



SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: February 17, 2022, 9:00AM

LOCATION: The Landing at MIA 5 Star Conference Center
 South Beach Room
 7415 Corporate Center Drive, Suite H
 Miami, FL 33126

Zoom: <https://us02web.zoom.us/meeting/register/tZYpdO-qqzIuGdMVFWX4J4IK8uyIhEgwHqzc>

1. CALL TO ORDER: 9:10AM

ROLL CALL: 10 members; 5 required; 6 present: Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia Chi, Joe Clayton, Lovey Rod, Denis Hill-Riggins, Brenda (Zoom) Regueiro, Maria (Zoom)	Diggs, Bill Garza, Maria, Chair Huston, Albert “Al” Manrique, Carlos SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED	Gilbert, David Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		

Agenda items are displayed in the order they were discussed.

2. Approval of Performance Council Meeting Minutes – October 21, 2021 and December 17, 2021

Ms. Canales presented item 2A, October 21, 2021 and December 17, 2021 Performance Council Meeting minutes for approval. **All in favor with no opposition. Motion Passed Unanimously.**



3. Information - Balanced Score Card Report

Ms. Canales introduced the item; Mr. Gilbert further presented.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through January 31, 2022. To date, none of the 10 CareerSource center locations is meeting the required 65% performance measure standard.

Mr. Gilbert advised that CSSF staff has sent Notice of Corrective Action letters to all service providers. There has been some improvement since receiving the notifications and completing/implementing Corrective Action Plans. CSSF staff will continue to monitor and track performance.

Mr. Chi asked for clarification on the reasons why service providers are not meeting the 65% performance standard.

Mr. Gilbert shared that since the pandemic, there has been a shift in the service delivery model. Lack of live traffic flow throughout the Career Centers means that providers have to engage other methods of recruiting. In addition to the learning curve associated with these new activities - similar to other industries, we are experiencing high turnover in the centers.

Mr. Gilbert and Mr. Perrin shared that candidates are turning down work that does not offer a higher wage. Additionally, there is still a tremendous desire to work remote, avoiding contact with others since we are still in a pandemic. Mr. Gilbert shared that even Miami-Dade County began conducting job fairs for open positions because they were having a hard time finding talent.

Recruitment processes are changing and becoming a lot more flexible to attract talent. The private sector is moving faster than the public sector when it comes to recruitment methods, job perks (daily pay, 4-day workweeks, increased benefits), and wages provided.

Mr. Chi advised that we should not only look at supply vs. demand factors, but also the transformation of the workplace, particularly with the retirement of baby boomers and the increase in entrepreneurship.

Ms. Canales asked for clarification regarding the Corrective Action Plans for providers – instead of improvement by a certain date, we are looking for progress over time.



Mr. Gilbert confirmed that we are looking for improvement over time and advised that CSSF staff is working with providers to identify human capital in several different populations (i.e., foster care youth, CDL programs for inmates, workers with disabilities, etc.).

There were no further questions or concerns regarding the item.

4. Information - Consumer Report Card Update

Ms. Canales introduced the item; Mr. Perrin further presented CRC performance indicators for the period of July 1, 2021 through January 31, 2022.

There were no further questions or concerns regarding the item.

5. Information - Youth Partners Regional Performance

Ms. Canales introduced the item; Mr. Gilbert further presented the Youth Balance Scorecard Report for PY 2021-2022 from July 1, 2021 through January 31, 2022.

Provider performance has increased; however, we are still below standard. CSSF staff is working with the youth providers to implement corrective actions to increase performance.

Ms. Canales noted that there has been an improvement since the last meeting, even though providers are not meeting the established goals. Is this situation similar to agenda item 3 with there being a need for new recruitment methodology?

Mr. Gilbert confirmed that COVID-19 restrictions are being relaxed as such; we do have increased access to the schools. In addition, we are working with the Adult Ed facilities to connect with out of school youth to enroll them into GED programs and other training opportunities.

There were no further questions or concerns regarding the item.

Being as there were no further questions or concerns, the meeting adjourned at 9:35am.