



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

Thursday, October 17, 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
 - b. August 15, 2013
3. Information – Refugee Employment and Training Contractors Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Contractors Performance Overview
6. Recommendation as to Approval of the Workforce Services Balanced Scorecard Standard and Performance Measures
7. Recommendation as to Approval of the Refugee Short Term Training: Miami Dade College -- Hospitality Program
8. Recommendation as to Approval of the Refugee Short Term Training: Miami Dade County Public Schools -- Automotive Program
9. Recommendation as to Approval of the Refugee Short Term Training: American Advanced Technician Institute -- Automotive Program



WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

AGENDA ITEM NUMBER: 2a

DATE: October 17, 2013, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

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

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Huston, Albert 3. Manning, Anne 4. Socorro, Ivonne	5. Arboleda, Carlos 6. DuBois, Victoria SFW STAFF 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, Carlena – <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.



WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

AGENDA ITEM NUMBER: 2b

DATE: October 17, 2013, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 15, 2013 at 8:00am
 Doubletree by Hilton Miami Airport
 Convention Center, 2nd Floor
 711 NW 72nd Avenue
 Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Huston, Albert 3. Socorro, Ivonne	4. Arboleda, Carlos 5. DuBois, Victoria 6. Manning, Anne SFW STAFF Almagro, Olivia Hernandez, Juan	Battle, Jorge - <i>Arbor</i> Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i> Someillan, Ana – <i>Adult Mankind Organization (AMO)</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 8:36am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

2. Approval of Workforce Systems Improvement Meeting Minutes for June 20, 2013

Minutes could not be approved due to lack of quorum.

6. Approval – Workforce Services Balanced Scorecard Standard

Mr. Hernandez introduced the item and read it into record.

Mr. Fils-Aime inquired about the primary purpose for increasing the balance scorecard standard. Mr. Hernandez explained that the purpose is to fulfill the Board's strategic planning goal. He later reviewed with the Committee the Workforce Services Contractors Performance Summary table.

[Mr. Albert Huston Arrived and introduced himself]

Ms. Socorro requested clarification regarding incentives and Mr. Hernandez provided details.

Mr. Huston requested staff explain the last column in the Workforce Services Contractors Performance table. Mr. Hernandez provided details.

This item was recommended to the Board by consensus of the Committee members present.

7. Approval - Related-Party Paid Workforce Experience Training Agreement

Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board a related party Paid Workforce Experience training agreement.

Mr. Fils-Aime requested staff further explain the purpose of this item and Mr. Hernandez explained in details.

This item was recommended to the Board by consensus of the Committee members present.

4. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 4,073 refugee job seekers received placement services during the period of October 1, 2012, through June 30, 2013. He also read the following stats into record:

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

Mr. Hernandez moreover reviewed with the Committee the RET Services Contractors Placement Incentive levels.

Mr. Fils-Aime expressed concerns regarding City of Hialeah's performance and requested staff invite someone from that entity to attend the next meeting. He additionally inquired about the contract expiration date and Mr. Hernandez responded September 30th.

[Mr. Fils-Aime left the meeting room]

5. Information– Refugee Employment and Training Balanced Scorecard Update

Mr. Huston introduced the item on behalf of WSI Committee Chairman Fils-Aime. Mr. Hernandez further discussed and noted that for the month ending June 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.

No further questions or discussions.

3. Information– Workforce Services Contractors Performance Overview

Mr. Hernandez read the following stats into record:

For Program Year (PY) 2012-2013 (July 1, 2012 – June 30, 2013), the Workforce Services Contractors assisted the placement of 41,693 job seekers into employment.

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 revealed the following:

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is slightly over 35% which resulted in this region ranking twelfth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 50%, resulting in sixth place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the performance statistics for the Workforce Services Contractors revealed the following:
 - The Region' is slightly over 45% in the All Family Participation Rate, resulting in thirteenth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
 - The Region's rate is slightly over 60% in the Two-Parent Participation Rate resulting in fifth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
 - The Region is over 27% in the Welfare Transition WT Enter Employment rate resulting in eleventh place ranking out of the 24 Regional workforce Boards in the State.

No further questions or discussions.

There being no further business to come before the Committee, the meeting was adjourned at 9:00am.



SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 3

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 August 31, 2013 assisted in placing into employment a total of 4,930 refugee job seekers compared to 6,092 for the same period last Program Year (PY).

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

- 9,907 refugee job seekers enrolled in the RET Program;
- 3,245 refugees are still working after 90 days of hire;
- 2,632 refugees are still working after 180 days of hire; and
- 2,367 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's performance numbers have dropped compared to the same period last PY. The challenge has been meeting this PY's higher placement levels (standards) set in the RET Program contract by the Department of Children and Families (DCF). The region's RET 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. Attached is a placement report for the last eight months January 2013 through August 2013.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '12-'13 August 2013			
RET Services Contractors	# of Performance Measures Standards Met *	# of Performance Measures	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	7	8	88%
Arbor E & T, LLC	6	8	75%
Cuban American National Council, Inc.	4	8	50%
Community Coalition, Inc.	4	8	50%
City of Hialeah	5	8	63%
Lutheran Services of Florida, Inc. * *	7	9	78%
Miami Beach Latin Chamber of Commerce, Inc.	8	8	100%
UNIDAD of Miami Beach, Inc.	7	8	88%
Youth Co-Op, Inc.	7	8	88%

** Performance is reported for Contractor*

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



SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 4

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 August 31, 2013.

