



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE  
Thursday, December 18, 2014  
8:00 A.M.**

Miami Dade College, North Campus  
Building #3 - Conference Center, 2nd floor  
11380 N. W. 27th Avenue  
Miami, FL 33167

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
  - A. June 19, 2014
  - B. August 21, 2014
  - C. October 30, 2014
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Balanced Scorecard and Job Placements Update
6. Information – Workforce Services Regional Performance Overview
7. Recommendation as to Approval of a RET Automotive Technician Short Term Training Program



**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**AGENDA ITEM NUMBER: 2A**

**DATE:** December 18, 2014, 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

June 19, 2014 at 8:00am  
 Doubletree Hotel – Convention Center  
 711 N.W 72<sup>nd</sup> Avenue  
 Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Garza, Maria 4. Huston, Albert 5. Manning, Anne	Battle, Jorge - <i>Rescare</i>  Cepeda, Margarita – <i>UNIDAD of Miami Beach</i>	Gavira, Beatriz – SER North Miami Beach Gilbert, David – <i>City of Miami</i>  Gonzalez, Ana M. – City of Hialeah
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>  6. Arboleda, Carlos 7. Socorro, Ivonne	Collazo, Javier – <i>City of Hialeah</i>  Costas, Jorge – <i>Youth Co-Op, Inc.</i>  Donovan, Delvin – <i>UNIDAD of Miami Beach</i>	Malony, Arnold – <i>Arbor E&amp;T</i>  Perez Barroto, Connie- <i>Youth Co-Op, Inc.</i> Someillan, Ana – <i>Adults Mankind Organization, Inc.</i>
<b>SFW STAFF</b> Almagro, Olivia Alonso, Gustavo Beasley, Rick Hernandez, Juan	Flores, Oscar – <i>AATI</i>  Garcia, Sary – <i>UNIDAD of Miami Beach</i>	St. Jean, Donard – <i>Dade Institute of Technology</i>  Subarana, Maria – <i>City of Hialeah</i>  Thompson, Nancy – <i>Rescare</i>  Quiros, Vivian – <i>Sullivan &amp; Cogliano</i>

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

WSI Committee Chairman, Daniel Fils-Aime called the meeting to order at 8:13am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had been achieved.

**2. Approval of WSI Committee Meeting Minutes for October 17, 2014, February 27, 2014 and April 24, 2014**

Mr. Albert Huston moved the approval of October 17, 2014, February 27, 2014 and April 24, 2014 meeting minutes. Motion seconded by Ms. Victoria Dubois; Motion Passed Unanimously

**3. Information- Refugee Employment and Training Program Performance Overview**

Mr. Hernandez presented the item and noted that a total of 4,638 refugee job seekers received placement services during the period of October 1, 2013, through March 31, 2014 compared to 3,973 for the same period last Program Year (PY). He also read the following stats into record:

- 10,887 refugee job seekers have been enrolled in the RET program;
- 2,681 refugees placed in employment are still working after 90 days of hire;
- 2,107 refugees placed in employment are still working after 180 days of hire; and
- 1,837 refugees placed in employment are also receiving health benefits through their employer.

Ms. Garza verified with staff the number of individuals that were placed, as well as those still employed after 90 days.

**4. Information– Refugee Employment and Training Program Balanced Scorecard Update**

Mr. Hernandez presented the item and read into record the refugee employment and training program balanced scorecard summary report, which shows that all of the contractors met or exceeded the 65 percent of the PY 2013-14 performance measures.

Chairman Fils-Aime congratulated the contractors for meeting their performance measures.

No further questions or discussions.

**5. Information– Workforce Services Contractors Regional Performance Overview**

Mr. Hernandez read the following stats into record:

For Program Year (PY) 2013-2014 (July 1, 2013 – February 28, 2014), the Workforce Services Contractors assisted the placement of 35,117 job seekers into employment compared to 36,476 for the same period last Program Year.

Moreover, the performance statistics covering the period of July 1, 2013 through February 28, 2014 in 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 43% which resulted in this region ranking ninth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 48%, resulting in tenth 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 43% in the All Family Participation Rate, resulting in ninth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region's Entered Employment rate is slightly over 29% resulting in fifth place ranking out of the 24 Regional Workforce Board in the State.

Chairman Fils-Aime questioned the fact this region is being compared to must smaller regions in Florida. Mr. Hernandez explained the various categories and briefly reviewed with the Committee the DEO Monthly Management Report for the period for July 1, 2013 through April 30, 21014 (Year-to-Date)

#### **6. Information – Workforce Services Balance Scorecard Update**

Mr. Hernandez presented the item and noted that as of the end of March 31, 2014, eight (9) service Contractors were meeting or exceeding 65% of the PY '12-'13 Performance Measures standards. Moreover, 10 of the 12 workforce service locations met the Employment After Services within 90 days performance measure which is one of the performance measure requirements. He additionally reviewed with the Committee the Workforce Services Contractors Performance Summary for the period of July 1, 2013 through May 31, 2014.

