



Mr. Chi moved to approve items 2A – 2L Performance Council meeting minutes. Mr. Motion seconded by Mr. Clayton; **Motion Passed Unanimously**

3. Refugee Employment and Training Program Performance Overview

Mr. Gilbert introduced the item and further presented.

As of October 1, 2021, we no longer operate the Refugee Program.

Mr. Chi asked for clarification on how “refugee” is defined as well as the requirements for the program.

Mr. Gilbert advised that all refugees must have a permit to work. He further elaborated on the additional eligibility requirements needed for the Refugee program.

No further comments or discussion.

4. Balanced Score Card Report

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

Mr. Clayton inquired if Homestead was included in Florida City as well.

Mr. Gilbert affirmed and further elaborated.

Ms. Canales commented on the significant surge in placements toward the southern region of the service area; also, that average wages in West Dade and Northside have started to surpass that of the Keys.

Mr. Gilbert further explained that because employers are paying higher wages to entice workers to apply for open positions. He further elaborated on the fact that employers are looking at multiple strategies to cover the need (apprenticeships, pre-apprenticeships, etc.).

Mr. Chi inquired about the type of jobs that are difficult to fill.

Mr. Gilbert advised that the demand is high in the medical, janitorial, and hospitality fields; however, almost all occupations are experiencing difficulty, as such, it is not an industry-specific issue.

Dr. Reguerio asked if the refugee program was a part of the USDOL audit.



Mr. Gilbert advised that, as far as he knows, the refugee program was not included. CareerSource South Florida has not received the sample file list from the USDOL or DEO to confirm which placements are under questioning.

Dr. Regueiro inquired if the placements we are reviewing today are a part of the USDOL audit.

Mr. Gilbert and Mr. Perrin confirmed that the placements the Council are discussing today are not a part of the USDOL audit and have each gone through a strenuous verification process. The same procedure is used with all placements, which is why we disagree with the finding and are waiting for the sample list referenced during the audit, which focused on PY 2017-2020.

Dr. Reguerio inquired if there was a possibility that the minutes that the Council just approved, could contain placements that were a part of the sample.

Mr. Gilbert confirmed that prior minutes could contain placements that were a part of the USDOL audit; however, since we have not received the sample file from them, we are not able to say with any degree of certainty.

There were no further questions or concerns.

5. Consumer Report Card Update

Mr. Gilbert introduced the item and further presented.

There were no questions or concerns regarding the item.

6. Youth Services Balanced Scorecard Update

Mr. Gilbert introduced the item and further presented.

Mr. Gilbert advised that it has been challenging to engage youth since the start of the pandemic; however, CSSF staff are proactively looking to ensure we increase services available to in school and out-of-school youth.

Mr. Chi asked about the offerings available to students.

Mr. Gilbert advised that we have 14 elements by law, including, but not limited to: financial literacy, GED preparation, employability skills training, technical skills certification training,

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paid internships, dropout prevention, mentorship, career counseling, peer counseling, and career pathways upon graduation. We work with youth that do not possess a high school degree to determine their best path forward – either helping them gain their GED or assessing their high school record to determine if re-enrollment with an accelerated path to graduation is the best option. We continue to work with our business partners to create pre-apprenticeships and apprenticeships that will lead to a career pathway.

There was a question presented as to how services are delivered – live or remote.

Mr. Gilbert shared that a hybrid approach is underway, depending on the student's accessibility to internet services. In addition, we have changed the way services are provided; they are available when the student needs them – evenings and weekends included.

Mr. Chi inquired about the lack of response from the youth - are we correctly identifying what students want?

Mr. Gilbert reiterating that we are in the process of re-assessing all program offerings, which will be a part of the Corrective Action Plan submitted by providers. We want to ensure that what we offer aligns with student interest; depending on the career pathway selected.

Ms. Canales asked if most of the services were accessed in-person pre-pandemic.

Mr. Gilbert confirmed that before the pandemic there was open access to schools and a variety of community partners with targeted audiences. Since the pandemic, providers have limited access to the schools. Any access granted is via school counselors. Most services are conducted, for in-school youth, outside of school hours.

There is some discussion around targeting strictly out of school youth.

Mr. Beasley further elaborated on pre-apprenticeship programs that are currently underway and discussions with employers in the hospitality field about possible program offerings and increased salary requirements.

There was further discussion.

Mr. Chi asked for clarification on which services are available virtually.

Mr. Gilbert advised the following services are provided virtually: Employability Skills Training, Career Counseling, GED Prep, Tutoring and Mentorship. Work experience is in-person and on-site of each respective employer.



Mr. Chi inquired about the use of mobile phones and social media to improve recruitment efforts.

Mr. Gilbert reported that text options are available and in use, primarily for engaging in conversations with students to gauge how student performance and outlook.

Mr. Gilbert further shared that each month, we will be working with service providers to engage with a variety of organizations that work with both in school and out-of-school youth, to leverage resources and increase communication. Any organization looking to place individuals in either full or part-time positions we are working with. On the placement side, we are working with every organization that has individuals looking for full or part-time work.

Mr. Chi advised that he would like to see Workforce look more into utilizing mobile phones and social media as a means of recruitment.

Mr. Gilbert shared that CSSF is in discussions with Google regarding possible scholarship programs and training certifications for soft skills. We can incorporate discussions around offerings via mobile apps.

Mr. Gilbert further elaborated that CSSF has increased its use of social media, posting a minimum of four (4) days per week to ensure the youth are aware of available services and job openings. He went on to share about the CSSF partnership with Miami-Dade County to increase recruitment efforts for bus operators. The social media campaign has resulted in over five hundred (500) applications to date.

Mr. Perrin also shared that CSSF posts the “Top 10 Positions” daily in English, Spanish, and Creole.

Being as there were no further questions or concerns, the meeting adjourned at 9:30am.