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 8/31/2013

Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	40 %	39.47 %	↓
2	Entered Employment Rate LTY	50 %	36.66 %	↓
3	Employed on the 90th Day	67 %	80.38 %	↑
4	Employed on the 180th Day	50 %	83.13 %	↓
5	Health Benefits	40 %	40.92 %	↑
6	Placements	567	513	
7	Intakes	607	1,174	
8	Career Laddering Placements	50 %	0.00 %	
9	On the Job Training (OJT)	169	159	

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 8/31/2013

AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	49.59 %	↓
2	Entered Employment Rate LTY	50 %	NA	47.61 %	↓
3	Employed on the 90th Day	67 %	NA	95.54 %	↓
4	Employed on the 180th Day	55 %	NA	96.56 %	↓
5	Health Benefits	40 %	40.92 %	53.74 %	↓
6	Placements	71	NA	118	
7	Intakes	96	NA	247	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	39	

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 8/31/2013

Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	45.40 %	↓
2	Entered Employment Rate LTY	50 %	NA	39.60 %	↓
3	Employed on the 90th Day	67 %	NA	82.21 %	↑
4	Employed on the 180th Day	55 %	NA	82.80 %	↑
5	Health Benefits	40 %	40.92 %	25.28 %	↓
6	Placements	20	NA	24	
7	Intakes	34	NA	113	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	2	NA	10	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 8/31/2013

Azure College

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	24.57 %	↑
2	Entered Employment Rate LTY	50 %	NA	20.70 %	↑
3	Employed on the 90th Day	67 %	NA	82.43 %	
4	Employed on the 180th Day	55 %	NA	98.96 %	
5	Health Benefits	40 %	40.92 %	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 8/31/2013

CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	25.18 %	↑
2	Entered Employment Rate LTY	50 %	NA	19.79 %	↑
3	Employed on the 90th Day	67 %	NA	56.49 %	↑
4	Employed on the 180th Day	55 %	NA	57.38 %	↓
5	Health Benefits	40 %	40.92 %	34.81 %	↑
6	Placements	23	NA	53	
7	Intakes	60	NA	107	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	3	NA	11	

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 8/31/2013

Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	39.38 %	↓
2	Entered Employment Rate LTY	50 %	NA	34.76 %	↓
3	Employed on the 90th Day	67 %	NA	72.60 %	↑
4	Employed on the 180th Day	55 %	NA	92.97 %	↑
5	Health Benefits	40 %	40.92 %	20.28 %	↑
6	Placements	14	NA	24	
7	Intakes	28	NA	91	
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 8/31/2013

Florida Educational Institute

Per Provider				
	Measure	Standard	Region	Center
1	Entered Employment Rate	40 %	39.47 %	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 %	40.92 %	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 8/31/2013

Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	15.41 %	↑
2	Entered Employment Rate LTY	50 %	NA	14.44 %	↑
3	Employed on the 90th Day	67 %	NA	90.63 %	↑
4	Employed on the 180th Day	55 %	NA	94.44 %	↑
5	Health Benefits	40 %	40.92 %	14.75 %	↑
6	Placements	4	NA	7	
7	Intakes	14	NA	29	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	1	NA	14	

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 8/31/2013

Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	41.48 %	↓
2	Entered Employment Rate LTY	50 %	NA	37.59 %	↓
3	Employed on the 90th Day	67 %	NA	72.66 %	↑
4	Employed on the 180th Day	55 %	NA	94.66 %	↑
5	Health Benefits	40 %	40.92 %	40.71 %	↑
6	Placements	71	NA	112	
7	Intakes	104	NA	226	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	8	NA	22	

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 8/31/2013

Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	54.38 %	↑
2	Entered Employment Rate LTY	50 %	NA	57.22 %	↑
3	Employed on the 90th Day	67 %	NA	81.30 %	↓
4	Employed on the 180th Day	55 %	NA	79.57 %	↓
5	Health Benefits	40 %	40.92 %	48.21 %	↓
6	Placements	9	NA	15	
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 8/31/2013

Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	49.35 %	↑
2	Entered Employment Rate LTY	50 %	NA	50.39 %	↓
3	Employed on the 90th Day	67 %	NA	94.87 %	↑
4	Employed on the 180th Day	55 %	NA	98.28 %	↑
5	Health Benefits	40 %	40.92 %	53.61 %	↓
6	Placements	8	NA	9	
7	Intakes	8	NA	9	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	1	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB Refugee Balanced Scorecard Report

Report Date: 10/1/2012 To 8/31/2013

Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	40 %	39.47 %	41.57 %	↓
2	Entered Employment Rate LTY	50 %	NA	39.01 %	↓
3	Employed on the 90th Day	67 %	NA	77.62 %	↓
4	Employed on the 180th Day	55 %	NA	71.26 %	↑
5	Health Benefits	40 %	40.92 %	44.79 %	↓
6	Placements	103	NA	151	
7	Intakes	157	NA	333	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	11	NA	63	

ND = No data

NA = Region performance not applicable for this measure

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SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: WORKFORCE SERVICES CONTRACTORS PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: INFORMATION

RECOMMENDATION: N/A

STRATEGIC GOAL:

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

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

BACKGROUND:

For Program Year (PY) 2013-2014, the Workforce Services Contractors, from July 1, 2013, through August 31, 2013, assisted in placing into employment a total of 5,564 job seekers.