Mr. Huston verified with staff the number of contractors that met performances. Mr. Hernandez provided details and noted into record an error in the report. He explained that Arbor E&T (Carol City Career Center) was the only contractor that did not meet performance for the above reporting period.

Ms. Manning requested additional information on the total number of contractors that met performance. Mr. Hernandez provided details.

Nancy Thompson from Arbor E&T(Carol City Career Center) appeared before the Committee and explained that one of the primary reasons for Arbor's low performance had been due to the consolidation of two career centers (Hialeah Gardens and Carol City Career Centers). She also shared with the Committee that Arbor had been known from prior years to be one of the top performing contractors.

Ms. Manning asked whether there has been any improvement since the consolidation of the two career centers. Ms. Thompson explained.

Ana Maria Gonzalez from the City of Hialeah Career Center also appeared before the Committee and provided a summary of the City's current performance improvements. She announced that the City of Hialeah has surpassed performance standards by 2% percent.

Ms. Garza commented that she appreciated the updates provided by the service providers and requested staff continue to provide due diligence, trainings and follow-ups to help them improve performances.

Ms. Manning asked for a follow-up on prior concerns regarding the on-going challenges City of Hialeah experienced. Ms. Gonzalez explained.

Mr. Huston concurred with Ms. Garza with regards to staff making efforts to provide assistance to those with low performances.

#### **7. Recommendation as to Approval of Workforce Services Contractor**

Chairman Fils-Aime introduced the item. Mr. Hernandez further presented and read into record staff's recommendation for the WSI approval to recommend to the Board authorization for staff to negotiate contracts with Workforce Services RFP respondents based on available funds.

Ms. Manning inquired about the term, "due diligence." Mr. Hernandez defined the term and gave examples.

Ms. Garza questioned the number of experienced respondents that failed the RFP. She questioned whether there was much effort made by respondents to ensure high scores had been earned to continue their contracts with SFWIB/CSSF. Ms. Manning concurred. Ms. Garza asked whether the proper documentations were provided to staff in a timely manner. Mr. Hernandez explained the "Cone of silence". Mr. Hernandez reviewed the 2014 Workforce Services RFP and the Scores by Location reports.

Ms. Garza inquired about the purpose for releasing another RFP and Mr. Hernandez explained.

Ms. Manning inquired about the number of centers Youth-Co-op, Inc. currently manages and Mr. Hernandez responded.

Ms. Ann Manning moved the approval of staff recommendations. Motion seconded by Mr. Albert Huston; **Motion Passed with Unanimous Consent**

#### **8. Recommendation as to Approval of the Revised Balance Scorecard Standard and Performance Measures**

Chairman Fils-Aime introduced the item. Mr. Hernandez further presented and read the item into record staff's recommendation for the Committee's approval of the revised Workforce Services Balanced Scorecard performance measures for renewal and/or future contract consideration.

Ms. Manning asked whether this information had been shared with the contractors and Mr. Hernandez responded, "Yes."

Ms. Maria Garza moved the approval of the revised balanced scorecard standard and performance measures. Motion seconded by Ms. Ann Manning; **Motion Passed with Unanimous Consent**

**Added-on Item:**

**9. Recommendation as to Approval of Allocation and Re-Allocation of Refugee Program Funds (Carried over from April 24, 2014 SFWIB Meeting)**

Mr. Hernandez introduced the item and read it into record staff's recommendation for the Committee's approval to recommend to the Board the approval to allocate funds to the Refugee Employment Program Service Providers. He additionally noted that this item had been previously presented at the SFWIB meeting held on April 24, 2014.

Ms. Manning requested additional details and both Mr. Hernandez and SFWIB Assistant Director of Finance, Gustavo Alonso further explained. Ms. Manning requested this item be rewritten for better clarity.

Ms. Ann Manning moved the approval to allocate and reallocate refugee program funds. Motion seconded Mr. Albert Huston; **Motion Passed Unanimously**

There being no further business to come before the Committee the meeting adjourned at 9:14am



**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**AGENDA ITEM NUMBER: 2B**

**DATE:** December 18, 2014, 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

August 21, 2014 at 8:00am  
 Camillus House  
 1603 NW 7th Avenue, 3rd Floor  
 Miami, Florida 33136

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
1. Huston, Albert	Barroso, Greg – <i>City of Key West Fire Department</i>	Gavira, Beatriz – SER North Miami Beach
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>	Costas, Jorge – <i>Youth Co-Op, Inc.</i>	Gilbert, David – <i>City of Miami</i>
2. Fils-Aime, Sr., Daniel– <i>Chair</i>	Dallas, M. Florida Career School	Malony, A. - <i>KRA</i>
3. Arboleda, Carlos	Donovan, Delvin – <i>UNIDAD of Miami Beach</i>	Perez – Barroso – <i>Connie – Youth Co-Op, Inc.</i>
4. DuBois, Victoria	Garcia, Sary – <i>UNIDAD of Miami Beach</i>	Sante, Alicia – <i>Youth Co-Op, Inc.</i>
5. Garza, Maria		Thompson, Nancy – <i>Rescare</i>
6. Manning, Anne		Wright, Shauna – <i>KRA</i>
7. Socorro, Ivonne		
<b>SFW STAFF</b> Hernandez, Juan		

