



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

EXECUTIVE COMMITTEE MEETING

**Tuesday, July 19, 2011
8:15 A.M.**

South Florida Workforce Investment Board Headquarters
7300 Corporate Center Drive
5th Floor - Conference Room 3
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Executive Committee Meeting Minutes
 - A. May 24, 2011
3. Information – Fiscal Year 2011-12 Career Center and Youth Allocations
4. Information – SFWIB Workforce Services RFP Update
5. Information – Workforce Services Balanced Scorecard Update
6. Information – Consumer Report Card Update
7. Information – SFWIB Management Tools
8. Discussion – Unemployment Insurance Benefits Exhaustees



2.A

SFWIB - Executive Committee

July 19, 2011

MINUTES OF SFWIB EXECUTIVE COMMITTEE May 24, 2011

South Florida Workforce Investment Board
 Executive Committee Meeting
 May 24, 2011 at 8:15 A.M
 South Florida Workforce Investment Board Headquarters
 7300 Corporate Center Drive, 5th Floor - Conference Room 3

EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE	EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. West, Alvin, <i>Chair</i> 2. Piedra, Obdulio <i>Vice Chair</i> 3. Fils-Aime, Sr., Daniel 4. Harder, Jackie 5. Perez, Andy	6. Ferradaz, Gilda 7. Gaber, Cynthia 8. Gibson, Charles A. 9. Marinelli, Frederick SFWIB STAFF Beasley, Rick Garcia, Christine Gomez, Maria Hernandez, Juan Jean-Baptiste, Antoinette Parodi, Silvio Serrano, Teresa	Girnun, Arnie – <i>New Horizons, Inc</i> Machado, Fernando – <i>Management Resources, Inc.</i> Pichardo, Jorge – <i>Youth Co-Op, Inc.</i> Quiros, Vivian – <i>Sullivan & Cogliano</i>

Agenda items are displayed in the order they were discussed.

1. Call to Order

Mr. Alvin West, SFWIB Chair called the meeting to order at 8:26am and welcomed all those present.

[Mr. Piedra arrived; **Quorum Achieved**]

Ms. Harder informed the Committee that due to unavoidable cancellations, the Communications/Outreach meeting did not convene on May 11, 2011. However, it will be rescheduled.

Mr. West inquired about the legalities for telephonic meetings and staff explained that SFWIB meetings cannot meet via teleconference. He asked that the policy/law that bans teleconference for Board meetings be revisited.

The members reviewed the updated committee and board meeting attendance rosters for the period of June 16, 2010 to December 15, 2011(spreadsheet handout was distributed). Mr. West noted the attendance must improve in order to achieve quorum so that meetings can be more

productive. As such, he asked that SFWIB refer back to the By-laws to address attendance issues.

Mr. Perez suggested discontinuing the Intergovernmental Committee and reassigning the members to other active committees. Mr. Piedra also suggested substituting the Committee with an ad hoc committee.

Mr. West requested a motion to eliminate the Intergovernmental Committee and establish an ad hoc committee as needed.

Mr. Obdulio Piedra moved the approval to eliminate the Intergovernmental Committee and establish an ad hoc committee as needed. It was seconded by Ms. Jackie Harder; **Motion Passed**

All in favor with no opposition

The members further discussed proposed amendments to the By-Laws and ways to improve board members' attendance.

Mr. Piedra moved the approval to review the By-Laws and formulate changes to be submitted to the Mayors of Miami-Dade and Monroe counties. It was seconded by Mr. Andy Perez; **Motion Passed**

All in favor with no opposition

[Roll Call]

2. Approval of Executive Committee Meeting Minutes for April 26, 2011

Mr. Obdulio Piedra moved the approval of April 26, 2011 meeting minutes and motion was seconded by Ms. Jackie Harder; **Further Discussions:**

Mr. Perez asked about the next meeting date for communication/outreach. Ms. Harder explained it was postponed due to unavoidable cancellations and currently pending rescheduling. However, their goal is to meet prior to the next board meeting.

Ms. Harder requested that staff send out the materials and information for the communication/outreach meeting so that members have time to review and prepare. She also asked that a presentation be done by representatives from the Grow FL program at a future Executive Committee Meeting.

Minutes Passed

All in favor with no opposition

3. Information – Fiscal Year 2011-12 Preliminary Funding Allocations

Mr. West presented the item.

Mr. Perez inquired about the services that will be affected by TANF funding reductions. Mr. Beasley explained that the Continuous Resolution Budget passed with minor changes to the amount of funding for workforce development programs (see below changes):

- WIA Adult training at 8.7 %
- WIA Dislocated Worker 3.4%
- WIA Youth 18.4%
- TANF at -25%
- Wagner-Peyser 7.5%
- Unemployment Compensation -7.5%

4. Discussion – SFWIB Strategic Operational Plan Update

Mr. Beasley discussed the item and reviewed the following strategic goals and revised operational plan projects:

- (1) Premier Florida provider of employment and career training
- (2) Strong, timely reporting standards for end user customers and providers of services
- (3) Improved digital literacy
- (4) Celebrated, benchmark leader in best practices
- (5) Dedicated commitment to youth participation in the 21st Century economy
- (6) Effective demand driven management
- (7) State leader in collaborative partnerships

Operational Plan Projects:

- Project A: Employer Satisfaction
- Project B: Top Return on Investment (ROI)
- Project C: Reporting and Alignment
- Project D: Partnership and Impact for Improved Digital Literacy
- Project E: Youth Services and Impact
- Project F: Year-Round Engagement
- Project G: Skills Engagement
- Project H: Comprehensive Tracking Tool
- Project I: Industry Driven/Anticipation
- Project J: ROI Focused Enterprise
- Project K: Continuous Learning for Board
- Project L: Community Alignment and Engagement

Ms. Harder inquired about the comment section for Project A (task 3) and Project E (objective B). Staff provided a response.