The performance statistics covering the period of July 1, 2013 through August 31, 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 35.8 percent. In this category, the region is ranked 9th out of the 24 Regional Workforce Boards in the State.
- The region's Veterans Program EER is at 46.1 percent. In this category, the region is ranked 8th 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 45.1 percent. In this category, the region is ranked 15th out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program EER is at 28.5 percent. In this category, the region is ranked 14th out of the 24 Regional Workforce Boards in the State.

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

DEO Monthly Management Report
July 1, 2013 through August 31, 2013 (Year-to-Date)

Wagner-Peyser Entered Employment Rate				
Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	9	879	1,045	84.1 %
2	15	5,986	10,518	56.9 %
3	10	1,129	2,019	55.9 %
4	16	1,829	3,288	55.6 %
5	14	3,404	6,534	52.1 %
6	22	3,885	8,170	47.6 %
7	2	678	1,478	45.9 %
8	19	487	1,358	35.9 %
9	23	5,564	15,539	35.8 %
10	3	317	898	35.3 %
11	5	827	2,397	34.5 %
12	17	2,086	6,479	32.2 %
13	20	1,707	5,410	31.6 %
14	4	874	2,978	29.3 %
15	7	261	895	29.2 %
16	13	1,983	6,962	28.5 %
17	11	1,488	5,324	27.9 %
18	21	2,451	9,219	26.6 %
19	8	2,841	10,891	26.1 %
20	12	3,520	13,755	25.6 %
21	24	1,880	7,402	25.4 %
22	1	1,018	4,128	24.7 %
23	6	353	1,518	23.3 %
24	18	1,334	5,750	23.2 %
	SW	46,781	133,955	34.9 %

Veterans Entered Employment Rate				
Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	10	95	110	86.4 %
2	16	124	163	76.1 %
3	22	184	242	76.0 %
4	9	56	74	75.7 %
5	2	122	221	55.2 %
6	20	106	202	52.5 %
7	14	285	575	49.6 %
8	23	146	317	46.1 %
9	15	286	638	44.8 %
10	13	159	366	43.4 %
11	17	118	304	38.8 %
12	5	55	162	34.0 %
13	7	20	62	32.3 %
14	24	132	428	30.8 %
15	19	25	84	29.8 %
16	3	12	41	29.3 %
17	6	17	58	29.3 %
18	4	93	321	29.0 %
19	1	118	411	28.7 %
20	18	158	617	25.6 %
21	8	295	1,160	25.4 %
22	11	106	421	25.2 %
23	12	238	965	24.7 %
24	21	99	420	23.6 %
	SW	3,049	8,362	36.5 %

DEO Monthly Management Report
July 1, 2013 through August 31, 2013 (Year-to-Date)

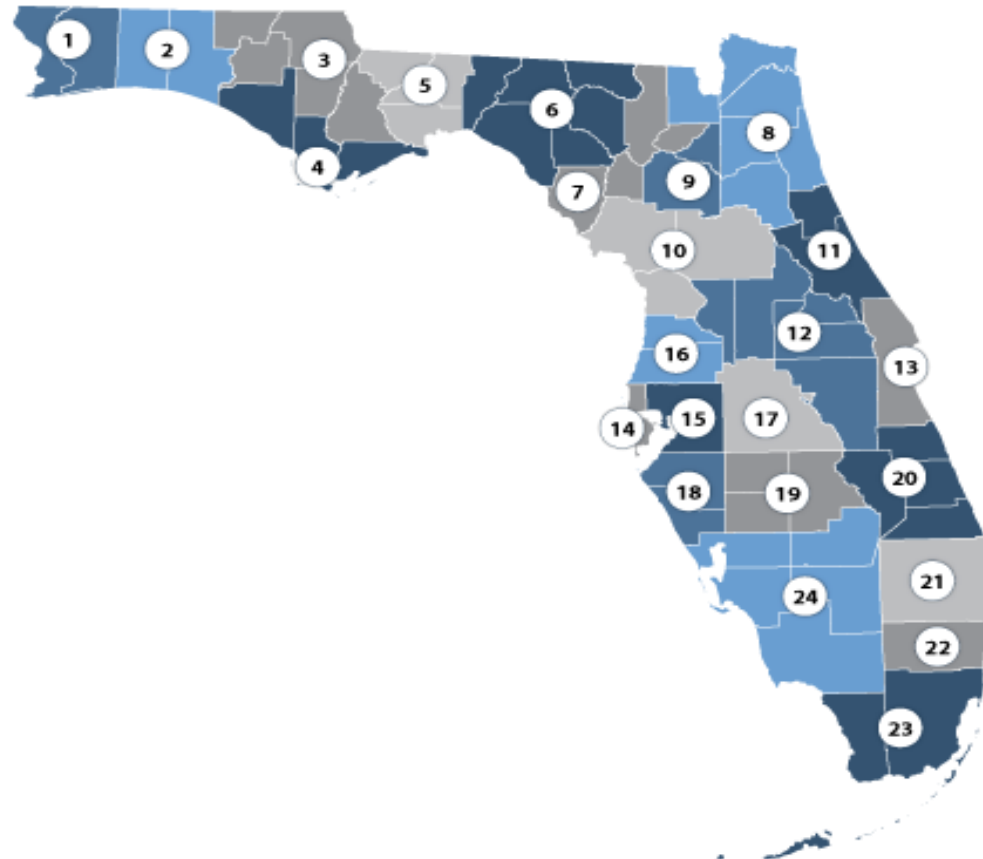
Welfare Transition Participation Rate (All Family)				
Rank	Region	Work Engaged	Received TANF	Performance
1	9	259	337	76.9 %
2	7	103	163	63.2 %
3	5	409	663	61.7 %
4	15	781	1,363	57.3 %
5	14	538	954	56.4 %
6	17	494	927	53.3 %
7	22	839	1,621	51.8 %
8	21	301	611	49.3 %
9	11	458	930	49.2 %
10	16	285	586	48.6 %
11	13	163	342	47.7 %
12	1	205	435	47.1 %
13	18	338	723	46.7 %
14	19	19	41	46.3 %
15	23	1,546	3,429	45.1 %
16	12	827	1,907	43.4 %
17	24	152	353	43.1 %
18	6	37	93	39.8 %
19	10	181	456	39.7 %
20	2	23	83	27.7 %
21	8	565	2,333	24.2 %
22	20	100	488	20.5 %
23	3	15	82	18.3 %
24	4	21	120	17.5 %
	SW	8,659	19,040	45.5 %