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Albert Huston called the meeting to order at 8:35am in the absence of Chairman, Daniel Fils-Aime, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

**2. Approval of June 19, 2014 WSI Committee Meeting Minutes**  
Deferred

**3. Information- Refugee Employment and Training Program Performance Overview**

Mr. Albert Huston introduced the item. SFWIB Programs Manager, Juan Hernandez further presented and noted that a total of 5,827 refugee job seekers received placement services during the period of

October 1, 2013, through July 31, 2014 compared to 4,941 for the same period last Program Year (PY). He also read the following stats into record:

- 13,936 refugee job seekers have been enrolled in the RET program;
- 3,432 refugees placed in employment are still working after 90 days of hire;
- 2,627 refugees placed in employment are still working after 180 days of hire; and
- 2,312 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

**4. Information– Refugee Employment and Training Program Balanced Scorecard Update**

Mr. Albert Huston introduced the item and Mr. Hernandez further presented. He reviewed the refugee employment and training program balanced scorecard summary report, which indicated that all of the contractors met or exceeded the 65 percent of the PY 2013-14 performance measures.

No further questions or discussions.

**5. Information– Workforce Services Contractors Regional Performance Overview**

Mr. Huston introduced the item and Mr. Hernandez read the following stats into record:

For Program Year (PY) 2013-2014 (July 1, 2013 – June 30, 2014), the Workforce Services Contractors assisted the placement of 43,095 job seekers into employment compared to 43,128 for the same period last Program Year.

Moreover, the performance statistics covering the period of July 1, 2013 through June 30, 2014 in 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 44% which resulted in this region ranking eighth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER was slightly over 52%, which resulted in fourth 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's All Family Participation Rate was slightly over 47% which resulted in ninth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region's Entered Employment rate was slightly over 29%, which resulted in fifth place ranking out of the 24 Regional Workforce Board in the State.

Mr. Huston asked whether this region is being compared to other regions with similar demographics. Mr. Hernandez responded, "No."



**6. Information – Workforce Services Balance Scorecard Job Placements Update**

Mr. Hernandez presented the item and read it into record. He additionally reviewed with the Committee CSSF's Balanced Scorecard Report Monthly Job Placements for the period of July 1, 2014 to July 31, 2014.

No further questions or discussions. However, prior to adjourning the meeting, Mr. Huston opened the discussion to those seated in the audience and Mr. Arnold Malone of KRA Corporation appeared before the committee and inquired about the possibilities of revisiting current placement standards for Opa-Locka Career Center. Mr. Hernandez advised him to contact Executive Director Rick Beasley via e-mail for possible consideration.

There being no further business to come before the Committee, the meeting adjourned at 9:14am



**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**AGENDA ITEM NUMBER: 2C**

**DATE:** December 18, 2014, 8:00AM

**AGENDA ITEM SUBJECT: MEETING MINUTES**

October 30, 2014 at 8:00am  
 Doubletree Hotel – Convention Center  
 711 N.W 72<sup>nd</sup> Avenue  
 Miami, FL 33126

<p><b>COMMITTEE MEMBERS IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>1. DuBois, Victoria</li> <li>2. Fils-Aime, Sr., Daniel– <i>Chair</i></li> <li>3. Garza, Maria</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>4. Arboleda, Carlos</li> <li>5. Huston, Albert</li> <li>6. Manning, Anne</li> <li>7. Socorro, Ivonne</li> </ol> <p><b>SFW STAFF</b>          Hernandez, Juan</p>	<p><b>OTHER ATTENDEES</b></p> <p>Bernadez, Nelson J. – <i>Transition, Inc.</i></p> <p>Gilbert, David – <i>City of Miami</i></p> <p>Manning, Ann – <i>Transition, Inc.</i></p> <p>Someillan, Ana – <i>Adult Mankind Organization, Inc.</i></p>
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Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Chairman, Daniel Fils-Aime called the meeting to order at 8:16am, welcomed all those present, asked the members introduce themselves and noted that a quorum had not been achieved.

**2. Approval of June 19, 2014 and August 21, 2014 WSI Committee Meeting Minutes**  
Deferred

**3. Information- Refugee Employment & Training (RET) Program Performance Overview**

Mr. Hernandez presented the item and read into record the following report for the period of October 1, 2013 to September 30, 2014:

A total of 7,069 refugee job seekers were assisted into employment compared to a 5,955 from the previous Program Year (PY) period.

