presented and read the item into record noting staff's recommendation for the Committee's approval to recommend the Board the renewal of existing Workforce Services contracts for Program Year (PY) 2013 to 2014.

Mr. Albert Huston moved the approval to renew existing workforce services provider contracts for Program Year 2013-14. Motion was seconded by Ms. Ann Manning; Further Discussion(s).

Ms. Manning asked whether staff had any additional comments or recommendations for the approval of this item. Mr. Hernandez responded that the approval is recommended as presented.

**Motion Passed Unanimously**

[Mr. Daniel Fils-Aime left]

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

Ms. Ann Manning resumed the meeting on behalf of Chairman Fils-Aime. SFWIB Programs Manager Juan Hernandez presented the item and read the following stats into record:

For Program Year (PY) 2012-2013 (July 1, 2012 – April 30, 2013), the Workforce Services Contractors assisted the placement of 35,163 job seekers into employment.

The performance statistics covering the period of July 1, 2012 through April 30, 2013 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 slightly over 36% which resulted in this region ranking twelfth place out of the 24 Regional Workforce Boards in the State.

- Veterans Program: - EER is slightly over 52%, 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 45% in the All Family Participation Rate, resulting in thirteenth place raking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region is slightly over 60% in the Two-Parent Participation Rate resulting in fifth place raking out of the 24 Regional Workforce Board in the State in this performance category.

Ms. Manning expressed concerns regarding the low percentages. Mr. Hernandez explained that staff continues to seek ways to improve performances by having performance improvement team meetings and staff trainings. Moreover, future automations are underway. Ms. Manning subsequently asked whether automation would potentially ‘free up staff’. Mr. Hernandez further explained. Ms. Manning additionally inquired about stats from prior years in comparison to the above reporting period. Mr. Hernandez provided additional details.

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

Ms. Ann Manning introduced the item and Mr. Hernandez presented the region’s Balanced Scorecard for the period of July 1, 2012, through April 30, 2013. He noted that eleven (11) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY ’12-’13 Balanced Scorecard Performance Measurement standards. He additionally reviewed with the Committee the Workforce Services Contractors Performance Summary table provided in the agenda.

Ms. Manning requested additional information regarding Transition, Inc. and Mr. Hernandez explained and reviewed with the Committee the job order index.

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

Mr. Hernandez presented the item and noted that a total of 3,504 refugee job seekers received placement services during the period of October 1, 2011, through April 30, 2013. He also read the following stats into record:

- 5,404 refugee job seekers have been enrolled in the RET program;
- 1,980 refugees placed in employment are still working after 90 days of hire;
- 1,718 refugees placed in employment are still working after 180 days of hire; and
- 1,450 refugees placed in employment are also receiving health benefits through the employer.

Both Ms. Manning and Ms. Socorro inquired about the performance, levels as they wanted to know why some contractors did not meet the minimum level. Mr. Hernandez provided an explanation and Ms. Ana Maria Gonzalez from the City of Hialeah appeared before the Committee and further explained the current challenges.

Ms. Manning asked for a similar report showing year-to-date. Mr. Hernandez responded that it will be provided to the Committee at a later date.

Mr. Huston advised staff assist the City of Hialeah with finding ways to improve their performance levels.

Ms. Manning asked for a report showing the stats for the month of May and Mr. Hernandez read the stats into record for the month of May.

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

Ms. Manning introduced the item. Mr. Hernandez presented the item and noted from October 1, 2012 through April 30, 2013, eight (8) of the (9) 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.

Ms. Manning asked whether this is a year-to-date report and Mr. Hernandez responded that the report is generated on a month to month basis.

There being no further business to come before the Committee, the meeting was adjourned at 8:53am.



**SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 8/15/2013

**AGENDA ITEM NUMBER:** 3

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

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:**

**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) 2012-2013, the Workforce Services Contractors, from July 1, 2012, through June 30, 2013, assisted in placing into employment a total of 41,693 job seekers.

The performance statistics covering the period of July 1, 2012 through June 30, 2013 on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following:

- The region's WP Entered Employment Rate (EER) is at 35.6 percent. In this category, the region is ranked 12<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The region's Veterans Program EER is at 50.5 percent. In this category, the region is ranked 6<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 45.2 percent. In this category, the region is ranked 12<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program Two-Parent Participation Rate is at 60.7 percent. In this category, the region is ranked 5<sup>th</sup> out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program EER is at 27.8 percent. In this category, the region is ranked 11<sup>th</sup> out of the 24 Regional Workforce Boards in the State.