Welfare Transition Entered Employment Rate				
Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	3	12	31	38.7 %
2	16	90	271	33.2 %
3	5	54	165	32.7 %
4	9	29	91	31.9 %
5	18	112	351	31.9 %
6	21	74	236	31.4 %
7	13	42	136	30.9 %
8	1	69	224	30.8 %
9	6	15	49	30.6 %
10	7	19	62	30.6 %
11	17	128	422	30.3 %
12	11	104	359	29.0 %
13	2	12	42	28.6 %
14	23	390	1,367	28.5 %
15	14	141	501	28.1 %
16	22	185	660	28.0 %
17	12	238	856	27.8 %
18	15	179	700	25.6 %
19	10	54	229	23.6 %
20	8	174	847	20.5 %
21	24	39	190	20.5 %
22	20	53	294	18.0 %
23	19	4	23	17.4 %
24	4	11	73	15.1 %
	SW	2,228	8,179	27.2 %

Regional Workforce Boards

Size Category A:

Region	Workforce Board
8	Worksource
12	Workforce Central Florida
14	WorkNet Pinellas
15	Tampa Bay Workforce Alliance
21	Workforce Alliance
22	Workforce One
23	South Florida Workforce
24	Southwest Florida Works





SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

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 of the revised the Workforce Services Balanced Scorecard and 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 August 31, 2013.

A performance summary of the Workforce Services Contractors for the same period is attached. The summary indicates that 9 of the 13 Workforce Services locations met at least 50 percent of the PY 2012-13 Balanced Scorecard measures. SFWIB staff recommends that the WSI Committee recommend to the Board the approval to authorize staff to implement the revised Workforce Services Balanced Scorecard as shown on the attachment (current and proposed). Primarily, all the Balanced Scorecard Performance Measures will be Individual/Per Center (no more Regional gateway). To ensure that the Region makes its performance, the Regional performance measures changed to Individual/Per Center performance measures have an increase of 3% or no change for the standard.

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, 2013 through September 30, 2013) *				
Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures *****	% of Performance Measures Standards Met
Arbor E&T, LLC	Carol City Career Center	7	17	41%
	Hialeah Gardens Career Center	11	17	65%
City of Hialeah	Hialeah Downtown Career Center	6	17	35%
City of Miami	City of Miami Career Center	6	17	35%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	9	17	53%
Transition, Inc.	Transition ** Offender Service Center	3	9	33%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	11	17	65%
Youth Co-Op, Inc.	Florida Keys *** Career Center	10	16	63%
	Homestead Career Center	11	17	65%
	Little Havana Career Center	10	17	59%
	Northside Career Center	9	17	53%
	Perrine Career Center	11	17	65%
	West Dade Career Center	9	17	53%
Region	All	9	17	53%

* Draft

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

*** Florida Keys - Level of Servicess (due to required funding allocation) is not included

SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Regional

Regional			
	Measure	Standard	Region
1	Level of Services for Special Groups	89.95 %	100.00 %
2	Training Completion Rate	70 %	95.08 %
3	Training Completion Placement Rate	70 %	81.03 %
4	Training Related Placements	70 %	95.74 %
5	Net Economic Benefit	\$25,632.00	\$27,371.87
6	Employment After Services (EAS)	2,636	1,909
7	EAS within 90 Days	1,235	1,135
8	Cost Per Placement	\$3,844.98	\$4,896.14
9	Jobs Openings Filled Rate	62 %	70.89 %
10	Job Openings Index	2,847	3,622