- 17,139 refugee job seekers have been enrolled in the RET program;
- 4,100 refugees placed in employment are still working after 90 days of hire;
- 3,259 refugees placed in employment are still working after 180 days of hire; and
- 2,750 refugees placed in employment are also receiving health benefits through their employer.

Ms. Garza asked whether this agency received the additional refugee employment and training funding given by the State of Florida. Mr. Hernandez explained that this year's budget had included a reduction of 30% for Refugee Employment and Training; however, the original award had been restored. Ms. Garza also asked whether the funding had to be divided among other programs. Mr. Hernandez responded that was part of the initial plan too, but was also restored. With regards to the nationwide news about the large number of migrant children expected to arrive to the U.S., Ms. Garza inquired about the amount of children that received services in Miami-Dade County. Mr. Hernandez explained the numbers are not readily available; however, noted that he had been informed that there had not been much of an impact in Miami-Dade County.

#### **4. Information– Refugee Employment & Training (RET) Program Balanced Scorecard Update**

Mr. Hernandez presented the item and read into record the refugee employment and training program balanced scorecard summary report, which showed that eight (8) of the nine (9) contractors met or exceeded the 65 percent of the PY 2013-14 performance measures.

Mr. Fils-Aime inquired about Community Coalition, Inc.'s low performance for the above reporting period. Mr. Hernandez explained that the performance improvement teams normally take action after two to three consecutive months of low performances. However, he noted that since this had been only one month's performance result, staff will continue monitor their performance.

Ms. Garza commended the contractors and staff for their current performance results.

#### **5. Information– Workforce Services Regional Performance Overview**

Chairman Fils-Aime introduced the item and Mr. Hernandez further discussed and read the following stats into record:

For Program Year (PY) 2014-2015 (July 1, 2014 – August 31, 2014), the Workforce Services Contractors assisted the placement of 7,252 job seekers into employment compared to 5,564 for the same period last Program Year.

Moreover, the performance statistics covering the period of July 1, 2014 through August 31, 2014 in 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 at 54.3% which resulted in this region ranking sixth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 52%, resulted in seventh place ranking in this category out of the 24 Regional Workforce Boards in the State.

- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the performance statistics for the Workforce Services Contractors revealed the following:
  - The Region' is at 42.6% in the All Family Participation Rate, resulted in twelfth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region's Entered Employment rate is slightly over 35% resulted in sixth place ranking out of the 24 Regional Workforce Board in the State.

Mr. Hernandez additionally advised the Committee that this agency has recently transitioned over to performance based contract.

Mr. Garza recommended the avoidance of pressuring contractors to perform more with less. She emphasized the importance of agencies receiving ample resources in order to be able to provide the services needed to clients. Mr. Hernandez explained how it is a work-in-progress, as the agency continues to transition over to performance based contracts. Executive Director Rick Beasley appeared before the Committee and explained the difference between being a direct provider versus contracting services. Mr. Hernandez explained the benefits of contractors meeting the minimum performance standards, by noting that they are able to "carry-forward unearned dollars." Ms. Gaza asked whether this is done on a quarterly basis. Mr. Hernandez responded, on a monthly basis.

#### **6. Information – Workforce Services Balance Scorecard Update**

Mr. Hernandez presented the item and read it into record. He additionally reviewed with the Committee CSSF's Balanced Scorecard Report Monthly Job Placements for the period of July 1, 2014 to July 31, 2014.

#### **7. Recommendation as to Approval of Ex-Offender Services Contractor**

Mr. Hernandez presented and read the item into record.

Chairman Fils-Aime inquired about the deadline for respondents to submit documentations in order to meet due diligence. Mr. Hernandez responded prior to the contract being executed (as soon as possible).

[Chairman Fils-Aime requested introduction from those seated audience that had just arrived]

**This item had been recommended to the full Board by the consensus of committee members present.**

#### **8. Recommendation as to Approval to Allocate Workforce Investment Act Adult Program Funds to Florida International University for First Generation Scholarship Fund Program**

Mr. Hernandez presented and read the item into record. He additionally noted staff's recommendation to waive the competitive procurement process.

Representatives of Florida International University (FIU) appeared before the Committee and provided details on the program.

Ms. Garza asked whether the students must be seeking a degree in one of the Science Technology Engineering and Math (STEM) fields. They responded "Yes." Ms. Garza further asked whether this is a state-wide initiative. The representatives and Mr. Beasley explained that the scholarships are available at all state universities in Florida and students seeking the scholarship, must be Florida residents.

Chairman Fils-Aime briefly shared his reasons for supporting the item.

**This item had been recommended to the full Board by consensus of the members present.**

There being no further business to come before the Committee the meeting adjourned at 8:55am



**SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 12/18/2014

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM 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) 2014-15, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2014 through November 30, 2014 assisted in placing into employment a total of 1,252 refugee job seekers compared to 1,180 for the same period last Program Year (PY).

