



south florida
Workforce
member: Employ Florida

South Florida Workforce Investment Board
Navigating the New Economic Climate
September 12, 2011

Navigating the New Economic Climate

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South Florida Workforce Investment Board

South Florida Workforce Investment Board (SFWIB) oversees state and federally funded workforce development programs in Miami-Dade and Monroe counties.

South Florida Workforce Investment Board

The South Florida Workforce Investment Board has seven strategic goals:

- Premier Florida provider of employment and career training;
- Strong, timely reporting standards for end user customers and providers of services;
- Improved digital literacy;
- Celebrated, benchmark leader in best practices;

South Florida Workforce Investment Board

The South Florida Workforce Investment Board has seven strategic goals:

- Dedicated commitment to youth participation in the 21st century economy;
- Effective demand driven management; and
- State leader in collaborative partnerships.

Economic Overview

- In the South Florida Workforce region, the unemployment rate was 12.5 percent in July 2011.
- Out of a labor force of 1,352,847, there were 166,589 unemployed residents in the region.

Funding

SFWIB receives over 70 million Federal dollars per fiscal year through WIA, Wagner-Peyser, TAA, SNAP (formerly FSET), TANF and the Refugee programs.

Outcomes

Last 3 Program Years

- Number of placements = **108,375**
- Average cost per placement = **\$1,756**
- Training Outcomes:
 - Net Economic Benefit per placement = **\$24,279**
 - Average Wage = **\$14.83**
 - Placement Rate = **63%**
 - ROI for every dollar invested in training = **\$3.70**

SFW Outcome & Process Measures

- SFW Outcome Measures
 - Balance Scorecard
 - Consumer Report Card
- Process Measures
 - Incomplete Registration Report
 - Soft Exit Report
 - Referral to Placement Report
 - Open Job Order Report
 - CAP Review Tool

SFW Outcome & Process Measures

The purpose of the SFW Outcome and Process Measures is to:

- strengthen the workforce service delivery system and to become highly effective;
- to improve efficiency by simplifying complex measures systems;
- integrate multilevel performance indicators and focusing on the basics such as employment outcome and self-sufficiency.

Balance Scorecard

- The Balanced Scorecard acts as a measurement system, strategic management system, and communication tool.
- It provides a compass for resource allocation to our Contractors by sorting and prioritizing dozens of state and federal mandates.

SFWIB Balanced Scorecard Report

Report Date: 7/1/2011 To 9/9/2011

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.941%	100.00%
2	Level of Services for Special Groups	84.941%	100.00%
3	Training Completion Rate	70%	87.736%
4	Training Completion Placement Rate	70%	46.237%
5	Training Related Placements	70%	90.698%
6	Employment WIA	314	152
7	Net Economic Benefit	\$27,308.00	\$22,528.07
8	Employment After Services (EAS)	4,195	1,182
9	EAS within 90 Days	2,732	720
10	Cost Per Placement	\$1,922.00	\$3,539.46
11	Increase Self-Sufficiency Placement	159	111
12	Job Order Index	2,837	2,873
13	Job Order Index 28% of \$14 and above	785	910

Regional			
	Measure	Standard	Region
16	Jobs Openings Filled Rate	62%	36.08%
17	WP Entered Employment Rate	35%	30.16%
18	WIA Adult EER	97%	100.00%
19	WIA Dislocated Worker EER	94%	100.00%
20	WIA Emp Worker Outcome	95%	100.00%
21	CAP Entered Employment Rate	35%	26.75%
22	CAP Participation Rate	55%	59.16%
23	CAP Two-Family Participation Rate	90%	70.57%
24	Short-Term Veterans EER	30%	40.26%
25	FSET EER	20%	2.20%

Consumer Report Card

The Workforce Investment Act of 1998, Section 122 requires Training Providers to submit verifiable program-specific information so that the Local Board can determine the subsequent eligibility of approved training programs.

Consumer Report Card (continued)

- The SFW Consumer Report Card is an on-line report and was developed to update ITA performance on a daily basis.
- The goal of the tool is to function as an “ITA Consumer Report Card,” enabling the consumer (participant), as well as, the Career Advisor to check on the success of individual programs and to evaluate the economic benefit per placement by program.