Regional			
	Measure	Standard	Region
12	WP Entered Employment Rate	40 %	30.70 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %
14	CAP Entered Employment Rate	35 %	29.94 %
15	CAP Participation Rate	55 %	45.09 %
16	CAP Two-Family Participation Rate	90 %	64.93 %
17	Short-Term Veterans EER	45 %	37.42 %
18	SNAP EER	20 %	25.00 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	6.80 %	6.92 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	100.00 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$18,834.37
6	Employment After Services (EAS)	199	140
7	EAS within 90 Days	91	47
8	Cost Per Placement	\$3,845.00	\$5,048.80
9	Jobs Openings Filled Rate	62 %	67.74 %
10	Job Openings Index	215	161

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	23.59 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	31.85 %
15	CAP Participation Rate	55 %	45.09 %	34.22 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	9.38 %
17	Short-Term Veterans EER	45 %	37.42 %	72.73 %
18	SNAP EER	20 %	25.00 %	9.09 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	4.98 %	4.04 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	100.00 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$18,453.11
6	Employment After Services (EAS)	143	96
7	EAS within 90 Days	62	62
8	Cost Per Placement	\$3,845.00	\$5,389.09
9	Jobs Openings Filled Rate	62 %	74.42 %
10	Job Openings Index	155	238

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	25.21 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	40.28 %
15	CAP Participation Rate	55 %	45.09 %	75.24 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	92.59 %
17	Short-Term Veterans EER	45 %	37.42 %	12.50 %
18	SNAP EER	20 %	25.00 %	50.00 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Arbor

Opa Locka

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups		0.61 %
2	Training Completion Rate	70 %	ND
3	Training Completion Placement Rate	70 %	ND
4	Training Related Placements	70 %	ND
5	Net Economic Benefit		ND
6	Employment After Services (EAS)		27
7	EAS within 90 Days	17	21
8	Cost Per Placement		\$.00
9	Jobs Openings Filled Rate	62 %	97.37 %
10	Job Openings Index		10

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	29.12 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	ND
14	CAP Entered Employment Rate	35 %	29.94 %	ND
15	CAP Participation Rate	55 %	45.09 %	ND
16	CAP Two-Family Participation Rate	90 %	64.93 %	ND
17	Short-Term Veterans EER	45 %	37.42 %	33.33 %
18	SNAP EER	20 %	25.00 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	7.55 %	6.78 %
2	Training Completion Rate	70 %	87.50 %
3	Training Completion Placement Rate	70 %	28.57 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$19,750.46
6	Employment After Services (EAS)	220	161
7	EAS within 90 Days	104	94
8	Cost Per Placement	\$3,845.00	\$4,872.20
9	Jobs Openings Filled Rate	62 %	68.15 %
10	Job Openings Index	238	284

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	21.30 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	97.87 %
14	CAP Entered Employment Rate	35 %	29.94 %	38.27 %
15	CAP Participation Rate	55 %	45.09 %	50.52 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	61.11 %
17	Short-Term Veterans EER	45 %	37.42 %	3.85 %
18	SNAP EER	20 %	25.00 %	15.38 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

City of Miami

City of Miami

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	5.36 %	5.85 %
2	Training Completion Rate	70 %	ND
3	Training Completion Placement Rate	70 %	ND
4	Training Related Placements	70 %	ND
5	Net Economic Benefit	\$25,632.00	ND
6	Employment After Services (EAS)	163	111
7	EAS within 90 Days	72	78
8	Cost Per Placement	\$3,845.00	\$5,010.43
9	Jobs Openings Filled Rate	62 %	73.04 %
10	Job Openings Index	176	191

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	40.71 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	ND
14	CAP Entered Employment Rate	35 %	29.94 %	19.48 %
15	CAP Participation Rate	55 %	45.09 %	25.97 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	25.00 %
17	Short-Term Veterans EER	45 %	37.42 %	ND
18	SNAP EER	20 %	25.00 %	43.48 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	7.76 %	11.32 %
2	Training Completion Rate	70 %	ND
3	Training Completion Placement Rate	70 %	ND
4	Training Related Placements	70 %	ND
5	Net Economic Benefit	\$25,632.00	ND
6	Employment After Services (EAS)	218	314
7	EAS within 90 Days	204	204
8	Cost Per Placement	\$3,845.00	\$2,567.70
9	Jobs Openings Filled Rate	62 %	93.05 %
10	Job Openings Index	235	448

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	41.04 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	36.43 %
15	CAP Participation Rate	55 %	45.09 %	52.77 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	55.56 %
17	Short-Term Veterans EER	45 %	37.42 %	24.00 %
18	SNAP EER	20 %	25.00 %	7.69 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	2.21 %	1.81 %
2	Training Completion Rate	70 %	0.00 %
3	Training Completion Placement Rate	70 %	0.00 %
4	Training Related Placements	70 %	0.00 %
5	Net Economic Benefit	\$25,632.00	\$.00
6	Employment After Services (EAS)	68	26
7	EAS within 90 Days	16	18
8	Cost Per Placement	\$3,845.00	\$8,852.57
9	Jobs Openings Filled Rate	62 %	55.81 %
10	Job Openings Index	74	58

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	42.42 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	83.33 %
14	CAP Entered Employment Rate	35 %	29.94 %	0.00 %
15	CAP Participation Rate	55 %	45.09 %	ND
16	CAP Two-Family Participation Rate	90 %	64.93 %	ND
17	Short-Term Veterans EER	45 %	37.42 %	100.00 %
18	SNAP EER	20 %	25.00 %	ND