With regards to the Digital Literacy, Mr. Beasley further said SFWIB is seeking partnership with Comcast to provide internet services and PCs at reduced cost.

Mr. Perez continued the discussion by addressing his concerns regarding the challenges he and other Training Vendors are having with SAMS. Staff explained that the majority of information can be inputted in the Reconciliation Tool and SAMS should only be used for the beginning process such as enrolling, invoicing, or inputting a start date. Mr. Beasley added that SAMS is an old system that cannot be modified; however, the data entry in SAMS has been switched to the new Reconciliation Tool where reconciliations are done. He further explained that from now until July 1st everything must be reconciled.

The Chair further suggested both groups (staff and vendors) meet to address the concerns.

Mr. Piedra inquired about SAMS being a required licensed product that must be used by SFWIB. Mr. Beasley explained that the system was created for SFWIB; however, the Reconciliation Tool was recently built to substitute SAMS. Mr. Piedra also asked if SFWIB has considered going paperless and Mr. Beasley responded that it is being considered as a future project. He further explained the purpose for reconciling cases from 2002 is to attempt to close all open cases. Mr. West inquired about the number of cases that are still open since 2002 and staff responded the data is not on hand, but will be provided at a later date.

[Jackie Harder left the meeting room]

Following the lengthy discussion regarding SAMS, the Chair concluded the conversation by requesting staff to meet with the vendors in order to help address their concerns. This discussion will be deferred to the next meeting.

5. Discussion – Consumer Report Card Update

The Chair acknowledged the individuals who requested to speak from the audience. The first introduced was Vivian Quiros from Sullivan & Cogliano Training Center who spoke about the following challenges with SAMS:

1. Dates to reconcile / time frame for reconciliation (going back from 2002 and manpower challenges)
2. Language in the procedures conflict with contracts (70% placement, 70% training related, 70% completion)

There were no additional presentations recognized, due to interest of time. However, the Chair reiterated that staff will meet with Training Vendors to bring solutions to current operational matters discussed at today's (5/24/11) meeting.

6. Discussion – Workforce Services Balanced Scorecard Update

Item was not discussed.

Mr. West asked the members to read the above item (#6) at their own leisure, thanked everyone for coming and adjourned the meeting at 10:03am.



3.

SFWIB – Executive Committee

July 19, 2011

Fiscal Year 2011-12 Career Center and Youth Allocations

Information Item

BACKGROUND

At the June 23, 2011 SFWIB meeting, a quorum was not achieved. To continue employment and training services within the region, the SFWIB Executive Director operationalized the proposed SFWIB PY 2011-2012 budget. A total of \$18,118,842 in Workforce (WIA Adult, WIA Dislocated Worker, TANF, etc.) and Youth dollars were allocated.

For the Youth Programs, \$7.1 million dollars were allocated for both the Out-of-School (OSY) and In-School (ISY) programs. The results of the Youth RFP indicated that five youth services providers met and/or exceeded the 80 point standard for both the OSY and ISY programs. Those youth services providers were awarded a contract for program year 2011-2012. Note that two PY 2010-2011 youth services providers who submitted Youth Services proposals but failed to meet the 80 point standard were awarded a one-month contract extension.

For Workforce Services, \$11 million dollars were allocated to operate and deliver services in the SFWIB Career Centers. The results of the Workforce Services RFP indicated that two workforce services providers met and/or exceeded the 80 point standard. Those two providers were awarded a contract for PY 2011-2012. Note that a three month contract extension was awarded to PY 2010-2011 Career Center providers who submitted Workforce Services proposals but did not meet the 80 point standard. The Workforce Services RFP was re-released on July 11, 2011.

The attached tables display the allocations for Workforce Services and the Youth Programs.

Adult Allocations

		2011-12 PROVIDER ALLOCATIONS
		Total
WORKFORCE SERVICES		
	Carol City	\$ 384,971
	Transition, Inc	\$ 670,388
	Hialeah, City of	\$ 387,614
	Hialeah Garden	\$ 333,913
	Homestead	\$ 280,428
	Little Havana	\$ 522,026
	Miami Beach	\$ 1,311,954
	North Miami Beach	\$ 477,798
	Northside	\$ 735,076
	Perrine	\$ 469,770
	City of Miami	\$ -
	West Dade	\$ 485,538
	Gulf Coast	\$ 597,741
	Total Allocation	\$ 6,657,217
		\$ -
	Monroe County Funding	\$ 367,387

TRAINING AND SUPPORT SRVCS		
	Carol City	\$ 188,721
	Transition, Inc	\$ 596,473
	Hialeah, City of	\$ 287,772
	Hialeah Garden	\$ 164,714
	Homestead	\$ 130,416
	Little Havana	\$ 312,999
	Miami Beach	\$ 885,678
	North Miami Beach	\$ 247,643
	Northside	\$ 343,385
	Perrine	\$ 225,905
	City of Miami	\$ -
	West Dade	\$ 322,015
	Gulf Coast	\$ 60,000
	Total Allocation	\$ 3,765,722
	Monroe County Funding	\$ 223,809