Consumer Report Card

07/01/2008 - 06/30/2011

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Advance Science Institute	22	21	11	52.38 %	2	18.18 %	\$ 8,243.89	\$ 173,121.60	\$ 15,738.33	\$ 9.20	\$ 19,145.45	\$ 3,407.13	\$ 0.22
Advance Technical Center	92	70	55	78.57 %	39	70.91 %	\$ 3,124.47	\$ 218,712.75	\$ 3,976.60	\$ 10.89	\$ 22,646.66	\$ 18,670.07	\$ 4.69
American Advanced Technicians Institute	131	120	101	84.17 %	95	94.06 %	\$ 5,194.38	\$ 623,325.65	\$ 6,171.54	\$ 10.84	\$ 22,542.26	\$ 16,370.72	\$ 2.65
ATI Career College of Health - Medical Campus	22	22	16	72.73 %	12	75.00 %	\$ 4,474.89	\$ 98,447.50	\$ 6,152.97	\$ 12.50	\$ 26,007.80	\$ 19,854.83	\$ 3.23
ATI Career Training Center - Ft. Lauderdale Campus	1	1	1	100.00 %	-	0.00 %	\$ 4,014.00	\$ 4,014.00	\$ 4,014.00	\$ 10.75	\$ 22,360.00	\$ 18,346.00	\$ 4.57
ATI Career Training Center - Miami Campus	18	12	7	58.33 %	6	85.71 %	\$ 4,632.10	\$ 55,585.18	\$ 7,940.74	\$ 14.29	\$ 29,732.11	\$ 21,791.37	\$ 2.74
Broward College	10	5	4	80.00 %	3	75.00 %	\$ 812.50	\$ 4,062.48	\$ 1,015.62	\$ 17.00	\$ 35,360.00	\$ 34,344.38	\$ 33.82
City College	2	-	-	0.00 %	-	0.00 %	\$ 977.34	-	-	-	-	-	-
College of Business & Technology	99	89	36	40.45 %	17	47.22 %	\$ 4,636.94	\$ 412,687.54	\$ 11,463.54	\$ 12.29	\$ 25,552.80	\$ 14,089.26	\$ 1.23
Compu-Med Vocational Career Corp.	37	34	16	47.06 %	11	68.75 %	\$ 1,693.30	\$ 57,572.26	\$ 3,598.27	\$ 8.57	\$ 17,824.30	\$ 14,226.03	\$ 3.95
Dade Medical College, Inc	4	1	1	100.00 %	-	0.00 %	\$ 3,930.83	\$ 3,930.83	\$ 3,930.83	\$ 7.35	\$ 15,288.00	\$ 11,357.18	\$ 2.89
Everest Institute (Hialeah)	31	23	14	60.87 %	8	57.14 %	\$ 3,023.11	\$ 69,531.46	\$ 4,966.53	\$ 7.21	\$ 14,998.29	\$ 10,031.75	\$ 2.02
Everest Institute (Kendall)	18	17	11	64.71 %	10	90.91 %	\$ 4,440.49	\$ 75,488.27	\$ 6,862.57	\$ 10.39	\$ 21,607.42	\$ 14,744.85	\$ 2.15
Everest Institute (North Miami)	31	29	17	58.62 %	7	41.18 %	\$ 3,111.73	\$ 90,240.07	\$ 5,308.24	\$ 8.32	\$ 17,295.81	\$ 11,987.57	\$ 2.26
FastTrain	47	29	14	48.28 %	12	85.71 %	\$ 6,297.11	\$ 182,616.09	\$ 13,044.01	\$ 11.15	\$ 23,194.97	\$ 10,150.97	\$ 0.78
Florida Education Institute, Inc.	1	1	1	100.00 %	1	100.00 %	\$ 5,773.00	\$ 5,773.00	\$ 5,773.00	\$ 12.00	\$ 24,960.00	\$ 19,187.00	\$ 3.32
Florida International University (MARC130)	33	26	8	30.77 %	5	62.50 %	\$ 3,893.03	\$ 101,218.79	\$ 12,652.35	\$ 15.51	\$ 32,258.20	\$ 19,605.85	\$ 1.55
Florida International University PC 120	2	2	1	50.00 %	1	100.00 %	\$ 1,204.91	\$ 2,409.81	\$ 2,409.81	\$ 12.00	\$ 24,960.00	\$ 22,550.19	\$ 9.36
Florida International University RB-250	8	5	5	100.00 %	3	60.00 %	\$ 3,347.58	\$ 16,737.88	\$ 3,347.58	\$ 16.39	\$ 34,087.04	\$ 30,739.47	\$ 9.18
Florida Keys Community College	19	18	6	33.33 %	5	83.33 %	\$ 3,354.99	\$ 60,389.74	\$ 10,064.96	\$ 18.72	\$ 38,934.13	\$ 28,869.18	\$ 2.87