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	5.19 %	8.77 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	100.00 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$27,212.94
6	Employment After Services (EAS)	158	70
7	EAS within 90 Days	45	39
8	Cost Per Placement	\$3,845.00	\$7,712.68
9	Jobs Openings Filled Rate	62 %	42.16 %
10	Job Openings Index	171	176

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	13.57 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	50.00 %
15	CAP Participation Rate	55 %	45.09 %	73.68 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	75.00 %
17	Short-Term Veterans EER	45 %	37.42 %	50.00 %
18	SNAP EER	20 %	25.00 %	30.56 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	5.96 %	2.78 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	100.00 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$55,175.40
6	Employment After Services (EAS)	188	113
7	EAS within 90 Days	73	91
8	Cost Per Placement	\$3,845.00	\$5,478.34
9	Jobs Openings Filled Rate	62 %	63.87 %
10	Job Openings Index	203	177

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	34.66 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	60.00 %
15	CAP Participation Rate	55 %	45.09 %	100.00 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	ND
17	Short-Term Veterans EER	45 %	37.42 %	42.86 %
18	SNAP EER	20 %	25.00 %	83.33 %

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	5.08 %	5.65 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	83.33 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$39,221.17
6	Employment After Services (EAS)	144	117
7	EAS within 90 Days	76	73
8	Cost Per Placement	\$3,845.00	\$4,510.80
9	Jobs Openings Filled Rate	62 %	79.94 %
10	Job Openings Index	155	270

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	29.74 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	35.29 %
15	CAP Participation Rate	55 %	45.09 %	55.88 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	45.45 %
17	Short-Term Veterans EER	45 %	37.42 %	28.57 %
18	SNAP EER	20 %	25.00 %	25.00 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	9.59 %	8.14 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	100.00 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$30,697.40
6	Employment After Services (EAS)	287	124
7	EAS within 90 Days	80	60
8	Cost Per Placement	\$3,845.00	\$8,042.26
9	Jobs Openings Filled Rate	62 %	69.51 %
10	Job Openings Index	310	512

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	41.58 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	35.71 %
15	CAP Participation Rate	55 %	45.09 %	48.03 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	77.78 %
17	Short-Term Veterans EER	45 %	37.42 %	100.00 %
18	SNAP EER	20 %	25.00 %	6.25 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	11.12 %	11.19 %
2	Training Completion Rate	70 %	87.50 %
3	Training Completion Placement Rate	70 %	85.71 %
4	Training Related Placements	70 %	100.00 %
5	Net Economic Benefit	\$25,632.00	\$23,837.16
6	Employment After Services (EAS)	335	222
7	EAS within 90 Days	144	133
8	Cost Per Placement	\$3,845.00	\$5,204.53
9	Jobs Openings Filled Rate	62 %	74.83 %
10	Job Openings Index	362	409

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	37.51 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	25.46 %
15	CAP Participation Rate	55 %	45.09 %	36.04 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	69.23 %
17	Short-Term Veterans EER	45 %	37.42 %	61.54 %
18	SNAP EER	20 %	25.00 %	22.73 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	7.80 %	17.75 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	80.00 %
4	Training Related Placements	70 %	87.50 %
5	Net Economic Benefit	\$25,632.00	\$33,774.23
6	Employment After Services (EAS)	222	205
7	EAS within 90 Days	133	132
8	Cost Per Placement	\$3,845.00	\$3,955.64
9	Jobs Openings Filled Rate	62 %	60.03 %
10	Job Openings Index	239	301

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	44.04 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	35.48 %
15	CAP Participation Rate	55 %	45.09 %	50.37 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	66.67 %
17	Short-Term Veterans EER	45 %	37.42 %	71.43 %
18	SNAP EER	20 %	25.00 %	25.00 %

ND = No Data

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SFWIB Balanced Scorecard Report

Report Date: 7/1/2013 To 9/30/2013

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	10.54 %	8.39 %
2	Training Completion Rate	70 %	100.00 %
3	Training Completion Placement Rate	70 %	75.00 %
4	Training Related Placements	70 %	83.33 %
5	Net Economic Benefit	\$25,632.00	\$25,958.45
6	Employment After Services (EAS)	291	183
7	EAS within 90 Days	118	83
8	Cost Per Placement	\$3,845.00	\$5,985.21
9	Jobs Openings Filled Rate	62 %	56.96 %
10	Job Openings Index	314	376

Regional & Per Center				
	Measure	Standard	Region	Center
12	WP Entered Employment Rate	40 %	30.70 %	32.75 %
13	WIA Adult & Dislocated Worker EER	85 %	99.40 %	100.00 %
14	CAP Entered Employment Rate	35 %	29.94 %	40.15 %
15	CAP Participation Rate	55 %	45.09 %	65.31 %
16	CAP Two-Family Participation Rate	90 %	64.93 %	75.51 %
17	Short-Term Veterans EER	45 %	37.42 %	18.75 %
18	SNAP EER	20 %	25.00 %	23.81 %

ND = No Data

Last Run Date: 10/7/2013 8:54:22 AM

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(CURRENT) SFWIB Balanced Scorecard