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

- 3,599 refugee job seekers enrolled in the RET Program;
- 573 refugees are still working after 90 days of hire;
- 509 refugees are still working after 180 days of hire; and
- 423 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's placements have increased compared to the same period last PY. 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.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 12/18/2014

**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 Program Year 2014-15 from October 1, 2014 through November 30, 2014.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that 5 of 9 Contractors are meeting or exceeding 65 percent of the PY 2014-15 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**

Balanced Scorecard PY '14-'15  
October 1, 2014 - November 30, 2014

<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
Adults Mankind Organization, Inc.	4	5	80%
Arbor E & T, LLC	4	5	80%
Cuban American National Council, Inc.	5	5	100%
Community Coalition, Inc.	2	5	40%
City of Hialeah	2	5	40%
Lutheran Services of Florida, Inc.	3	5	60%
Miami Beach Latin Chamber of Commerce, Inc.	5	5	100%
UNIDAD of Miami Beach, Inc.	3	5	60%
Youth Co-Op, Inc.	5	5	100%

*\* Performance Measures: Entered Employment Rate (EER) and EER Less Than a Year (LTY) will be applied by April 2015.*





**SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 12/18/2014

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD AND JOB PLACEMENTS UPDATE

**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:**

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2014 through November 30, 2014. A performance summary of the Workforce Services Contractors for the same period is attached. The PY 2014-15 Balanced Scorecard summary indicates that 3 of the 14 Workforce Services locations are meeting the required 65 percent of the measures.

The region's Balanced Scorecard Job Placements Year-to-Date (YTD) summary report attached for the period of July 1, 2014 through November 30, 2014 shows that the Region had a total of 25,380 Job Placements, which is 100.4 percent of the minimum standard and 72.7 percent of the maximum standard.

- 8 of the 14 locations have met or exceeded their minimum YTD Job Placements standard
- Transition and Perrine are the only 2 locations that have met or exceeded their YTD maximum Job Placements standard

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY**

Balanced Scorecard PY '14-'15 (July 1, 2014 through November 30, 2014) \*

A Contractor must meet or exceed 65% of the Balanced Scorecard Performance Measures

Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
City of Hialeah	Hialeah Downtown Career Center	10	19	53%
City of Miami	City of Miami Career Center	13	19	68%
KRA Corp.	Carol City Career Center	10	19	52.6%
	Miami Beach Career Center	6	19	32%
	Opa-Locka Career Center	4	19	21.1%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	11	19	58%
Transition, Inc.	Transition ** Offender Service Center	9	16	56%
Youth Co-Op, Inc.	Florida Keys Career Center	12	19	63%
	Homestead Career Center	12	19	63%
	Little Havana Career Center	12	19	63%
	Northside Career Center	11	19	58%
	Perrine Career Center	13	19	68%
	South Miami Career Center	6	19	32%
	West Dade Career Center	15	19	79%
Region	All	12	19	63%

\* Draft

\*\* Transition Inc. does not have the 2 CAP and 1 SNAP performance measures for a total of 16.

# CSSF Balanced Scorecard Report

## Job Placements YTD Summary Report

Date: 07/1/2014 To 11/30/2014

Location	Maximum Standard		Minimum Standard		Total	OE	DJP	Direct Job Placement						OE %	20% Target DJP Rate
	100%	#	100%	#				Univ.	UC	Vet	TANF /CAP	WIA Adult / DW	WIA Training Related		
COH	53.8%	3170	74.7%	2,285	1,706	1,562	144	102	7	4	16	10	5	91.6%	8.4%
COM	70.9%	2495	98.6%	1,795	1,770	1,332	438	307	39	9	49	32	2	75.3%	24.7%
Carol City	79.0%	2990	109.7%	2,155	2,363	2,140	223	168	13	4	24	13	1	90.6%	9.4%
Miami Beach	32.8%	2085	45.5%	1,500	683	622	61	48	0	3	7	3	0	91.1%	8.9%
Opa Locka	21.2%	1635	29.4%	1,175	346	326	20	2	2	0	15	1	0	94.2%	5.8%
NMB	89.3%	3650	123.9%	2,630	3,259	2,890	369	265	36	16	33	15	4	88.7%	11.3%
Transition	103.2%	190	115.3%	170	196	114	82	60	5	1	1	15	0	58.2%	41.8%
Florida Keys	89.8%	675	99.3%	610	606	382	224	168	19	11	8	18	0	63.0%	37.0%
Homestead	73.7%	2370	102.4%	1,705	1,746	1,064	682	569	19	8	50	32	4	60.9%	39.1%
Little Havana	80.0%	3055	110.8%	2,205	2,444	2,072	372	278	26	4	29	34	1	84.8%	15.2%
Northside	75.2%	4650	104.2%	3,355	3,495	2,285	1,210	956	91	13	75	63	12	65.4%	34.6%
Perrine	100.3%	3110	139.6%	2,235	3,120	2,616	504	378	29	22	41	31	3	83.8%	16.2%
South Miami	56.4%	665	78.1%	480	375	202	173	154	5	1	9	3	1	53.9%	46.1%
West Dade	78.8%	4150	109.4%	2,990	3,271	2,584	687	505	44	19	69	44	6	79.0%	21.0%
<b>Total</b>	<b>72.7%</b>	<b>34,890</b>	<b>100.4%</b>	<b>25,290</b>	<b>25,380</b>	<b>20,191</b>	<b>5,189</b>	<b>3,960</b>	<b>335</b>	<b>115</b>	<b>426</b>	<b>314</b>	<b>39</b>	<b>79.6%</b>	<b>20.4%</b>
							<b>% of DJP</b>	<b>76.3%</b>	<b>6.5%</b>	<b>2.2%</b>	<b>8.2%</b>	<b>6.1%</b>	<b>0.8%</b>		