Florida National College	12	8	4	50.00 %	2	50.00 %	\$ 3,129.26	\$ 25,034.11	\$ 6,258.53	\$ 10.01	\$ 20,826.00	\$ 14,567.47	\$ 2.33
Hialeah Technology Center	38	31	18	58.06 %	1	5.56 %	\$ 2,309.08	\$ 71,581.45	\$ 3,976.75	\$ 11.10	\$ 23,091.47	\$ 19,114.72	\$ 4.81
Keiser Career College	16	13	4	30.77 %	3	75.00 %	\$ 4,421.93	\$ 57,485.12	\$ 14,371.28	\$ 13.13	\$ 27,300.00	\$ 12,928.72	\$ 0.90
Key Power Driving School, Inc.	13	12	8	66.67 %	4	50.00 %	\$ 3,602.69	\$ 43,232.31	\$ 5,404.04	\$ 13.60	\$ 28,293.20	\$ 22,889.16	\$ 4.24
Management Resources, Inc.	165	147	97	65.99 %	41	42.27 %	\$ 3,871.28	\$ 569,077.63	\$ 5,866.78	\$ 13.21	\$ 27,468.44	\$ 21,601.66	\$ 3.68
MDCP SCHOOLS (ALL)	471	409	206	50.37 %	160	77.67 %	\$ 1,907.46	\$ 780,152.27	\$ 3,787.15	\$ 14.85	\$ 30,879.11	\$ 27,091.97	\$ 7.15
Metropolitan Trucking and Technical Institute	117	108	73	67.59 %	52	71.23 %	\$ 3,238.59	\$ 349,767.69	\$ 4,791.34	\$ 11.20	\$ 23,305.97	\$ 18,514.63	\$ 3.86
Miami-Dade College	732	453	259	57.17 %	217	83.78 %	\$ 2,218.34	\$ 1,004,908.95	\$ 3,879.96	\$ 20.81	\$ 43,292.51	\$ 39,412.55	\$ 10.16
New Horizons	218	174	142	81.61 %	122	85.92 %	\$ 5,747.25	\$ 1,000,021.74	\$ 7,042.41	\$ 19.11	\$ 39,747.19	\$ 32,704.78	\$ 4.64
New Professions Technical Institute	159	136	85	62.50 %	52	61.18 %	\$ 4,420.48	\$ 601,185.65	\$ 7,072.77	\$ 11.02	\$ 22,914.99	\$ 15,842.22	\$ 2.24
PC Professor	1	1	-	0.00 %	-	0.00 %	\$ 3,799.00	\$ 3,799.00	-	-	-	-	-
SABER	56	56	35	62.50 %	28	80.00 %	\$ 5,684.30	\$ 318,320.85	\$ 9,094.88	\$ 15.76	\$ 32,776.05	\$ 23,681.16	\$ 2.60
South Florida Institute of Technology, Inc.	57	56	31	55.36 %	15	48.39 %	\$ 1,879.15	\$ 105,232.56	\$ 3,394.60	\$ 10.49	\$ 21,822.55	\$ 18,427.96	\$ 5.43
St. Thomas University	2	2	1	50.00 %	-	0.00 %	\$ 4,672.00	\$ 9,344.00	\$ 9,344.00	\$ 15.87	\$ 33,009.60	\$ 23,665.60	\$ 2.53
Sullivan And Cogliano	308	282	180	63.83 %	88	48.89 %	\$ 5,038.16	\$ 1,420,759.72	\$ 7,893.11	\$ 13.22	\$ 27,491.01	\$ 19,597.90	\$ 2.48
Technical Career Institute	156	127	82	64.57 %	57	69.51 %	\$ 4,770.72	\$ 605,881.92	\$ 7,388.80	\$ 9.99	\$ 20,786.30	\$ 13,397.50	\$ 1.81
The Academy of South Florida, Inc.	449	433	294	67.90 %	236	80.27 %	\$ 8,576.54	\$ 3,713,643.74	\$ 12,631.44	\$ 18.20	\$ 37,859.54	\$ 25,228.10	\$ 2.00
The CDL School	189	167	130	77.84 %	103	79.23 %	\$ 3,314.80	\$ 553,572.31	\$ 4,258.25	\$ 12.31	\$ 25,601.76	\$ 21,343.51	\$ 5.01
Total International Career Center	2	2	1	50.00 %	-	0.00 %	\$ 3,825.00	\$ 7,650.00	\$ 7,650.00	\$ 15.00	\$ 31,200.00	\$ 23,550.00	\$ 3.08
University of Miami	6	4	4	100.00 %	3	75.00 %	\$ 3,830.00	\$ 15,320.00	\$ 3,830.00	\$ 17.13	\$ 35,630.40	\$ 31,800.40	\$ 8.30
Total	3795	3146	1979	62.91 %	1421	71.80 %	\$ 4,125.69	\$ 12,979,422.49	\$ 6,558.58	\$ 14.83	\$ 30,837.79	\$ 24,279.22	\$ 3.70