YOUTH ALLOCATIONS

2011-2012 ALLOCATIONS

			WIA Youth	TANF	Total
Out of School					
	AMO		\$ 541,818	\$ -	\$ 541,818
	Transition, Inc. Offenders		\$ 31,443	\$ -	\$ 31,443
	City of Hialeah		\$ 32,304	\$ -	\$ 32,304
	Greater Miami Service Corp		\$ 586,872	\$ -	\$ 586,872
	Youth Co-Op Little Havana		\$ 1,851,018	\$ -	\$ 1,851,018
	Cuban American National Council		\$ 777,918	\$ -	\$ 777,918
	TOTAL		\$ 3,821,373	\$ -	\$ 3,821,373
In School					
	AMO		\$ 506,273	\$ -	\$ 506,273
	Community Coalition		\$ 410,003	\$ -	\$ 410,003
	Cuban American National Council		\$ 428,903	\$ -	\$ 428,903
	City of Hialeah		\$ 9,217	\$ -	\$ 9,217
	Transition, Inc. Offenders		\$ 18,214	\$ -	\$ 18,214
	Unidad of Miami Beach		\$ 486,390	\$ -	\$ 486,390
	Youth Co-Op		\$ 854,320	\$ -	\$ 854,320
	TOTAL		\$ 2,713,320	\$ -	\$ 2,713,320
Subtotal - Miami Dade County			\$ 6,534,693	\$ -	\$ 6,534,693
Monroe County					
	-Out of School		\$ 342,008	\$ -	\$ 342,008
	-In School		\$ 228,005	\$ -	\$ 228,005
	TOTAL		\$ 570,014	\$ -	\$ 570,014
Totals Allocation			\$ 7,104,707	\$ -	\$ 7,104,707



4.

SFWIB – Executive Committee

July 19, 2011

SFWIB Workforce Services RFP Update

Information Item

BACKGROUND

SFWIB staff re-released the Workforce Services RFP on Monday, July 11, 2011, soliciting agencies capable of operating and managing Career Center services (i.e., Workforce Investment Act, Jobseeker, Business, Welfare Transition, Trade Adjustment Assistance, Wagner-Peyser, Reemployment and Eligibility Assessment, Supplemental Nutrition Assistance, Veterans and Unemployment Compensation). As part of the procurement process, an ad regarding the RFP has been published in regional newspapers (e.g., Miami Herald and Key West Citizen). RFP submissions are due on August 5, 2011.

To ensure a fair and equitable procurement process and in an effort to minimize any potential conflict of interest, SFWIB has implemented the following procedures and/or processes:

- All Workforce Services Respondents are required to submit a blind bid proposal. The process is designed to minimize and/or eliminate any bias in rating the workforce services proposals.
- All SFWIB staff members have signed both a Nepotism and Conflict of Interest statements. Any selected review committee member will be required to sign a Raters Conflict of Interest Statement. These statements disclose information that would hinder or be perceived to hinder the required impartial judgment of a selection committee member or a staff member who participates in the procurement process. Staff and selection committee members who have disclosed a conflict are barred from participating in the procurement process.
- The SFWIB Adult Programs Manager provided an oral recusal at a June 28, 2011 SFWIB Management Staff Meeting, declaring that he will not participate in any manner whatsoever in the Workforce Services RFP process. Later that day, the programs manager emailed the Executive Director a statement reflecting that fact. Soon after receipt of the email, the Executive Director replied via email, accepting the program manager's recusal.
- The drafting of the RFP and the administering of the RFP are conducted by the Policy Coordinator.



5.

SFWIB – Executive Committee

July 19, 2011

Workforce Services Balanced Scorecard Update

Information Item

BACKGROUND

The region’s Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2010, through June 30, 2011.

A performance summary of the Workforce Services Contractors for the same period (July 1, 2010, through June 30, 2011) is set forth below. The summary indicates that 10 of the 12 Workforce Services locations met at least 50 percent of the PY '10-'11 Balanced Scorecard Performance Measures standards.

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY Balanced Scorecard PY '10-'11 (July 1, 2010 through June 30, 2011)				
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	14	26	54%
	Hialeah Gardens Career Center	16	26	62%
City of Hialeah	Hialeah Downtown Career Center	8	26	31%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	15	26	58%
Transition, Inc.	Transition Offender Service Center *	10	18	56%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	11	26	42%
Youth Co-Op, Inc.	Florida Keys Career Center	15	26	58%
	Homestead Career Center	19	26	73%
	Little Havana Career Center	18	26	69%
	Northside Career Center	17	26	65%
	Perrine Career Center	17	26	65%
	West Dade Career Center	17	26	65%

Attachment

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Regional

Regional			
	Measure	Standard	Region
1	Level of Services	84.96 %	100.00 %
2	Level of Services for Special Groups	79.96 %	100.00 %
3	Service Outcome Rate	15 %	10.69 %
3.A	Core	20 %	8.02 %
3.B	Staff Assisted	14 %	10.55 %
3.C	Intensive	11 %	9.01 %
3.D	Training	70 %	91.54 %
4	Training Completion Rate	70 %	87.33 %
5	Training Related Placements	70 %	77.86 %
6	Employment After Services	23,260	17,034
7	Employment WIA	2,548	2,622
8	Prof. Placement 3% of Employment	511	670
9	Self-Sufficiency 14% of Employment	2,378	2,464
10	Job Order Index	14,344	15,000
11	Job Order Index 28% of \$13 and above	4,189	5,036
12	CAP Error Rate	3 %	9.77 %
13	WIA Error Rate		5.78 %