The region's Workforce Services Contractors and SFWIB staff worked diligently through the efforts of the various Performance Improvement Teams to enhance the quality of the Workforce Services delivery system.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 8/15/2013

**AGENDA ITEM NUMBER:** 4

**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 June 30, 2013 assisted in placing into employment a total of 4,073 refugee job seekers compared to 4,960 for the same period last Program Year (PY).

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

- 7,650 refugee job seekers enrolled in the RET Program;
- 2,595 refugees are still working after 90 days of hire;
- 2,089 refugees are still working after 180 days of hire; and
- 1,852 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's performance numbers are about the same compared to the same period last PY. However, the challenge has been meeting this PY's new higher placement levels (standards) set in the RET Program contract by the Department of Children and Families (DCF). The region's Refugee Employment and Training Program Contractors and SFWIB staff continue to work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers and improve the overall performance numbers. Attached is a placement report for the last six months January 2013 through June 2013.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**RET SERVICES CONTRACTORS PLACEMENT INCENTIVE LEVELS**  
**Monthly Balanced Scorecard PY '12-'13**  
**(January 2013 through June 2013)**

RET Services Contractors	Level 1 Placement Standards	Level 2 Placement Standards	Level 3 Placement Standards	January		February		March	
				# of Placements	Level of Placement Achieved	# of Placements	Level of Placement Achieved	# of Placements	Level of Placement Achieved
Adults Mankind Organization, Inc.	72	87	102	103	3	103	3	103	3
Arbor E & T, LLC	21	26	30	25	1	26	2	30	3
Cuban American National Council, Inc.	24	30	35	40	3	48	3	41	3
Community Coalition, Inc.	15	18	21	28	3	33	3	37	3
City of Hialeah	5	7	8	6	1	2	0	5	1
Lutheran Services of Florida, Inc.	72	87	102	106	3	89	2	103	3
Miami Beach Latin Chamber of Commerce, Inc.	10	13	15	13	2	12	1	13	2
UNIDAD of Miami Beach, Inc.	9	11	12	8	0	9	1	8	0
Youth Co-Op, Inc.	104	125	147	141	2	151	3	153	3
<b>Region</b>	<b>332</b>	<b>483</b>	<b>567</b>	<b>470</b>	<b>1</b>	<b>473</b>	<b>1</b>	<b>493</b>	<b>2</b>

*0 = Did not meet minimum Level 1 Placement standard*



**RET SERVICES CONTRACTORS PLACEMENT INCENTIVE LEVELS**  
**Monthly Balanced Scorecard PY '12-'13**  
**(January 2013 through June 2013)**

RET Services Contractors	Level 1 Placement Standards	Level 2 Placement Standards	Level 3 Placement Standards	April		May		June	
				# of Placements	Level of Placement Achieved	# of Placements	Level of Placement Achieved	# of Placements	Level of Placement Achieved
Adults Mankind Organization, Inc.	72	87	102	103	3	117	3	121	3
Arbor E & T, LLC	21	26	30	30	3	26	2	30	3
Cuban American National Council, Inc.	24	30	35	40	3	34	2	19	0
Community Coalition, Inc.	15	18	21	24	3	22	3	26	3
City of Hialeah	5	7	8	4	0	4	0	3	0
Lutheran Services of Florida, Inc.	72	87	102	89	2	94	2	100	2
Miami Beach Latin Chamber of Commerce, Inc.	10	13	15	15	3	13	2	17	3
UNIDAD of Miami Beach, Inc.	9	11	12	12	3	8	0	10	1
Youth Co-Op, Inc.	104	125	147	154	3	151	3	172	3
<b>Region</b>	<b>332</b>	<b>483</b>	<b>567</b>	<b>471</b>	<b>1</b>	<b>469</b>	<b>1</b>	<b>498</b>	<b>2</b>

*0 = Did not meet minimum Level 1 Placement standard*

**RET SERVICES CONTRACTORS PLACEMENT INCENTIVE LEVELS**  
**Monthly Balanced Scorecard PY '12-'13**  
**(January 2013 through June 2013)**

RET Services Contractors	Level 1 Placement Standards	Level 2 Placement Standards	Level 3 Placement Standards	6 Months Totals (Summary)				
				Level 1 Placement Standards	Level 2 Placement Standards	Level 3 Placement Standards	# of Placements	Level of Placement Achieved
Adults Mankind Organization, Inc.	72	87	102	432	522	612	650	3
Arbor E & T, LLC	21	26	30	126	156	180	167	2
Cuban American National Council, Inc.	24	30	35	144	180	210	222	3
Community Coalition, Inc.	15	18	21	90	108	126	170	3
City of Hialeah	5	7	8	30	42	48	24	0
Lutheran Services of Florida, Inc.	72	87	102	432	522	612	581	2
Miami Beach Latin Chamber of Commerce, Inc.	10	13	15	60	78	90	83	2
UNIDAD of Miami Beach, Inc.	9	11	12	54	66	72	55	1
Youth Co-Op, Inc.	104	125	147	624	750	882	922	3
<b>Region</b>	<b>332</b>	<b>483</b>	<b>567</b>	<b>1992</b>	<b>2424</b>	<b>2832</b>	<b>2874</b>	<b>1</b>