Consumer Report Card (continued)

Economic Analysis:

- The Consumer Report Card table indicates that for past three years the South Florida economy increased by \$48,048,568.
- For every dollar spent on training, SFWIB obtained a return of \$3.70.
- Nearly 83 percent of the WIA participants completed classroom training.
- Of those completing training, 63 percent have obtained employment with an average wage of \$14.83.

Consumer Report Card (continued)

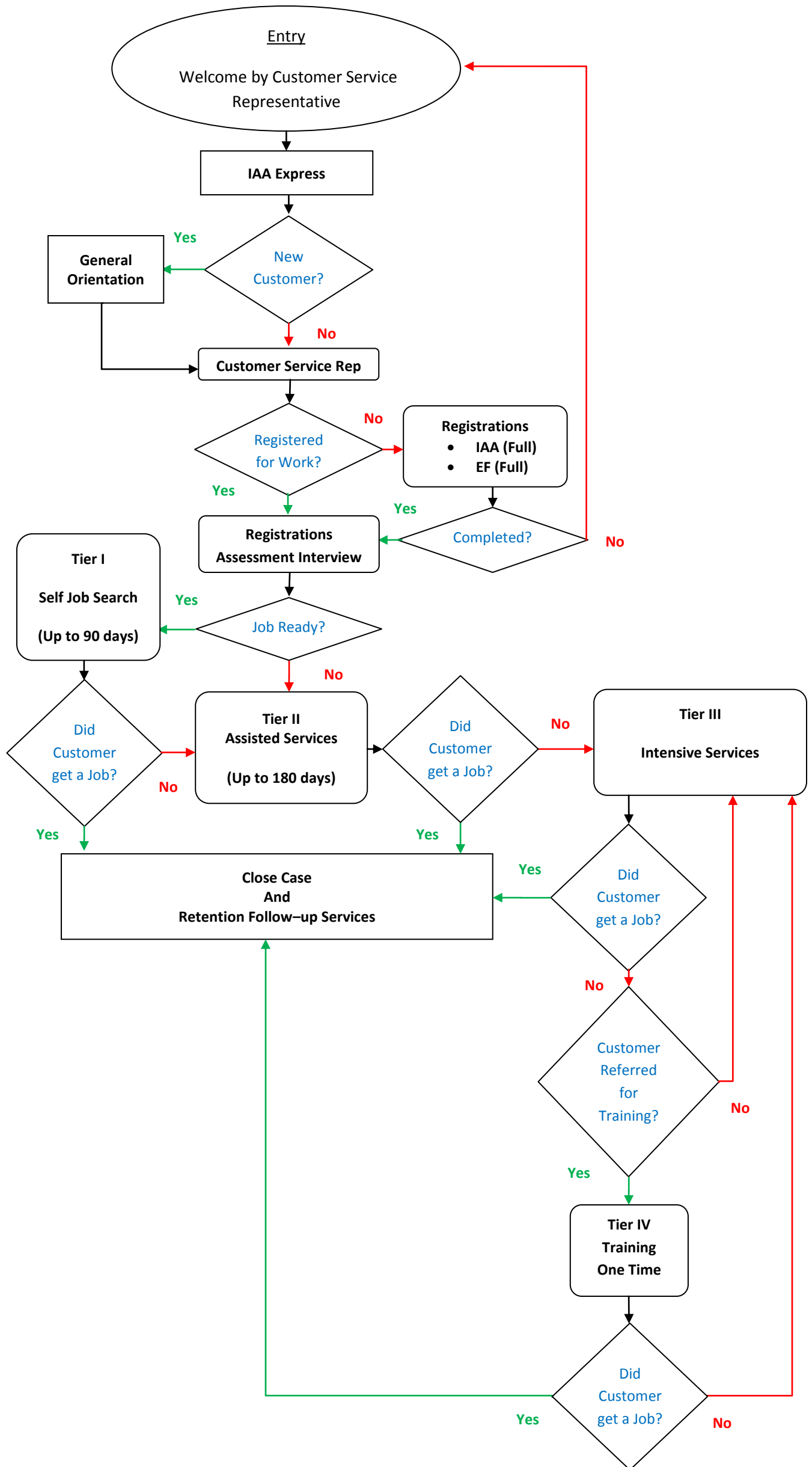
Economic Analysis:

- Seventy-two percent of the participants were placed in an occupation they trained for.
- The net economic benefit per placement is \$24,279.

Process Measures

SFW implemented a new customer flow structure that:

- provides the corner stone for the organizational cultural change necessary to embrace practical and versatile business solutions;
- improve employment opportunities for all jobseekers, and;
- increase our businesses competitive advantage in a global economy.



Process Measures

- Process Measures
 - Incomplete Registration Report
 - Soft Exit Report
 - Referral to Placement Report
 - Open Job Order Report
 - CAP Review Tool

Incomplete Registrations Count Report

7/1/2011 - 9/9/2011

Location	Number of days since application created						Total Incomplete	Total Registrations	EFM Ratio	Total Incomplete IAA	OSST Participants not Registrer in EFM
	0 - 5	6 - 30	31 - 60	61 - 90	91 - 120	120 +					