Regional			
	Measure	Standard	Region
14	Jobs Openings Filled Rate	62 %	49.42 %
15	WP Entered Employment Rate	28 %	33.39 %
16	WIA Adult EER	97 %	98.10 %
17	WIA Dislocated Worker EER	94 %	98.25 %
18	WIA Emp Worker Outcome	95 %	95.36 %
19	CAP Entered Employment Rate	30 %	30.67 %
20	CAP Participation Rate	52 %	58.55 %
21	CAP Two-Family Participation Rate	90 %	66.26 %
22	Short-Term Veterans EER	30 %	36.97 %
23	FSET EER	20 %	9.21 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Arbor

Carol City Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.00 %	7.45 %
2	Level of Services for Special Groups	6.59 %	6.96 %
3	Service Outcome Rate	15 %	7.26 %
3.A	Core	20 %	1.00 %
3.B	Staff Assisted	14 %	5.98 %
3.C	Intensive	11 %	9.17 %
3.D	Training	70 %	87.62 %
4	Training Completion Rate	70 %	93.52 %
5	Training Related Placements	70 %	75.47 %
6	Employment After Services	1,476	1,034
7	Employment WIA	172	211
8	Prof. Placement 3% of Employment	24	49
9	Self-Sufficiency 14% of Employment	144	183
10	Job Order Index	840	910
11	Job Order Index 28% of \$13 and above	254	352
12	CAP Error Rate	3 %	7.92 %
13	WIA Error Rate	3 %	7.49 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	36.57 %
15	WP Entered Employment Rate	28 %	33.39 %	41.92 %
16	WIA Adult EER	97 %	98.10 %	95.59 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	50.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	24.48 %
20	CAP Participation Rate	52 %	58.55 %	54.98 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	64.71 %
22	Short-Term Veterans EER	30 %	36.97 %	49.57 %
23	FSET EER	20 %	9.21 %	18.07 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Arbor

Hialeah Gardens Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	6.04 %	8.48 %
2	Level of Services for Special Groups	5.68 %	7.91 %
3	Service Outcome Rate	15 %	5.62 %
3.A	Core	20 %	1.83 %
3.B	Staff Assisted	14 %	5.68 %
3.C	Intensive	11 %	5.35 %
3.D	Training	70 %	93.26 %
4	Training Completion Rate	70 %	95.45 %
5	Training Related Placements	70 %	79.59 %
6	Employment After Services	1,656	922
7	Employment WIA	252	283
8	Prof. Placement 3% of Employment	23	36
9	Self-Sufficiency 14% of Employment	129	128
10	Job Order Index	1,276	1,289
11	Job Order Index 28% of \$13 and above	360	492
12	CAP Error Rate	3 %	19.25 %
13	WIA Error Rate	3 %	2.32 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	27.68 %
15	WP Entered Employment Rate	28 %	33.39 %	32.21 %
16	WIA Adult EER	97 %	98.10 %	97.62 %
17	WIA Dislocated Worker EER	94 %	98.25 %	95.74 %
18	WIA Emp Worker Outcome	95 %	95.36 %	40.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	45.69 %
20	CAP Participation Rate	52 %	58.55 %	65.36 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	71.79 %
22	Short-Term Veterans EER	30 %	36.97 %	35.65 %
23	FSET EER	20 %	9.21 %	17.24 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

City of Hialeah

Hialeah Downtown Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.56 %	5.88 %
2	Level of Services for Special Groups	7.11 %	3.66 %
3	Service Outcome Rate	15 %	5.34 %
3.A	Core	20 %	1.63 %
3.B	Staff Assisted	14 %	4.39 %
3.C	Intensive	11 %	6.83 %
3.D	Training	70 %	72.16 %
4	Training Completion Rate	70 %	89.68 %
5	Training Related Placements	70 %	82.89 %
6	Employment After Services	1,276	789
7	Employment WIA	196	140
8	Prof. Placement 3% of Employment	17	16
9	Self-Sufficiency 14% of Employment	110	74
10	Job Order Index	1,772	1,805
11	Job Order Index 28% of \$13 and above	505	510
12	CAP Error Rate	3 %	12.99 %
13	WIA Error Rate	3 %	25.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	19.42 %
15	WP Entered Employment Rate	28 %	33.39 %	27.22 %
16	WIA Adult EER	97 %	98.10 %	88.46 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	94.12 %
19	CAP Entered Employment Rate	30 %	30.67 %	38.10 %
20	CAP Participation Rate	52 %	58.55 %	58.78 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	68.44 %
22	Short-Term Veterans EER	30 %	36.97 %	28.36 %
23	FSET EER	20 %	9.21 %	6.67 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Ser Jobs

North Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.52 %	11.47 %
2	Level of Services for Special Groups	7.08 %	12.13 %
3	Service Outcome Rate	15 %	8.34 %
3.A	Core	20 %	4.38 %
3.B	Staff Assisted	14 %	8.01 %
3.C	Intensive	11 %	9.57 %
3.D	Training	70 %	92.68 %
4	Training Completion Rate	70 %	88.57 %
5	Training Related Placements	70 %	81.65 %
6	Employment After Services	2,364	1,463
7	Employment WIA	216	259
8	Prof. Placement 3% of Employment	45	49
9	Self-Sufficiency 14% of Employment	204	353
10	Job Order Index	1,684	1,719
11	Job Order Index 28% of \$13 and above	481	594
12	CAP Error Rate	3 %	8.35 %
13	WIA Error Rate	3 %	2.21 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	37.84 %
15	WP Entered Employment Rate	28 %	33.39 %	25.90 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	26.71 %
20	CAP Participation Rate	52 %	58.55 %	59.58 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	56.04 %
22	Short-Term Veterans EER	30 %	36.97 %	29.67 %
23	FSET EER	20 %	9.21 %	9.64 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Transition