## **SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 12/18/2014

**AGENDA ITEM NUMBER:** 6

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

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** (1) Premier National Provider of Employment and Career Training

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

### **BACKGROUND:**

For Program Year (PY) 2014-2015, the performance statistics attached covering the period of July 1, 2014 through October 31, 2014 on the State's Monthly Management Report (MMR) for the 24 Regional Workforce Boards in the State reveal the following performance for the Region:

- 15,280 job seekers were placed into jobs that exited the system compared to 11,827 for the same period last PY.
- The Wagner-Peyser Entered Employment Rate (EER) is at 56.9 percent and is ranked 5<sup>th</sup>.
- The Veterans Program EER is at 58 percent and is ranked 6<sup>th</sup>.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 42.8 percent and is ranked 13<sup>th</sup>.
- The CAP / WT Program EER is at 37.2 percent and is ranked 6<sup>th</sup>.

The Monthly Job Placement Report - developed by the Florida Department of Economic Opportunity and CareerSource Florida demonstrated on its November 2014 report attached, that CareerSource South Florida (CSSF) placed 6,027 people into jobs, which is a 5 percent increase over November 2013. CSSF was the only workforce region in the State to have an increase in the number of job seekers placed in employment in the month of November.

The region's Workforce Services Contractors and SFWIB staff work diligently through the efforts of the various Performance Improvement Teams (PIT) to continue enhancing the quality of the Workforce Services delivery system and improving performance.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**DEO Monthly Management Report**  
**July 1, 2014 through October 31, 2014 (Year-to-Date)**

Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	1	22	9,070	10,931	83.0%
2	3	15	10,387	12,544	82.8%
3	4	14	6,562	9,165	71.6%
4	2	9	1,832	2,927	62.6%
5	6	23	15,280	26,861	56.9%
6	5	16	3,571	6,369	56.1%
7	8	13	3,680	7,167	51.3%
8	9	5	2,105	4,231	49.8%
9	11	11	2,936	7,075	41.5%
10	12	7	547	1,335	41.0%
11	13	10	2,374	5,818	40.8%
12	10	19	974	2,460	39.6%
13	7	4	1,161	3,037	38.2%
14	14	2	1,035	2,775	37.3%
15	15	17	2,918	8,414	34.7%
16	17	18	2,112	6,546	32.3%
17	16	12	7,242	22,804	31.8%
18	18	3	602	1,933	31.1%
19	19	24	3,431	11,199	30.6%
20	21	20	3,581	11,860	30.2%
21	20	8	5,638	18,781	30.0%
22	22	21	4,538	15,960	28.4%
23	23	1	1,618	6,163	26.3%
24	24	6	691	2,803	24.7%
		SW	93,885	209,158	44.9%