Provider Name - Career Center

Per Center				Regional & Per Center				
	Measure	Standard	Center		Measure	Standard	Region	Center
1	Level of Services for Special Groups	90.0%		11	WP Entered Employment Rate	40%	30%	
2	Training Completion Rate	70%		12	WIA Adult & Dislocated Worker EER	85%	99%	
3	Training Completion Placement Rate	70%		13	CAP Entered Employment Rate	35%	30%	
4	Training Related Placements	70%		14	CAP Participation Rate	55%	45%	
5	Net Economic Benefit	\$25,632		15	CAP Two-Family Participation Rate	90%	65%	
6	Employment After Services (EAS)	210		16	Short-Term Veterans EER	45%	36%	
7	EAS within 90 Days	90		17	SNAP EER	20%	25%	
8	Cost Per Placement	\$3,845						
9	Jobs Openings Filled Rate	62%						
10	Job Openings Index	228						

Workforce Services contractors must meet at least 50 percent (9 of 17) of the PY 2013-14 Balanced Scorecard performance measures for renewal and/or future contract consideration.

Note: QA Performance Measures are not included for the percent of performance measures that the Workforce Services contractor must meet. QA Performance Measures are only for pay points incentives.

(PROPOSED) SFWIB Balanced Scorecard

Provider Name - Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services for Special Groups	90%	- Monroe \$
2	Training Completion Rate	70%	no change
3	Training Completion Placement Rate	70%	no change
4	Training Related Placements	70%	no change
5	EAS within 90 Days (Gateway to 65%) *	ind #	no change
6	Employment After Services (EAS)	ind #	no change
7	Cost Per Placement	\$3,845	no change
8	Jobs Openings Filled Rate (Gateway to JOI) **	62%	no change
9	Job Openings Index (JOI)	ind #	no change
10	WP Entered Employment Rate	43%	+3%
11	Short-Term Veterans EER	48%	+3%
12	WIA Adult & Dislocated Worker EER	85%	no change
13	CAP Participation Rate (Gateway to CAP EER) ***	55%	no change
14	CAP Entered Employment Rate (EER)	38%	+3%
15	SNAP EER	23%	+3%

Workforce Services contractors must meet at least 65 percent (10 of 15) of the PY 2013-14 Balanced Scorecard performance measures for renewal and/or future contract consideration.

Gateways:

**EAS within 90 days (Gateway to 65%) = must be one of the performance measures met towards the 65% (1 of the 10).*

***Job Openings Filled Rate (Gateway to JOI) = must be at least 62% to consider the Job Openings Index (JOI)*

Note: ind. # = each career center has a per center standard number

Proposed:

1. Remove Regional Gateway standards for Performance Measures. Now all Per Career Center Performance Measures standards with an increase of 3% (except the WIA Adult & DW EER and CAP Participation Rate - All Family).
2. Remove two performance measures: 1. Net Economic Benefit and 2. CAP Two-Family Participation Rate.
3. Increase the standard of the Balanced Scorecard Performance Measures met from 50% (9 of 17) to 65% (10 of 15).
4. Add that the Employment After Services (EAS) within 90 days performance measure must be 1 of the 10 performance measures met towards the 65% standard.
5. Maintain the Job Openings Filled Rate performance measure at 62% as a Gateway to the Job Openings Index (JOI) performance measure



SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: APPROVAL TO ALLOCATE RET FUNDS FOR SHORT-TERM HOSPITALITY TRAINING PROGRAM

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the WSI Committee recommend to the Board the approval of allocating up to \$50,000 in Refugee Employment & Training Program (RET) funds to train up to 60 RET participants in Hospitality Management at Miami Dade College (MDC).

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 Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$150,000 for short-term training for RET participants for the period of October 1, 2013 through March 31, 2014. The DCF Refugee Services approved MDC's Hospitality Management Program as appropriate short-term training, affording eligible RET participants an opportunity to acquire specific job skills and industry-recognized certification. This training program was previously approved at the SFWIB emergency meeting on May 14, 2013 for the RET contract period that ended September 30, 2013.

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

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

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

- Funding Up to: \$50,000
- Maximum Number to Be Trained: 60
- Projected Placements within 60 Days of Completion: 70%
- Program Cost: \$825 Cost Per Participant
- Program Length: 90 Hours in 5 weeks
- Housekeeping/Food Servers Occupations: Annual Average Salary \$18,408
- Economic Benefit Per Placement: \$18,408
- Net Economic Benefit Per Placement: \$17,583
- Return on Investment: \$10.44

FUNDING: Refugee Employment and Training dollars \$50,000

PERFORMANCE: N/A

ATTACHMENT



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

Program Description

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

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

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

Program cost includes:

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

Hospitality Fifty (50) hours of instruction over a five (5) week period

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



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

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

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

Summary of Intensive English as a Second Language (ESL)

Program Components:

I. Intensive English

Description

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

Objective

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

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

II. Conversation-Pronunciation

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

Objective

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

1. Engage in active, meaningful communicative practice in order to acquire the necessary knowledge and skills to speak more fluently and confidently.

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

Program Options – Proposed Schedules

To accommodate student schedules three options will be offered:

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

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

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

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

Morning (Option 1)

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

Afternoon (Option 2)

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

Evening (Option 3)

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



SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: APPROVAL TO ALLOCATE RET FUNDS FOR SHORT-TERM AUTOMOTIVE TRAINING PROGRAM

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the WSI Committee recommend to the Board the approval to allocate up to \$50,000 in Refugee Employment & Training Program (RET) funds to train up to 60 RET participants in Automotive Technicians at Miami-Dade County Public Schools (MDCPS).