Transition Offender Service Center

Per Center			
	Measure	Standard	Center
1	Level of Services	1.39 %	2.22 %
2	Level of Services for Special Groups	1.31 %	3.03 %
3	Service Outcome Rate	15 %	18.25 %
3.A	Core	20 %	17.65 %
3.B	Staff Assisted	14 %	19.14 %
3.C	Intensive	11 %	17.01 %
3.D	Training	70 %	ND
4	Training Completion Rate		ND
5	Training Related Placements		ND
6	Employment After Services	584	470
7	Employment WIA		ND
8	Prof. Placement 3% of Employment	2	4
9	Self-Sufficiency 14% of Employment	65	15
10	Job Order Index	312	464
11	Job Order Index 28% of \$13 and above	129	170
12	CAP Error Rate	3 %	4.73 %
13	WIA Error Rate		ND

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	68.10 %
15	WP Entered Employment Rate	28 %	33.39 %	33.93 %
16	WIA Adult EER		98.10 %	ND
17	WIA Dislocated Worker EER		98.25 %	ND
18	WIA Emp Worker Outcome		95.36 %	ND
19	CAP Entered Employment Rate	30 %	30.67 %	21.83 %
20	CAP Participation Rate	52 %	58.55 %	61.98 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	42.86 %
22	Short-Term Veterans EER	30 %	36.97 %	50.00 %
23	FSET EER	20 %	9.21 %	4.13 %

ND = No Data

Run Date: 7/11/2011 7:48:49 AM

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Unidad of Miami Beach

Miami Beach Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.38 %	5.28 %
2	Level of Services for Special Groups	5.06 %	6.80 %
3	Service Outcome Rate	15 %	7.44 %
3.A	Core	20 %	6.99 %
3.B	Staff Assisted	14 %	6.33 %
3.C	Intensive	11 %	6.14 %
3.D	Training	70 %	92.93 %
4	Training Completion Rate	70 %	75.13 %
5	Training Related Placements	70 %	78.38 %
6	Employment After Services	1,284	922
7	Employment WIA	264	186
8	Prof. Placement 3% of Employment	43	38
9	Self-Sufficiency 14% of Employment	129	122
10	Job Order Index	908	947
11	Job Order Index 28% of \$13 and above	265	267
12	CAP Error Rate	3 %	3.43 %
13	WIA Error Rate	3 %	10.53 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	27.74 %
15	WP Entered Employment Rate	28 %	33.39 %	23.22 %
16	WIA Adult EER	97 %	98.10 %	97.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	92.31 %
19	CAP Entered Employment Rate	30 %	30.67 %	44.17 %
20	CAP Participation Rate	52 %	58.55 %	72.38 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	64.29 %
22	Short-Term Veterans EER	30 %	36.97 %	40.00 %
23	FSET EER	20 %	9.21 %	14.92 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Florida Keys Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.92 %	1.84 %
2	Level of Services for Special Groups	5.58 %	3.90 %
3	Service Outcome Rate	15 %	20.49 %
3.A	Core	20 %	15.56 %
3.B	Staff Assisted	14 %	21.55 %
3.C	Intensive	11 %	14.23 %
3.D	Training	70 %	91.80 %
4	Training Completion Rate	70 %	88.46 %
5	Training Related Placements	70 %	40.00 %
6	Employment After Services	644	762
7	Employment WIA	104	105
8	Prof. Placement 3% of Employment	22	101
9	Self-Sufficiency 14% of Employment	106	502
10	Job Order Index	564	566
11	Job Order Index 28% of \$13 and above	158	177
12	CAP Error Rate	3 %	8.17 %
13	WIA Error Rate	3 %	0.35 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	53.66 %
15	WP Entered Employment Rate	28 %	33.39 %	36.52 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	75.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	41.89 %
20	CAP Participation Rate	52 %	58.55 %	26.47 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	37.50 %
22	Short-Term Veterans EER	30 %	36.97 %	29.44 %
23	FSET EER	20 %	9.21 %	6.29 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Homestead Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	5.07 %	6.41 %
2	Level of Services for Special Groups	4.77 %	6.13 %
3	Service Outcome Rate	15 %	20.41 %
3.A	Core	20 %	22.41 %
3.B	Staff Assisted	14 %	20.59 %
3.C	Intensive	11 %	14.32 %
3.D	Training	70 %	96.34 %
4	Training Completion Rate	70 %	87.60 %
5	Training Related Placements	70 %	75.36 %
6	Employment After Services	3,240	2,578
7	Employment WIA	148	204
8	Prof. Placement 3% of Employment	19	57
9	Self-Sufficiency 14% of Employment	360	138
10	Job Order Index	580	593
11	Job Order Index 28% of \$13 and above	166	168
12	CAP Error Rate	3 %	4.83 %
13	WIA Error Rate	3 %	0.76 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	77.97 %
15	WP Entered Employment Rate	28 %	33.39 %	33.96 %
16	WIA Adult EER	97 %	98.10 %	98.28 %
17	WIA Dislocated Worker EER	94 %	98.25 %	97.87 %
18	WIA Emp Worker Outcome	95 %	95.36 %	96.67 %
19	CAP Entered Employment Rate	30 %	30.67 %	29.25 %
20	CAP Participation Rate	52 %	58.55 %	77.58 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	84.09 %
22	Short-Term Veterans EER	30 %	36.97 %	30.84 %
23	FSET EER	20 %	9.21 %	13.70 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Little Havana Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	9.40 %	10.95 %
2	Level of Services for Special Groups	8.85 %	11.00 %
3	Service Outcome Rate	15 %	15.70 %
3.A	Core	20 %	2.24 %
3.B	Staff Assisted	14 %	17.99 %
3.C	Intensive	11 %	6.70 %
3.D	Training	70 %	93.27 %
4	Training Completion Rate	70 %	93.17 %
5	Training Related Placements	70 %	85.19 %
6	Employment After Services	2,252	1,480
7	Employment WIA	372	340
8	Prof. Placement 3% of Employment	63	70
9	Self-Sufficiency 14% of Employment	207	233
10	Job Order Index	1,712	1,903
11	Job Order Index 28% of \$13 and above	532	676
12	CAP Error Rate	3 %	15.60 %
13	WIA Error Rate	3 %	2.98 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	35.29 %
15	WP Entered Employment Rate	28 %	33.39 %	36.66 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	97.76 %
19	CAP Entered Employment Rate	30 %	30.67 %	33.08 %
20	CAP Participation Rate	52 %	58.55 %	54.07 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	68.56 %
22	Short-Term Veterans EER	30 %	36.97 %	38.94 %
23	FSET EER	20 %	9.21 %	4.63 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Northside Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	11.86 %	12.27 %
2	Level of Services for Special Groups	11.16 %	12.54 %
3	Service Outcome Rate	15 %	13.69 %
3.A	Core	20 %	7.60 %
3.B	Staff Assisted	14 %	12.92 %
3.C	Intensive	11 %	11.81 %
3.D	Training	70 %	93.41 %
4	Training Completion Rate	70 %	88.57 %
5	Training Related Placements	70 %	71.92 %
6	Employment After Services	3,324	1,757
7	Employment WIA	328	338
8	Prof. Placement 3% of Employment	47	49
9	Self-Sufficiency 14% of Employment	245	173
10	Job Order Index	1,704	1,763
11	Job Order Index 28% of \$13 and above	493	552
12	CAP Error Rate	3 %	10.62 %
13	WIA Error Rate	3 %	1.95 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	43.74 %
15	WP Entered Employment Rate	28 %	33.39 %	32.07 %
16	WIA Adult EER	97 %	98.10 %	100.00 %
17	WIA Dislocated Worker EER	94 %	98.25 %	100.00 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	21.93 %
20	CAP Participation Rate	52 %	58.55 %	57.21 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	71.47 %
22	Short-Term Veterans EER	30 %	36.97 %	44.44 %
23	FSET EER	20 %	9.21 %	3.46 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