*0 = Did not meet minimum Level 1 Placement standard*



**SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 8/15/2013

**AGENDA ITEM NUMBER:** 5

**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 month of June 30, 2013.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that 8 of the 9 Contractors are meeting or exceeding 50 percent of the PY 2012-13 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY****Balanced Scorecard PY '12-'13  
(October 2012 through June 2013)**

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>8</b>	<b>8</b>	<b>100%</b>
<b>Arbor E &amp; T, LLC</b>	<b>6</b>	<b>8</b>	<b>75%</b>
<b>Cuban American National Council, Inc.</b>	<b>2</b>	<b>8</b>	<b>25%</b>
<b>Community Coalition, Inc.</b>	<b>4</b>	<b>8</b>	<b>50%</b>
<b>City of Hialeah</b>	<b>4</b>	<b>8</b>	<b>50%</b>
<b>Lutheran Services of Florida, Inc. * *</b>	<b>7</b>	<b>9</b>	<b>78%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>7</b>	<b>8</b>	<b>88%</b>
<b>UNIDAD of Miami Beach, Inc.</b>	<b>7</b>	<b>8</b>	<b>88%</b>
<b>Youth Co-Op, Inc.</b>	<b>7</b>	<b>8</b>	<b>88%</b>

*\* Performance is reported as met if Region meets Regional performance standard and RET Service Contractor also meets Regional performance standard (Entered Employment Rate (EER), EER Less Than a Year (LTY), and Health Benefits Performance Measures.*

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

# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 6/30/2013

## Regional

Regional			
	Measure	Standard	Region
1	Entered Employment Rate	40 %	40.42 %
2	Entered Employment Rate LTY	50 %	38.68 %
3	Employed on the 90th Day	67 %	77.32 %
4	Employed on the 180th Day	50 %	76.49 %
5	Health Benefits	40 %	39.60 %
6	Placements	567	498
7	Intakes	607	1,017
8	Career Laddering Placements	50 %	0.00 %
9	On the Job Training (OJT)	169	129



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 6/30/2013

## AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	56.35 %	↓
2	Entered Employment Rate LTY	50 %	NA	55.56 %	↓
3	Employed on the 90th Day	67 %	NA	95.29 %	↑
4	Employed on the 180th Day	55 %	NA	96.37 %	↓
5	Health Benefits	40 %	39.60 %	55.58 %	↓
6	Placements	71	NA	121	
7	Intakes	96	NA	186	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	35	

ND = No data

NA = Region performance not applicable for this measure

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# SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 6/30/2013

## Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	46.41 %	↓
2	Entered Employment Rate LTY	50 %	NA	40.97 %	↓
3	Employed on the 90th Day	67 %	NA	78.82 %	↓
4	Employed on the 180th Day	55 %	NA	81.41 %	↓
5	Health Benefits	40 %	39.60 %	26.26 %	↓
6	Placements	20	NA	30	
7	Intakes	34	NA	163	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	2	NA	8	

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 6/30/2013

## Azure College

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	22.17 %	↑
2	Entered Employment Rate LTY	50 %	NA	17.84 %	↑
3	Employed on the 90th Day	67 %	NA	64.21 %	↑
4	Employed on the 180th Day	55 %	NA	62.50 %	↑
5	Health Benefits	40 %	39.60 %	18.84 %	
6	Placements	66	NA	ND	
7	Intakes	87	NA	ND	
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 6/30/2013

## CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	22.58 %	↓
2	Entered Employment Rate LTY	50 %	NA	16.85 %	↑
3	Employed on the 90th Day	67 %	NA	45.37 %	↓
4	Employed on the 180th Day	55 %	NA	47.44 %	↓
5	Health Benefits	40 %	39.60 %	12.34 %	↓
6	Placements	23	NA	19	
7	Intakes	60	NA	78	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	3	NA	6	

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 6/30/2013

## Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	47.56 %	↑
2	Entered Employment Rate LTY	50 %	NA	46.89 %	↑
3	Employed on the 90th Day	67 %	NA	70.00 %	↓
4	Employed on the 180th Day	55 %	NA	84.62 %	↑
5	Health Benefits	40 %	39.60 %	18.14 %	↓
6	Placements	14	NA	26	
7	Intakes	28	NA	23	
8	Career Laddering Placements	50 %	NA	0.00 %	
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 6/30/2013

## Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	40.42 %	ND
2	Entered Employment Rate LTY	50 %	NA	ND
3	Employed on the 90th Day	67 %	NA	ND
4	Employed on the 180th Day	55 %	NA	ND
5	Health Benefits	40 %	39.60 %	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 6/30/2013

## Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	16.03 %	↓
2	Entered Employment Rate LTY	50 %	NA	15.16 %	↓
3	Employed on the 90th Day	67 %	NA	83.87 %	↑
4	Employed on the 180th Day	55 %	NA	93.33 %	
5	Health Benefits	40 %	39.60 %	8.33 %	↑
6	Placements	4	NA	3	
7	Intakes	14	NA	40	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	1	NA	12	

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 6/30/2013

## Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	43.88 %	↓
2	Entered Employment Rate LTY	50 %	NA	40.62 %	↓
3	Employed on the 90th Day	67 %	NA	70.49 %	↑
4	Employed on the 180th Day	55 %	NA	68.38 %	↑
5	Health Benefits	40 %	39.60 %	40.09 %	↓
6	Placements	71	NA	100	
7	Intakes	104	NA	180	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	8	NA	15	

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 6/30/2013

## Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	52.54 %	↑
2	Entered Employment Rate LTY	50 %	NA	54.72 %	↓
3	Employed on the 90th Day	67 %	NA	81.25 %	↑
4	Employed on the 180th Day	55 %	NA	80.00 %	↑
5	Health Benefits	40 %	39.60 %	47.79 %	↑
6	Placements	9	NA	17	
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 6/30/2013

## Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	49.62 %	↓
2	Entered Employment Rate LTY	50 %	NA	51.82 %	↓
3	Employed on the 90th Day	67 %	NA	95.16 %	↑
4	Employed on the 180th Day	55 %	NA	100.00 %	
5	Health Benefits	40 %	39.60 %	56.25 %	↓
6	Placements	8	NA	10	
7	Intakes	8	NA	12	
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 6/30/2013

## Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	40.42 %	43.30 %	↓
2	Entered Employment Rate LTY	50 %	NA	43.70 %	↓
3	Employed on the 90th Day	67 %	NA	76.42 %	↓
4	Employed on the 180th Day	55 %	NA	69.77 %	↑
5	Health Benefits	40 %	39.60 %	46.00 %	↓
6	Placements	103	NA	172	
7	Intakes	157	NA	316	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	11	NA	53	

ND = No data

NA = Region performance not applicable for this measure

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**SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 8/15/2013

**AGENDA ITEM NUMBER:** 6

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

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to have Workforce Services contractors meet at least 65 percent of the PY 2013-14 Balanced Scorecard performance measures for renewal and/or future contract consideration.

**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 June 30, 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.

Currently, Workforce Services contractors must meet at least 50 percent of the Balanced Scorecard performance measures. SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to have Workforce Services contractors meet at least 65 percent of the PY 2013-14 Balanced Scorecard performance measures for renewal and/or future contract consideration.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY**

**Balanced Scorecard PY '12-'13 (July 1, 2012 through June 30, 2013) \***

<b>Workforce Services Contractors</b>	<b>Workforce Services Locations</b>	<b># of Performance Measures Standards Met</b>	<b># of Performance Measures ****</b>	<b>% of Performance Measures Standards Met</b>
<b>Arbor E&amp;T, LLC</b>	Carol City Career Center	15	22	68%
	Hialeah Gardens Career Center	14	22	64%
<b>City of Hialeah</b>	Hialeah Downtown Career Center	14	22	64%
<b>Ser Jobs for Progress, Inc.</b>	North Miami Beach Career Center	14	22	64%
<b>Transition, Inc.</b>	Transition ** Offender Service Center	7	17	41%
<b>UNIDAD of Miami Beach, Inc.</b>	Miami Beach Career Center	16	22	73%
<b>Youth Co-Op, Inc.</b>	Florida Keys *** Career Center	9	16	56%
	Homestead Career Center	12	22	55%
	Little Havana Career Center	12	22	55%
	Northside Career Center	12	22	55%
	Perrine Career Center	13	22	59%
	West Dade Career Center	12	22	55%
<b>Region</b>	All	10	22	45%

\* Draft

\*\* Transition Inc. does not provide services for CAP and SNAP (not included)

\*\*\* Florida Keys does not have an active Training Vendor; therefore the Training Performance Measures and Level of Servicess (due to required funding allocation) are not included

# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Regional

Regional			
	Measure	Standard	Region
1	Level of Services	89.94 %	100.00 %
2	Level of Services for Special Groups	89.94 %	100.00 %
3	Training Completion Rate	70 %	89.38 %
4	Training Completion Placement Rate	70 %	86.38 %
5	Training Related Placements	70 %	92.28 %
6	Employment WIA	1,596	2,057
7	Net Economic Benefit	\$25,143.00	\$25,042.32
8	Employment After Services (EAS)	14,464	9,670
9	EAS within 90 Days	6,278	4,500
10	Cost Per Placement	\$3,251.00	\$5,138.44
11	Increase Self-Sufficiency Placement	1,347	1,212
12	Job Order Index	8,576	10,221
13	Job Order Index 28% of \$14 and above	2,794	4,904

Regional			
	Measure	Standard	Region
15	Jobs Openings Filled Rate	62 %	57.44 %
16	WP Entered Employment Rate	40 %	36.99 %
17	WIA Adult EER	97 %	93.87 %
18	WIA Dislocated Worker EER	94 %	92.45 %
19	WIA Emp Worker Outcome	95 %	87.50 %
20	CAP Entered Employment Rate	35 %	29.98 %
21	CAP Participation Rate	55 %	45.39 %
22	CAP Two-Family Participation Rate	90 %	61.08 %
23	Short-Term Veterans EER	40 %	47.98 %
24	SNAP EER	20 %	29.43 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

**Arbor**

**Carol City Career Center**

Per Center			
	Measure	Standard	Center
1	Level of Services	6.52 %	7.40 %
2	Level of Services for Special Groups	6.52 %	8.03 %
3	Training Completion Rate	70 %	97.30 %
4	Training Completion Placement Rate	70 %	91.67 %
5	Training Related Placements	70 %	96.97 %
6	Employment WIA	104	193
7	Net Economic Benefit	\$18,319.00	\$20,270.05
8	Employment After Services (EAS)	876	518
9	EAS within 90 Days	336	93
10	Cost Per Placement	\$4,109.00	\$6,944.95
11	Increase Self-Sufficiency Placement	72	81
12	Job Order Index	520	529
13	Job Order Index 28% of \$14 and above	148	208

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	70.18 %
16	WP Entered Employment Rate	40 %	36.99 %	33.56 %
17	WIA Adult EER	97 %	93.87 %	99.29 %
18	WIA Dislocated Worker EER	94 %	92.45 %	98.39 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	21.55 %
21	CAP Participation Rate	55 %	45.39 %	42.16 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	43.55 %
23	Short-Term Veterans EER	40 %	47.98 %	63.92 %
24	SNAP EER	20 %	29.43 %	25.00 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

**Arbor**

**Hialeah Gardens Career Center**

Per Center			
	Measure	Standard	Center
1	Level of Services	5.66 %	7.54 %
2	Level of Services for Special Groups	5.66 %	6.19 %
3	Training Completion Rate	70 %	91.80 %
4	Training Completion Placement Rate	70 %	92.86 %
5	Training Related Placements	70 %	94.23 %
6	Employment WIA	96	164
7	Net Economic Benefit	\$20,186.00	\$18,860.88
8	Employment After Services (EAS)	788	639
9	EAS within 90 Days	415	232
10	Cost Per Placement	\$3,650.00	\$4,891.62
11	Increase Self-Sufficiency Placement	89	67
12	Job Order Index	468	766
13	Job Order Index 28% of \$14 and above	214	373

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	37.81 %
16	WP Entered Employment Rate	40 %	36.99 %	31.19 %
17	WIA Adult EER	97 %	93.87 %	100.00 %
18	WIA Dislocated Worker EER	94 %	92.45 %	100.00 %
19	WIA Emp Worker Outcome	95 %	87.50 %	ND
20	CAP Entered Employment Rate	35 %	29.98 %	38.42 %
21	CAP Participation Rate	55 %	45.39 %	66.06 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	87.56 %
23	Short-Term Veterans EER	40 %	47.98 %	48.57 %
24	SNAP EER	20 %	29.43 %	51.22 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## City of Hialeah

### Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.59 %	7.62 %
2	Level of Services for Special Groups	7.59 %	7.83 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	92.86 %
5	Training Related Placements	70 %	84.62 %
6	Employment WIA	172	97
7	Net Economic Benefit	\$27,796.00	\$27,988.55
8	Employment After Services (EAS)	780	550
9	EAS within 90 Days	357	198
10	Cost Per Placement	\$5,036.00	\$7,623.48
11	Increase Self-Sufficiency Placement	77	50
12	Job Order Index	464	1,041
13	Job Order Index 28% of \$14 and above	291	643