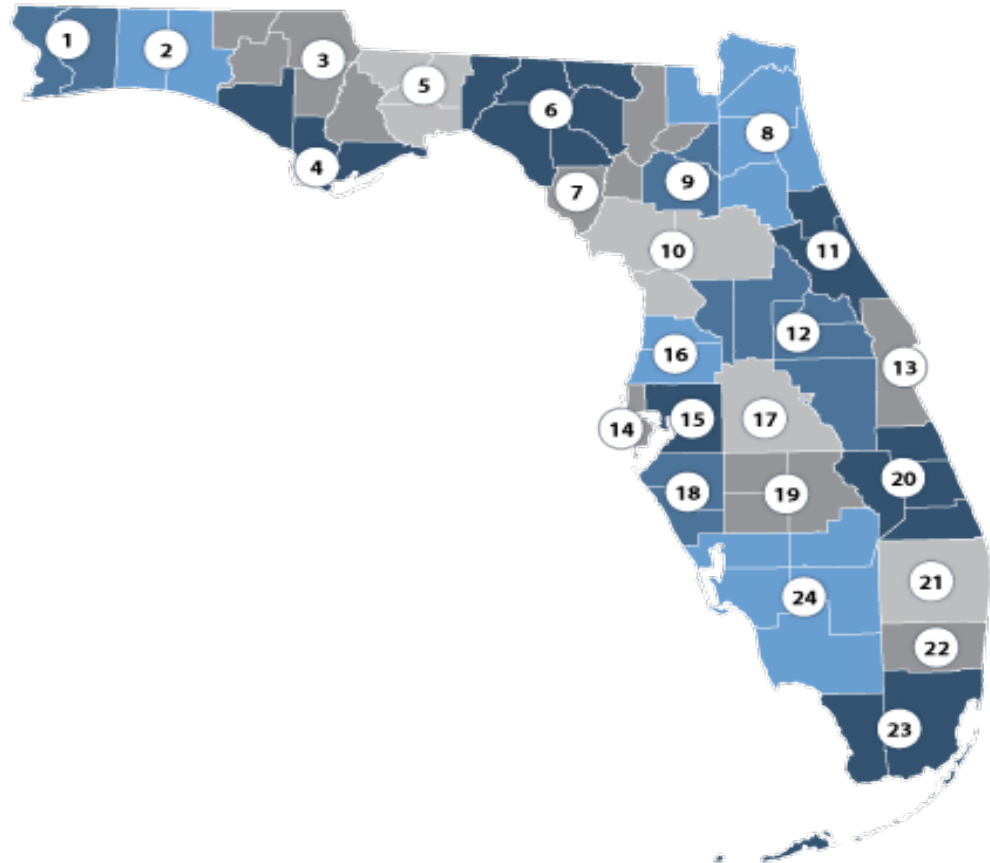
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	1	22	418	474	88.2%
2	3	15	489	591	82.7%
3	5	14	388	563	68.9%
4	2	9	140	222	63.1%
5	8	5	130	210	61.9%
6	7	23	338	583	58.0%
7	9	2	211	445	47.4%
8	4	16	238	538	44.2%
9	11	13	437	991	44.1%
10	10	17	171	421	40.6%
11	6	4	158	397	39.8%
12	13	11	188	498	37.8%
13	12	10	208	562	37.0%
14	14	21	225	672	33.5%
15	20	7	47	143	32.9%
16	19	18	150	462	32.5%
17	18	8	620	1,918	32.3%
18	16	24	194	610	31.8%
19	15	12	449	1,437	31.2%
20	21	6	50	161	31.1%
21	17	3	27	90	30.0%
22	22	1	203	768	26.4%
23	24	20	262	1,000	26.2%
24	23	19	32	126	25.4%
		SW	5,773	13,882	41.6%

**DEO Monthly Management Report**  
**July 1, 2014 through October 31, 2014 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	14	893	1,543	57.9%
2	2	11	1,000	1,825	54.8%
3	4	22	1,789	3,324	53.8%
4	3	12	1,802	3,376	53.4%
5	5	9	478	922	51.8%
6	6	17	791	1,534	51.6%
7	7	5	829	1,641	50.5%
8	8	16	514	1,056	48.7%
9	10	15	887	1,875	47.3%
10	9	7	150	319	47.0%
11	12	21	655	1,481	44.2%
12	13	10	320	742	43.1%
13	11	23	2,369	5,535	42.8%
14	14	1	302	770	39.2%
15	16	24	285	730	39.0%
16	15	18	415	1,067	38.9%
17	18	4	79	243	32.5%
18	17	13	222	771	28.8%
19	21	20	124	526	23.6%
20	20	8	1,150	5,304	21.7%
21	22	6	67	331	20.2%
22	19	19	27	141	19.1%
23	23	2	11	181	6.1%
24	24	3	19	402	4.7%
		SW	15,178	35,639	42.6%

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	2	12	560	1,357	41.3%
2	5	21	203	513	39.6%
3	1	14	257	654	39.3%
4	7	16	139	368	37.8%
5	3	11	209	557	37.5%
6	4	23	766	2,058	37.2%
7	6	15	342	942	36.3%
8	10	22	427	1,227	34.8%
9	8	4	38	110	34.5%
10	9	13	113	330	34.2%
11	12	10	107	320	33.4%
12	11	17	202	608	33.2%
13	18	5	103	350	29.4%
14	13	1	108	369	29.3%
15	19	20	66	234	28.2%
16	17	18	146	525	27.8%
17	21	19	20	74	27.0%
18	15	9	71	267	26.6%
19	20	24	97	374	25.9%
20	14	6	29	123	23.6%
21	22	8	375	1,597	23.5%
22	16	3	22	94	23.4%
23	23	7	19	97	19.6%
24	24	2	10	78	12.8%
		SW	4,429	13,226	33.5%

Regional CareerSource Workforce Boards	
Size Category A:	
Region	CareerSource Workforce Board
8	CareerSource Brevard
12	CareerSource Central Florida
14	CareerSource Pinellas
15	CareerSource Tampa Bay
21	CareerSource Palm Beach County
22	CareerSource Broward
23	CareerSource South Florida
24	CareerSource Southwest Florida