Perrine Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	7.75 %	12.04 %
2	Level of Services for Special Groups	7.30 %	11.80 %
3	Service Outcome Rate	15 %	14.02 %
3.A	Core	20 %	12.05 %
3.B	Staff Assisted	14 %	8.46 %
3.C	Intensive	11 %	24.48 %
3.D	Training	70 %	93.62 %
4	Training Completion Rate	70 %	88.82 %
5	Training Related Placements	70 %	77.27 %
6	Employment After Services	2,576	2,345
7	Employment WIA	224	238
8	Prof. Placement 3% of Employment	47	47
9	Self-Sufficiency 14% of Employment	328	171
10	Job Order Index	1,108	1,131
11	Job Order Index 28% of \$13 and above	316	485
12	CAP Error Rate	3 %	8.15 %
13	WIA Error Rate	3 %	0.00 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	67.09 %
15	WP Entered Employment Rate	28 %	33.39 %	40.58 %
16	WIA Adult EER	97 %	98.10 %	97.44 %
17	WIA Dislocated Worker EER	94 %	98.25 %	97.30 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	33.11 %
20	CAP Participation Rate	52 %	58.55 %	67.54 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	66.58 %
22	Short-Term Veterans EER	30 %	36.97 %	38.01 %
23	FSET EER	20 %	9.21 %	7.49 %

SFWIB Balanced Scorecard Report

Report Date: 7/1/2010 To 6/30/2011

Youth Co-Op

West Dade Career Center

Per Center			
	Measure	Standard	Center
1	Level of Services	10.06 %	15.70 %
2	Level of Services for Special Groups	9.47 %	14.10 %
3	Service Outcome Rate	15 %	6.24 %
3.A	Core	20 %	8.29 %
3.B	Staff Assisted	14 %	7.84 %
3.C	Intensive	11 %	2.47 %
3.D	Training	70 %	96.46 %
4	Training Completion Rate	70 %	75.13 %
5	Training Related Placements	70 %	79.01 %
6	Employment After Services	2,584	2,512
7	Employment WIA	272	318
8	Prof. Placement 3% of Employment	158	154
9	Self-Sufficiency 14% of Employment	351	372
10	Job Order Index	1,884	1,893
11	Job Order Index 28% of \$13 and above	530	591
12	CAP Error Rate	3 %	3.80 %
13	WIA Error Rate	3 %	1.90 %

Regional & Per Center				
	Measure	Standard	Region	Center
14	Jobs Openings Filled Rate	62 %	49.42 %	54.46 %
15	WP Entered Employment Rate	28 %	33.39 %	36.19 %
16	WIA Adult EER	97 %	98.10 %	97.89 %
17	WIA Dislocated Worker EER	94 %	98.25 %	95.65 %
18	WIA Emp Worker Outcome	95 %	95.36 %	100.00 %
19	CAP Entered Employment Rate	30 %	30.67 %	44.14 %
20	CAP Participation Rate	52 %	58.55 %	60.76 %
21	CAP Two-Family Participation Rate	90 %	66.26 %	61.73 %
22	Short-Term Veterans EER	30 %	36.97 %	37.16 %
23	FSET EER	20 %	9.21 %	11.19 %



6.