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 Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$150,000 for short-term training for RET participants for the period of October 1, 2013 through March 31, 2014. The DCF Refugee Services approved M-DCPS's Automotive Technician Program as appropriate short-term training, affording eligible RET participants an opportunity to acquire specific job skills and industry-recognized certification. This training program was previously approved at the SFWIB emergency meeting on May 14, 2013 for the RET contract period that ended September 30, 2013.

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

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

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

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

- Funding Up to: \$50,000
- Maximum Number to Be Trained: 60
- Projected Placements within 60 Days of Completion: 70%
- Program Cost: \$632 Cost Per Participant
- Cost of Exam: \$66 (Average of 3 Exams) \$198 (3 Exams Per Participant)
- Program Length: 8 weeks
- Automotive Technician Occupations: Annual Average Salary \$18,720
- Economic Benefit Per Placement: \$18,720
- Net Economic Benefit Per Placement: \$12,611
- Return on Investment: \$2.06

FUNDING: Refugee Employment and Training dollars \$50,000

PERFORMANCE: N/A

ATTACHMENT

Automotive Employment Training Proposal
Prepared for South Florida Workforce by:
Miami-Dade County Public Schools, Office of Adult and Community Education

Program Description:

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

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

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

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

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

Program cost includes:

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

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

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

Optional cost \$66 for each ASE Exam

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

Eight Exams are as follows:

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

Schedule:

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

All classes meet from Monday through Friday.

Morning (Option 1)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.	8:00 – 1:30 p.m.

Evening (Option 2)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.	5:30 – 11:00 p.m.



SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE

DATE: 10/17/2013

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: APPROVAL TO ALLOCATE RET FUNDS FOR SHORT-TERM AUTOMOTIVE TRAINING PROGRAM

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SSFWIB staff recommends that the WSI Committee recommend to the Board the approval to allocate up to \$50,000 in Refugee Employment & Training Program (RET) funds to train up to 20 RET participants in an Automotive Program at American Advanced Technician Institute (AATI).

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 Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$150,000 for short-term training for RET participants for the period of October 1, 2013 through March 31, 2014. The DCF Refugee Services approved AATI's Automotive (Engine Performance and Electrical/Electronic Systems) Program as appropriate short-term training, affording eligible RET participants an opportunity to acquire specific job skills and industry-recognized certification. This training program was previously approved at the SFWIB emergency meeting on May 14, 2013 for the RET contract period that ended September 30, 2013.

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

The training will take place at AATI accredited by Accrediting Council for Continuing Education and Training (ACCET) based on twenty students per cohort. The delivery of instruction includes engine performance and electrical/electronic systems.

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

- Funding Up to: \$50,000
- Maximum Number to Be Trained: 20
- Projected Placements within 60 Days of Completion: 80%
- Program Cost: \$1,400 Cost Per Participant
- Program Cost Includes: Registration Fee and Assessment, Books and Supplies, Instruction Cost, Certification Exams, Completion Certificate, County License (Technician or Apprentice), and Continuing Education Letter
- Program Length: 8 weeks
- Automotive Technician Occupations: Annual Average Salary \$23,048
- Economic Benefit Per Placement: \$23,048
- Net Economic Benefit Per Placement: \$16,423
- Return on Investment: \$2.48

FUNDING: Refugee Employment and Training dollars \$50,000

PERFORMANCE: N/A

ATTACHMENT



Proposed Automotive Employment Training Project

American Advanced Technician Institute

Program Description

To offer a comprehensive workforce training program for eligible refugee participants through American Advanced Technician Institute's Automotive Program. The program consists of 4 separate modules, each one hundred and ninety hours (190) hours.

- | | |
|--|-----------|
| 1) Breaks & ABS System and Electrical/Electronic Systems | 190 Hours |
| 2) Engine Performance and Electrical/Electronic Systems | 190 Hours |
| 3) Heating & A/C Engine Cooling System and Electrical/Electronic Systems | 190 Hours |
| 4) Suspension, Steering & Alignment, and Electrical/Electronic Systems | 190 Hours |

Number of students:	20 students per cohort
Expected start date:	TBA
Program length:	190 hours in 7 weeks and 6 days – Monday through Friday
Program Cost:	\$1400 cost per participant
Schedule:	Mornings: Monday – Friday: 8:00 a.m. – 1:00 p.m. or Afternoons: Monday – Friday 1:15 p.m. to 6:15 p.m.
Bilingual Classes:	English/Spanish or English/Creole
Certificate Exams:	Exams will be provided in English, Spanish and Creole
Special Accommodations:	Students may request to bring a reader to the exam
Placement:	80% Commitment based on completion of training, obtaining certificate and/or apprentice license within 90 days
Eligibility Requirements:	Assessment Test to be provided by AATI

Program cost includes:

- Registration Fee and Assessment
- Books and Supplies
- Instruction Cost including Salary/Fringes
- Certification Exams
- Completion Certificate
- County License (Technician or Apprentice)
- Continuing Education Letter

Program Curriculum/ Syllabus: Course Syllabus and Detailed Daily Lesson Plan for each Module is Attached. 40% of each module consists of lab hours /hands on experience.

Accreditation: Accrediting Council for Continuing Education and Training (ACCET)