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	56.61 %
16	WP Entered Employment Rate	40 %	36.99 %	39.57 %
17	WIA Adult EER	97 %	93.87 %	100.00 %
18	WIA Dislocated Worker EER	94 %	92.45 %	98.21 %
19	WIA Emp Worker Outcome	95 %	87.50 %	72.73 %
20	CAP Entered Employment Rate	35 %	29.98 %	43.58 %
21	CAP Participation Rate	55 %	45.39 %	59.34 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	78.01 %
23	Short-Term Veterans EER	40 %	47.98 %	53.23 %
24	SNAP EER	20 %	29.43 %	37.29 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

City of Miami

City of Miami

Per Center			
	Measure	Standard	Center
1	Level of Services	4.60 %	0.86 %
2	Level of Services for Special Groups	4.60 %	0.57 %
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)		125
9	EAS within 90 Days	81	25
10	Cost Per Placement		\$20,352.40
11	Increase Self-Sufficiency Placement	17	19
12	Job Order Index		114
13	Job Order Index 28% of \$14 and above	31	36

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	26.00 %
16	WP Entered Employment Rate	40 %	36.99 %	52.94 %
17	WIA Adult EER	97 %	93.87 %	ND
18	WIA Dislocated Worker EER	94 %	92.45 %	ND
19	WIA Emp Worker Outcome	95 %	87.50 %	ND
20	CAP Entered Employment Rate	35 %	29.98 %	23.84 %
21	CAP Participation Rate	55 %	45.39 %	20.09 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	0.00 %
23	Short-Term Veterans EER	40 %	47.98 %	100.00 %
24	SNAP EER	20 %	29.43 %	15.00 %

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Ser Jobs

### North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.35 %	13.36 %
2	Level of Services for Special Groups	8.35 %	11.89 %
3	Training Completion Rate	70 %	84.21 %
4	Training Completion Placement Rate	70 %	87.50 %
5	Training Related Placements	70 %	92.86 %
6	Employment WIA	140	188
7	Net Economic Benefit	\$22,536.00	\$23,927.48
8	Employment After Services (EAS)	1,552	1,089
9	EAS within 90 Days	707	466
10	Cost Per Placement	\$2,741.00	\$4,234.71
11	Increase Self-Sufficiency Placement	152	102
12	Job Order Index	920	985
13	Job Order Index 28% of \$14 and above	275	449

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	59.65 %
16	WP Entered Employment Rate	40 %	36.99 %	54.32 %
17	WIA Adult EER	97 %	93.87 %	97.42 %
18	WIA Dislocated Worker EER	94 %	92.45 %	96.30 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	31.20 %
21	CAP Participation Rate	55 %	45.39 %	51.66 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	42.11 %
23	Short-Term Veterans EER	40 %	47.98 %	40.71 %
24	SNAP EER	20 %	29.43 %	26.09 %

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Transition

### Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	2.41 %	1.40 %
2	Level of Services for Special Groups	2.41 %	1.99 %
3	Training Completion Rate	70 %	83.33 %
4	Training Completion Placement Rate	70 %	70.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	76	86
7	Net Economic Benefit	\$22,829.00	\$18,936.94
8	Employment After Services (EAS)	456	324
9	EAS within 90 Days	210	172
10	Cost Per Placement	\$2,863.00	\$4,123.22
11	Increase Self-Sufficiency Placement	45	36
12	Job Order Index	268	261
13	Job Order Index 28% of \$14 and above	73	47

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	61.81 %
16	WP Entered Employment Rate	40 %	36.99 %	44.92 %
17	WIA Adult EER	97 %	93.87 %	100.00 %
18	WIA Dislocated Worker EER	94 %	92.45 %	100.00 %
19	WIA Emp Worker Outcome	95 %	87.50 %	0.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	19.44 %
21	CAP Participation Rate	55 %	45.39 %	30.90 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	47.37 %
23	Short-Term Veterans EER	40 %	47.98 %	60.00 %
24	SNAP EER	20 %	29.43 %	ND

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

**Unidad of Miami Beach**

**Miami Beach Career Center**

Per Center			
	Measure	Standard	Center
1	Level of Services	5.07 %	6.84 %
2	Level of Services for Special Groups	5.07 %	8.08 %
3	Training Completion Rate	70 %	71.43 %
4	Training Completion Placement Rate	70 %	72.00 %
5	Training Related Placements	70 %	94.44 %
6	Employment WIA	132	167
7	Net Economic Benefit	\$22,009.00	\$20,563.03
8	Employment After Services (EAS)	820	482
9	EAS within 90 Days	313	212
10	Cost Per Placement	\$3,544.00	\$5,813.12
11	Increase Self-Sufficiency Placement	67	80
12	Job Order Index	484	485
13	Job Order Index 28% of \$14 and above	135	214