Carol City One Stop Career Center - 4814	47	339	328	302	175	6,083	7,274	16,082	45.23%	8,892	15
Hialeah Downtown One Stop Career Center - 4811	55	287	293	270	168	6,603	7,676	15,502	49.52%	11,087	19
Hialeah Gardens One Stop Career Center - 4808	59	446	394	330	159	9,527	10,915	22,528	48.45%	16,725	10
Homestead One-Stop Career Center - 4840	46	255	272	246	118	3,373	4,310	11,432	37.70%	5,954	5
Little Havana One Stop Career Center - 4815	56	460	444	416	238	9,631	11,245	23,752	47.34%	15,817	40
Miami Beach One Stop Career Center - 4818	41	189	210	159	79	3,360	4,038	8,382	48.17%	4,993	
MIAMI BUSINESS CENTER	0	25	18	26	4	45	118	237	49.79%	62	
Miami Downtown One Stop Career Center -4807	6	0	0	0	0	151	157	262	59.92%	121	
Monroe County One Stop Career Center - 4845	13	101	84	75	29	1,503	1,805	3,906	46.21%	1,825	
North Miami Beach One Stop Career Center - 4830	82	501	486	471	265	8,750	10,555	23,481	44.95%	16,076	15
Northside One Stop Career Center - 4850	67	457	420	425	294	10,872	12,535	29,529	42.45%	12,515	20
Offender Service Center - 4861	16	53	47	32	49	356	553	1,196	46.24%	273	3
Perrine One Stop Career Center - 4835	71	516	500	509	335	9,173	11,104	27,094	40.98%	13,090	15
REFUGEE HUB	0	2	5	4	1	22	34	72	47.22%	20	
West Dade One Stop Career Center - 4810	114	861	1,355	893	488	15,684	19,395	40,401	48.01%	23,544	28
Youth Centers/Providers - 4819	3	10	15	14	9	203	254	996	25.50%	570	
Total	676	4,502	4,871	4,172	2,411	85,336	101,968	224,852	45.35%	131,564	170