**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO) AND CAREERSOURCE FLORIDA**  
**MONTHLY JOB PLACEMENT REPORT**  
**2013 vs 2014**

MONTHLY COMPOSITE RANKING	REGION	November-13		November-14			% CHANGE OF PLACEMENTS (8/13 vs 8/14)	JOB PLACEMENT TO FUNDING %	COMPOSIT SCORE = ((O*2)+(M*2))/4
		TOTAL PLACEMENTS	% of Indv. Placed into Jobs	TOTAL PLACEMENTS	% of WP Funding Allocation	% of Indv. Placed into Jobs			
A	B	C	E	F	G	H	I	J	K
1	23	5,738	13.6%	6,027	14.46%	17.7%	5.0%	122.7%	63.9%
2	9	595	1.4%	580	1.42%	1.7%	-2.5%	120.2%	58.8%
3	6	318	0.8%	303	0.54%	0.9%	-4.7%	165.2%	80.2%
4	13	1,302	3.1%	1,230	2.95%	3.6%	-5.5%	122.7%	58.6%
5	19	592	1.4%	524	0.76%	1.5%	-11.5%	202.9%	95.7%
6	12	3,167	7.5%	2,756	12.47%	8.1%	-13.0%	65.1%	26.0%
7	14	2,328	5.5%	2,021	4.77%	5.9%	-13.2%	124.7%	55.8%
8	24	2,661	6.3%	2,266	5.75%	6.7%	-14.8%	116.0%	50.6%
9	5	637	1.5%	542	1.87%	1.6%	-14.9%	85.3%	35.2%
10	22	3,288	7.8%	2,784	10.27%	8.2%	-15.3%	79.8%	32.2%
11	3	245	0.6%	197	0.52%	0.6%	-19.6%	111.5%	46.0%
12	7	272	0.6%	212	0.53%	0.6%	-22.1%	117.7%	47.8%
13	10	1,051	2.5%	818	2.36%	2.4%	-22.2%	102.0%	39.9%
14	1	790	1.9%	589	2.26%	1.7%	-25.4%	76.7%	25.6%
15	2	514	1.2%	383	1.27%	1.1%	-25.5%	88.8%	31.6%
16	16	1,465	3.5%	1,082	2.92%	3.2%	-26.1%	109.1%	41.5%
17	11	1,859	4.4%	1,335	3.18%	3.9%	-28.2%	123.6%	47.7%
18	15	4,518	10.7%	3,233	6.62%	9.5%	-28.4%	143.7%	57.7%
19	8	2,366	5.6%	1,638	7.75%	4.8%	-30.8%	62.2%	15.7%
20	17	1,427	3.4%	973	3.07%	2.9%	-31.8%	93.3%	30.7%
21	21	2,854	6.8%	1,928	6.76%	5.7%	-32.4%	83.9%	25.8%
22	18	1,661	3.9%	1,035	3.29%	3.0%	-37.7%	92.6%	27.5%
23	20	1,705	4.0%	1,027	3.11%	3.0%	-39.8%	97.2%	28.7%
24	4	843	2.0%	492	1.09%	1.4%	-41.6%	132.9%	45.6%
	<b>STW</b>	<b>42,196</b>	<b>100.0%</b>	<b>33,975</b>	<b>100.0%</b>	<b>100.0%</b>	<b>-19.5%</b>	<b>100.0%</b>	<b>40.3%</b>





## **SFWIB WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE**

**DATE:** 12/18/2014

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** APPROVAL OF A RET AUTOMOTIVE TECHNICIAN SHORT TERM TRAINING PROGRAM

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** SFWIB staff recommends to the WSI Committee to recommend to the Board the approval of up to \$28,000 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:** (1) Premier National Provider of Employment and Career Training

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

### **BACKGROUND:**

The Florida Department of Children and Families (DCF) Refugee Services awarded SFWIB \$28,000 for short-term training for RET participants for the period of October 1, 2014 through September 30, 2015. 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. SFWIB approved this training program for the RET contract period that ended September 30, 2014. The following table highlights the program's successes:

- 20 Completed Training
- 18 Licensed with Miami-Dade County
- 15 Attained a Training Related Placement 75% (all within 60 days of completing training)
- Average Wage Rate of \$13.41
- Net Economic Benefit Per Placement: \$26,026
- Return on Investment of \$13.94
- Economic Impact to the Community - \$390,390 dollars in salaries generated into the community

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.



## 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)

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

- Funding Up to: \$28,000
- 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
- Net Economic Benefit Per Placement: \$21,648
- Return on Investment: \$15.46

**FUNDING:** Refugee Employment and Training dollars

**PERFORMANCE:** The performance is outlined in the table above.

*ATTACHMENT*