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	62.94 %
16	WP Entered Employment Rate	40 %	36.99 %	24.99 %
17	WIA Adult EER	97 %	93.87 %	97.30 %
18	WIA Dislocated Worker EER	94 %	92.45 %	94.74 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	48.68 %
21	CAP Participation Rate	55 %	45.39 %	64.97 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	78.95 %
23	Short-Term Veterans EER	40 %	47.98 %	56.74 %
24	SNAP EER	20 %	29.43 %	41.18 %

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.66 %	1.68 %
2	Level of Services for Special Groups	5.66 %	2.97 %
3	Training Completion Rate	70 %	100.00 %
4	Training Completion Placement Rate	70 %	50.00 %
5	Training Related Placements	70 %	100.00 %
6	Employment WIA	144	119
7	Net Economic Benefit	\$19,378.00	\$11,521.02
8	Employment After Services (EAS)	592	549
9	EAS within 90 Days	356	403
10	Cost Per Placement	\$5,877.00	\$5,693.77
11	Increase Self-Sufficiency Placement	76	92
12	Job Order Index	352	587
13	Job Order Index 28% of \$14 and above	164	227

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	66.16 %
16	WP Entered Employment Rate	40 %	36.99 %	44.71 %
17	WIA Adult EER	97 %	93.87 %	90.76 %
18	WIA Dislocated Worker EER	94 %	92.45 %	92.31 %
19	WIA Emp Worker Outcome	95 %	87.50 %	50.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	42.11 %
21	CAP Participation Rate	55 %	45.39 %	26.32 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	ND
23	Short-Term Veterans EER	40 %	47.98 %	37.89 %
24	SNAP EER	20 %	29.43 %	72.00 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.13 %	6.15 %
2	Level of Services for Special Groups	5.13 %	6.37 %
3	Training Completion Rate	70 %	90.48 %
4	Training Completion Placement Rate	70 %	78.95 %
5	Training Related Placements	70 %	86.67 %
6	Employment WIA	72	131
7	Net Economic Benefit	\$36,082.00	\$38,406.92
8	Employment After Services (EAS)	2,156	1,752
9	EAS within 90 Days	1,138	1,331
10	Cost Per Placement	\$1,212.00	\$1,618.72
11	Increase Self-Sufficiency Placement	245	68
12	Job Order Index	1,280	514
13	Job Order Index 28% of \$14 and above	143	146

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	78.48 %
16	WP Entered Employment Rate	40 %	36.99 %	38.96 %
17	WIA Adult EER	97 %	93.87 %	91.59 %
18	WIA Dislocated Worker EER	94 %	92.45 %	91.43 %
19	WIA Emp Worker Outcome	95 %	87.50 %	ND
20	CAP Entered Employment Rate	35 %	29.98 %	31.20 %
21	CAP Participation Rate	55 %	45.39 %	56.33 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	60.61 %
23	Short-Term Veterans EER	40 %	47.98 %	36.95 %
24	SNAP EER	20 %	29.43 %	23.86 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.00 %	10.09 %
2	Level of Services for Special Groups	9.00 %	10.23 %
3	Training Completion Rate	70 %	96.97 %
4	Training Completion Placement Rate	70 %	93.75 %
5	Training Related Placements	70 %	96.67 %
6	Employment WIA	176	189
7	Net Economic Benefit	\$30,448.00	\$33,619.71
8	Employment After Services (EAS)	1,160	604
9	EAS within 90 Days	392	143
10	Cost Per Placement	\$4,477.00	\$8,232.09
11	Increase Self-Sufficiency Placement	84	97
12	Job Order Index	688	1,520
13	Job Order Index 28% of \$14 and above	425	919

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	26.77 %
16	WP Entered Employment Rate	40 %	36.99 %	30.49 %
17	WIA Adult EER	97 %	93.87 %	90.48 %
18	WIA Dislocated Worker EER	94 %	92.45 %	90.00 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	34.01 %
21	CAP Participation Rate	55 %	45.39 %	45.96 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	57.65 %
23	Short-Term Veterans EER	40 %	47.98 %	40.74 %
24	SNAP EER	20 %	29.43 %	29.51 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.22 %	12.82 %
2	Level of Services for Special Groups	11.22 %	13.42 %
3	Training Completion Rate	70 %	80.36 %
4	Training Completion Placement Rate	70 %	84.44 %
5	Training Related Placements	70 %	86.84 %
6	Employment WIA	184	235
7	Net Economic Benefit	\$22,587.00	\$23,528.70
8	Employment After Services (EAS)	1,424	814
9	EAS within 90 Days	529	159
10	Cost Per Placement	\$4,492.00	\$7,613.29
11	Increase Self-Sufficiency Placement	113	113
12	Job Order Index	844	879
13	Job Order Index 28% of \$14 and above	246	510