SFWIB – Executive Committee

July 19, 2011

Consumer Report Card Update

Information Item

BACKGROUND

The attached Consumer Report Card table (dated July 12, 2011) indicates that the South Florida economy increased by \$ 17,179,855.66. For every dollar spent on training, SFWIB obtained a return of \$2.67. Nearly 88 percent of the WIA participants completed classroom training. Of those completing training, nearly 54 percent have obtained employment with an average wage of \$14.81. Seventy-six percent of the participants were placed in an occupation they trained for. The net economic benefit per placement is \$22,428.

Consumer Report Card

07/01/2010 - 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	8	7	3	42.86 %	1	33.33 %	\$ 7,004.70	\$ 49,032.90	\$ 16,344.30	\$ 7.75	\$ 16,120.00	(\$ 224.30)	(\$ 0.01)
Advance Technical Center	29	23	13	56.52 %	10	76.92 %	\$ 3,110.59	\$ 71,543.51	\$ 5,503.35	\$ 11.15	\$ 23,201.60	\$ 17,698.25	\$ 3.22
American Advanced Technicians Institute	69	64	48	75.00 %	44	91.67 %	\$ 5,323.34	\$ 340,693.54	\$ 7,097.78	\$ 10.65	\$ 22,158.93	\$ 15,061.15	\$ 2.12
ATI Career College of Health - Medical Campus	19	19	10	52.63 %	7	70.00 %	\$ 4,316.39	\$ 82,011.50	\$ 8,201.15	\$ 11.68	\$ 24,300.64	\$ 16,099.49	\$ 1.96
ATI Career Training Center - Miami Campus	13	10	4	40.00 %	4	100.00 %	\$ 5,250.98	\$ 52,509.82	\$ 13,127.46	\$ 14.02	\$ 29,151.20	\$ 16,023.74	\$ 1.22
Broward College	4	2	1	50.00 %	1	100.00 %	\$ 940.01	\$ 1,880.02	\$ 1,880.02	\$ 10.00	\$ 20,800.00	\$ 18,919.99	\$ 10.06
College of Business & Technology	57	52	13	25.00 %	6	46.15 %	\$ 4,868.77	\$ 253,176.21	\$ 19,475.09	\$ 12.36	\$ 25,700.80	\$ 6,225.71	\$ 0.32
Compu-Med Vocational Career Corp.	28	28	12	42.86 %	9	75.00 %	\$ 1,610.02	\$ 45,080.66	\$ 3,756.72	\$ 8.61	\$ 17,915.73	\$ 14,159.01	\$ 3.77
Dade Medical College, Inc	1	1	1	100.00 %	-	0.00 %	\$ 7,927.98	\$ 7,927.98	\$ 7,927.98	\$ 7.35	\$ 15,288.00	\$ 7,360.02	\$ 0.93
Everest Institute (Hialeah)	9	9	7	77.78 %	3	42.86 %	\$ 3,383.02	\$ 30,447.22	\$ 4,349.60	\$ 7.24	\$ 15,065.14	\$ 10,715.54	\$ 2.46
Everest Institute (Kendall)	12	12	6	50.00 %	6	100.00 %	\$ 4,833.54	\$ 58,002.53	\$ 9,667.09	\$ 10.16	\$ 21,136.27	\$ 11,469.18	\$ 1.19
Everest Institute (North Miami)	18	17	10	58.82 %	6	60.00 %	\$ 3,245.85	\$ 55,179.49	\$ 5,517.95	\$ 7.93	\$ 16,484.00	\$ 10,966.05	\$ 1.99
FastTrain	25	21	10	47.62 %	8	80.00 %	\$ 6,713.08	\$ 140,974.68	\$ 14,097.47	\$ 11.16	\$ 23,202.40	\$ 9,104.93	\$ 0.65
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)	18	14	2	14.29 %	1	50.00 %	\$ 4,815.37	\$ 67,415.17	\$ 33,707.59	\$ 15.75	\$ 32,760.00	(\$ 947.59)	(\$ 0.03)
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 Keys Community College	3	3	-	0.00 %	-	0.00 %	\$ 1,706.31	\$ 5,118.93	-	-	-	-	-
Florida National College	5	4	2	50.00 %	1	50.00 %	\$ 2,483.95	\$ 9,935.78	\$ 4,967.89	\$ 9.63	\$ 20,020.00	\$ 15,052.11	\$ 3.03
Hialeah Technology Center	10	10	4	40.00 %	1	25.00 %	\$ 2,945.90	\$ 29,459.00	\$ 7,364.75	\$ 13.81	\$ 28,730.00	\$ 21,365.25	\$ 2.90
Keiser Career College	14	11	3	27.27 %	2	66.67 %	\$ 4,649.42	\$ 51,143.65	\$ 17,047.88	\$ 10.67	\$ 22,186.67	\$ 5,138.78	\$ 0.30
Management Resources, Inc.	43	42	24	57.14 %	13	54.17 %	\$ 4,124.42	\$ 173,225.83	\$ 7,217.74	\$ 11.38	\$ 23,661.73	\$ 16,443.99	\$ 2.28
MDCP SCHOOLS (ALL)	215	191	65	34.03 %	52	80.00 %	\$ 2,146.45	\$ 409,972.32	\$ 6,307.27	\$ 14.96	\$ 31,112.96	\$ 24,805.69	\$ 3.93
Metropolitan Trucking and Technical Institute	32	29	19	65.52 %	13	68.42 %	\$ 2,996.25	\$ 86,891.25	\$ 4,573.22	\$ 10.75	\$ 22,369.85	\$ 17,796.63	\$ 3.89
Miami-Dade College	281	205	95	46.34 %	81	85.26 %	\$ 2,142.19	\$ 439,149.64	\$ 4,622.63	\$ 19.75	\$ 41,077.15	\$ 36,454.53	\$ 7.89
New Horizons	110	89	70	78.65 %	60	85.71 %	\$ 6,155.64	\$ 547,851.96	\$ 7,826.46	\$ 18.27	\$ 37,996.85	\$ 30,170.39	\$ 3.85
New Professions Technical Institute	69	59	29	49.15 %	19	65.52 %	\$ 4,452.93	\$ 262,722.89	\$ 9,059.41	\$ 10.90	\$ 22,669.13	\$ 13,609.72	\$ 1.50
SABER	44	44	23	52.27 %	19	82.61 %	\$ 5,607.70	\$ 246,738.60	\$ 10,727.77	\$ 14.77	\$ 30,719.79	\$ 19,992.03	\$ 1.86
South Florida Institute of Technology, Inc.	31	31	10	32.26 %	6	60.00 %	\$ 1,837.74	\$ 56,970.04	\$ 5,697.00	\$ 10.97	\$ 22,807.20	\$ 17,110.20	\$ 3.00
St. Thomas University	1	1	1	100.00 %	-	0.00 %	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 15.87	\$ 33,009.60	\$ 28,009.60	\$ 5.60
Sullivan And Cogliano	134	125	78	62.40 %	44	56.41 %	\$ 5,299.81	\$ 662,476.53	\$ 8,493.29	\$ 12.68	\$ 26,384.53	\$ 17,891.24	\$ 2.11
Technical Career Institute	57	49	28	57.14 %	20	71.43 %	\$ 5,946.93	\$ 291,399.42	\$ 10,407.12	\$ 9.79	\$ 20,363.20	\$ 9,956.08	\$ 0.96
The Academy of South Florida, Inc.	224	220	157	71.36 %	131	83.44 %	\$ 8,864.94	\$ 1,950,286.73	\$ 12,422.21	\$ 18.53	\$ 38,535.64	\$ 26,113.43	\$ 2.10
The CDL School	32	26	16	61.54 %	14	87.50 %	\$ 3,845.63	\$ 99,986.25	\$ 6,249.14	\$ 11.99	\$ 24,939.20	\$ 18,690.06	\$ 2.99
University of Miami	1	1	-	0.00 %	-	0.00 %	\$ 6,865.00	\$ 6,865.00	-	-	-	-	-
	1619	1422	766	53.87 %	584	76.24 %	\$ 4,517.82	\$ 6,424,335.29	\$ 8,386.86	\$ 14.81	\$ 30,814.87	\$ 22,428.01	\$ 2.67