Report Date: Sep 09, 2011

Soft Exits within 90 days

Locations	Initial September	September	October	November	Total	PY YTD Exitors
Carol City One Stop Career Center - 4814	1,814	<u>1,692</u>	1,993	3,761	7,446	1,580
Hialeah Downtown One Stop Career Center - 4811	698	<u>692</u>	775	1,741	3,208	1,595
Hialeah Gardens One Stop Career Center - 4808	955	<u>944</u>	1,274	2,663	4,881	2,076
Homestead One-Stop Career Center - 4840	949	<u>940</u>	1,120	1,928	3,988	1,988
Little Havana One Stop Career Center - 4815	3,059	<u>3,041</u>	2,088	3,611	8,740	5,861
Miami Beach One Stop Career Center - 4818	427	<u>423</u>	583	1,098	2,104	922
MIAMI BUSINESS CENTER	36	<u>34</u>	56	84	174	100
Miami Downtown One Stop Career Center -4807	7	<u>7</u>	7	15	29	0
Monroe County One Stop Career Center - 4845	233	<u>229</u>	276	544	1,049	525
North Miami Beach One Stop Career Center - 4830	2,591	<u>2,556</u>	3,175	4,117	9,848	1,480
Northside One Stop Career Center - 4850	6,155	<u>6,046</u>	5,912	6,456	18,414	2,318
Offender Service Center - 4861	312	<u>295</u>	326	510	1,131	84
Perrine One Stop Career Center - 4835	3,233	<u>3,050</u>	4,303	6,980	14,333	1,982
REFUGEE HUB	16	<u>16</u>	18	13	47	21
West Dade One Stop Career Center - 4810	1,637	<u>1,625</u>	3,058	5,942	10,625	6,297
Youth Centers/Providers - 4819	21	<u>21</u>	17	20	58	27
Totals	22,143	21,611	24,981	39,483	86,075	26,856

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Staff Referral to Placement Report

7/1/2011 - 9/9/2011

Location	Referrals	Placements	Ratio
Carol City One Stop Career Center - 4814	2,049	50	2.44%
Hialeah Downtown One Stop Career Center - 4811	437	58	13.27%
Hialeah Gardens One Stop Career Center - 4808	1,458	25	1.71%
Homestead One-Stop Career Center - 4840	2,681	28	1.04%
Little Havana One Stop Career Center - 4815	3,561	62	1.74%
Miami Beach One Stop Career Center - 4818	3,670	141	3.84%
MIAMI BUSINESS CENTER	337	0	0.00%
Monroe County One Stop Career Center - 4845	125	61	48.80%
North Miami Beach One Stop Career Center - 4830	4,015	37	0.92%
Northside One Stop Career Center - 4850	1,762	70	3.97%
Offender Service Center - 4861	612	59	9.64%
Perrine One Stop Career Center - 4835	988	137	13.87%
REFUGEE HUB	54	0	0.00%
West Dade One Stop Career Center - 4810	24,676	31	0.13%
Youth Centers/Providers - 4819	47	0	0.00%
REGION - 23 SFW TOTALS	46,472	759	1.63%