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	64.16 %
16	WP Entered Employment Rate	40 %	36.99 %	27.02 %
17	WIA Adult EER	97 %	93.87 %	89.14 %
18	WIA Dislocated Worker EER	94 %	92.45 %	89.66 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	22.73 %
21	CAP Participation Rate	55 %	45.39 %	33.62 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	44.12 %
23	Short-Term Veterans EER	40 %	47.98 %	43.55 %
24	SNAP EER	20 %	29.43 %	17.29 %

ND = No Data

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# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	8.13 %	11.02 %
2	Level of Services for Special Groups	8.13 %	11.86 %
3	Training Completion Rate	70 %	94.74 %
4	Training Completion Placement Rate	70 %	83.33 %
5	Training Related Placements	70 %	90.00 %
6	Employment WIA	120	173
7	Net Economic Benefit	\$28,176.00	\$28,270.64
8	Employment After Services (EAS)	1,908	1,141
9	EAS within 90 Days	741	712
10	Cost Per Placement	\$2,152.00	\$3,935.26
11	Increase Self-Sufficiency Placement	159	220
12	Job Order Index	1,132	1,146
13	Job Order Index 28% of \$14 and above	320	496

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	54.88 %
16	WP Entered Employment Rate	40 %	36.99 %	43.72 %
17	WIA Adult EER	97 %	93.87 %	91.46 %
18	WIA Dislocated Worker EER	94 %	92.45 %	91.51 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	29.72 %
21	CAP Participation Rate	55 %	45.39 %	49.31 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	46.32 %
23	Short-Term Veterans EER	40 %	47.98 %	77.88 %
24	SNAP EER	20 %	29.43 %	34.48 %

ND = No Data

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Auxiliary aids & services are available upon request to individuals with disabilities.



# SFWIB Balanced Scorecard Report

Report Date: 7/1/2012 To 6/30/2013

## Youth Co-Op

### West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.60 %	13.22 %
2	Level of Services for Special Groups	10.60 %	10.57 %
3	Training Completion Rate	70 %	97.44 %
4	Training Completion Placement Rate	70 %	86.84 %
5	Training Related Placements	70 %	90.91 %
6	Employment WIA	180	315
7	Net Economic Benefit	\$24,806.00	\$27,632.11
8	Employment After Services (EAS)	1,952	1,083
9	EAS within 90 Days	703	354
10	Cost Per Placement	\$2,610.00	\$5,408.78
11	Increase Self-Sufficiency Placement	151	187
12	Job Order Index	1,156	1,176
13	Job Order Index 28% of \$14 and above	329	509

Regional & Per Center				
	Measure	Standard	Region	Center
15	Jobs Openings Filled Rate	62 %	57.44 %	51.61 %
16	WP Entered Employment Rate	40 %	36.99 %	39.64 %
17	WIA Adult EER	97 %	93.87 %	89.78 %
18	WIA Dislocated Worker EER	94 %	92.45 %	88.93 %
19	WIA Emp Worker Outcome	95 %	87.50 %	100.00 %
20	CAP Entered Employment Rate	35 %	29.98 %	44.78 %
21	CAP Participation Rate	55 %	45.39 %	64.00 %
22	CAP Two-Family Participation Rate	90 %	61.08 %	72.49 %
23	Short-Term Veterans EER	40 %	47.98 %	39.00 %
24	SNAP EER	20 %	29.43 %	22.39 %

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**SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 8/15/2013

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** APPROVAL OF A RELATED-PARTY PAID WORK EXPERIENCE TRAINING AGREEMENT

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** SFWIB staff recommends that the WSI Committee recommend to the Board the approval of a related party Paid Work Experience (PWE) Agreement as set forth below.

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

**STRATEGIC PROJECT:** Apply Training Dollars to In-Demand Occupations

**BACKGROUND:**

The Workforce Florida, Inc. (WFI) Contracting Policy subjects contracts between a regional workforce board and one of its own board members or with an organization represented by its own board member or with any entity where a board member has any relationship with the contracting vendor to be reviewed by the Department of Economic Opportunity prior to the execution of the contract.

The Workforce Investment Act (WIA) includes PWE as one of its approved intensive service. SFWIB provides PWE services via an agreement with a business (public, private non-profit or private for-profit), Service Provider, and an eligible participant. Through PWE, businesses are provided with workers (adult, dislocated workers and youth) for a specified period of time to gain work experience.

The related-party PWE Agreement at issue is between the China Latin American Trade Center (business), Youth Co-Op, Inc. (Service Provider) and a WIA customer (participant). Mr. Joe Chi is represented on the SFWIB, rendering the agreement subject to the Contracting Policy's reporting requirements.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*