7.

SFWIB – Executive Committee

July 19, 2011

SFWIB Management Tools

Information Item

BACKGROUND

In an effort to facilitate effective and efficient management of SFWIB participants by Service Providers and Training Vendors, SFWIB staff designed the following tools and/or reports:

- (1) Training Reconciliation Tool: the purpose of the tool is to ensure that Service Providers and Training Vendors enter consistent and accurate participant training-related data in the Service Account Management System (SAMS) in a timely manner.
- (2) Upgraded SAMS Invoicing Screen: the screen was redesigned, incorporating the latest technology, to improve the performance of the online invoicing process.
- (3) Training Vendor Interface: the interface was designed to comply with the ITA Policy; it automates the Training Vendor registration (i.e. completing a business profile), program cost updating, and addition and/or deletion of a training program processes.
- (4) Management Reports: SFWIB staff is in the process of creating various Management Reports to enhance the tracking of customer flow at the Career Center level (i.e. from the entry of the job order to the participant's placement).



8.

SFWIB – Executive Committee

July 19, 2011

**Unemployment Insurance Benefits
Exhaustees**

Discussion Item

BACKGROUND

According to the President’s Council of Economic Advisors, the number of people nationally who will have completely exhausted their unemployment insurance (UI) benefits – often referred to as “99ers,” will reach four million by the end of 2011. By many estimates, this number is conservative.

The changes in hiring practices as a result of the most severe economic downturn since the Great Depression have resulted in a restructuring of the business model. Human capital is being packaged and assembled in a way never done before. Current and future employees are carefully analyzed and evaluated to determine their contribution to the bottom line. The pursuit of “more for less” has never been more prevalent than it is now. Long honored values like experience, longevity, even loyalty seem to be fading.

With a national unemployment rate of 8.8 percent—13.5 million out of work and 11.9 million underemployed—it is clear that businesses are being more circumspect in their decision to hire. Businesses are in a position to select from a bounty of highly skilled, well-educated, and most cost-effective applicants.

To enhance services to this population, SFWIB should consider launching a Campaign of Hope in response to the severe impact the recession has had on the long-term unemployed and exhaustees of UI benefits.

The Campaign would include forming a Blue-Ribbon level committee of community leaders to provide the best advice and counsel on coming up with solutions to these issues, adapting employment and training services to accommodate the employment needs of the new constituents, and taking the campaign on the road to inform community, civic and business organizations of these issues.

The goal of this campaign is to:

- Bring awareness to this issue,
- Help people stay connected to education, training and support as they go through difficult periods of unemployment,
- Provide career-related options, and:
- Bring people to a platform of readiness professionally and emotionally so that they are prepared once the tide turns.