Job Orders Count Report

7/1/2011 - 9/9/2011

Location	Number of days a Job Order is Open						Total Open Job Orders
	0 - 5	6 - 30	31 - 60	61 - 90	91 - 120	120 +	
Carol City One Stop Career Center - 4814	4	52	14	1	0	0	71
Hialeah Downtown One Stop Career Center - 4811	2	34	11	1	0	0	48
Hialeah Gardens One Stop Career Center - 4808	10	75	30	8	6	2	131
Homestead One-Stop Career Center - 4840	1	52	33	0	0	0	86
Little Havana One Stop Career Center - 4815	6	94	84	2	3	1	190
Miami Beach One Stop Career Center - 4818	4	23	7	1	0	0	35
MIAMI BUSINESS CENTER	0	2	8	0	0	0	10
Miami Downtown One Stop Career Center -4807	0	0	0	0	0	0	0
Monroe County One Stop Career Center - 4845	3	18	30	0	0	2	53
North Miami Beach One Stop Career Center - 4830	18	84	21	1	0	0	124
Northside One Stop Career Center - 4850	20	228	51	7	5	3	314
Offender Service Center - 4861	1	6	1	0	0	0	8
Perrine One Stop Career Center - 4835	14	81	60	25	1	0	181
REFUGEE HUB	0	0	0	0	0	0	0
West Dade One Stop Career Center - 4810	14	200	60	6	1	0	281
Youth Centers/Providers - 4819	0	0	0	0	0	0	0
REGION - 23 SFW TOTAL	97	949	410	52	16	8	1,532

Review Tool - CAP Sep 09, 2011

Definitions

First Name	Last Name	Case Number	Program	Last Referral	Countable Activities			JPR		Penalties		Validation		Case Summary			Deferred	Benchmark
					Activity Assigned	Assigned Hours	Activity Time Limits	Hours Entered	Hours Met	Timely	Re Engaged	Support Documents	Time Sheets	Yes	No	% Of Errors		
REGION (Participants: 3206)					73%	70%	95%		0%	2%	0%					51%	11%	2%
461 - CAROL CITY ONE STOP CENTER (Participants: 301)					68%	75%	91%		0%	5%	0%			559	598	52%	11%	2%
462 - KEY WEST ONE STOP (Participants: 3)					33%	0%	100%		0%	0%	0%			2	7	78%	67%	0%
463 - WEST DADE ONE STOP CENTER (Participants: 292)					79%	71%	96%		0%	2%	0%			630	629	50%	12%	5%
464 - LITTLE HAVANA ONE STOP CENTER (Participants: 428)					68%	79%	96%		0%	1%	0%			816	876	52%	16%	5%
467 - MIAMI BEACH ONE STOP CENTER (Participants: 19)					84%	88%	100%		0%	0%	0%			46	34	43%	11%	0%
469 - NORTH MIAMI BEACH ONE STOP CENTER (Participants: 239)					72%	65%	87%		0%	3%	1%			442	494	53%	15%	2%
471 - NORTHSIDE ONE STOP CENTER (Participants: 925)					75%	64%	94%		0%	1%	0%			1802	1938	52%	8%	1%
472 - EX-OFFENDER WELFARE TRANSITION (Participants: 55)					60%	47%	97%		0%	7%	2%			87	111	56%	11%	0%
474 - HIALEAH GARDENS ONE STOP CENTER (Participants: 175)					69%	79%	98%		0%	2%	0%			340	340	50%	15%	0%
475 - PERRINE ONE STOP CENTER (Participants: 318)					76%	72%	100%		0%	1%	0%			656	567	46%	7%	0%
476 - HIALEAH DOWNTOWN ONE STOP (Participants: 206)					77%	82%	88%		0%	1%	0%			432	449	51%	13%	2%
478 - HOMESTEAD ONE STOP CENTER (Participants: 245)					77%	54%	99%		0%	0%	0%			482	499	51%	9%	0%

Q & A