



SFWIB PERFORMANCE COUNCIL MEETING MINUTES

DATE/TIME: August 18, 2022, 8:30AM

LOCATION: Doubletree by Hilton Hotel Miami Airport & Convention Center
 MACC Conference Center – 2nd Floor
Conference Room MACC 101
 711 N.W. 72nd Avenue
 Miami, FL 33126

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

- 1. CALL TO ORDER:** Chairwoman Canales called to order the regular meeting of the SFWIB Performance Council at 8:46AM on August 18, 2022.

ROLL CALL: 8 members; 5 required; 5 present: Quorum

SFWIB PERFORMANCE COUNCIL MEMBERS PRESENT	SFWIB PERFORMANCE COUNCIL MEMBERS ABSENT	SFWIB STAFF
Canales, Dequasia, Chair Chi, Joe, Vice-Chair Clayton, Lovey Regueiro, Maria Rod, Denis	Diggs, Bill Garza, Maria Huston, Albert “Al” SFWIB PERFORMANCE COUNCIL MEMBERS EXCUSED	Gilbert, David Perrin, Yian ADMINISTRATION/IT
OTHER ATTENDEES		
Dalto, Joseph, New Horizons		

Agenda items are displayed in the order they were discussed.



2. Approval of Performance Council Meeting Minutes – June 30, 2022, April 28, 2022, February 17, 2022

Ms. Canales introduced the item; Mr. Gilbert further presented. Performance Council members were provided an opportunity to review the minutes prior in advance of the vote. No questions or concerns were presented; no changes required.

Motion by Dr. Rod: Move to approve agenda items 2A, 2B, and 2C – Meeting minutes from June 30, 2022, April 28, 2022, and February 17, 2022.

Mr. Chi seconded the motion; **item is passed without dissent.**

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 June 30, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

Mr. Gilbert shared that since the implementation of Corrective Action Plans (CAP), performance has reflected steady improvement at many of the American Job Centers (AJC). Some were close to hitting the 65% standard. Moving forward, service providers are expected to continue executing according to their respective PIPs. CSSF staff will continue to monitor and track the strategies employed to ascertain progress and effectiveness.

CSSF staff has updated the Balance Score Card to align local performance measures with state/federal performance benchmarks for Adult and Youth, Dislocated Worker, and Wagner-Peyser. The revised BSC will be presented at the October 2022 SFWIB for review and approval.

Mr. Gilbert reviewed performance changes for all AJC's, highlighting those with significant improvement.

Mr. Chi inquired about the adjustments made to bring about improvements in the centers.

Mr. Gilbert shared that CSSF staff worked with the service providers to investigate center operations (e.g., remote staff functionality, outreach and recruitment methods, etc.); the goal was to make necessary adjustments that would flourish in a post-COVID, more remote

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environment. In addition, SFWIB/CSSF staff has increased outreach to assist the AJCs in meeting performance measures, including hosting recruitment events, sending referrals for local organizations, and working with several departments within Miami-Dade County to fill job openings.

Chairwoman Canales noted businesses are beginning to transition to more of a hybrid working environment - workers are returning to office at least a few days a week. Do you foresee any additional challenges with the AJCs progression?

Mr. Gilbert advised that several processes/procedures have been implemented to support a more remote workforce. It took a while for service providers to learn how to adjust to completing assessments via a digital platform vs. in person. We have since embraced the change and developed processes that enable AJC staff to service the client and track progress, whether the individual is in-person or remote. As such, we are confident that we will continued improvement moving forward.

There were no further questions or concerns regarding the item.

4. Information - Consumer Report Card Update

Mr. Gilbert introduced the item and further presented CRC performance indicators for the period of July 1, 2021 through June 30, 2022.

Mr. Gilbert advised that the success of the partnership between our training vendors and the AJCs is evident in reviewing the outcomes. Participants are receiving training/certifications, and are then able to obtain employment in training-related fields.

Mr. Clayton asked if the training vendors/AJCs participate in healthcare related training/job placements. Chairwoman Canales confirmed we are moving in that direction, although it has been a slow start. Mr. Gilbert and Mr. Perrin have been working on recruitment/retention issues with one of the largest healthcare systems in South Florida. In addition, there have several meetings/discussions regarding moving forward with apprenticeships in healthcare (e.g., long-term care, skilled nursing, acute, ambulatory, and hospital care). Programs will be available for incumbent healthcare workers seeking upward mobility and individuals that are new to the field.

Mr. Gilbert shared that there is a healthcare recruitment event taking place in September. Furthermore, in support of the effort to address healthcare resource shortages, he has personally vetted and referred approximately 28 individuals – eight (8) Registered Nurses (RN), Mammogram Technicians, LPNs, and Patient Care Technicians - to the HR Manager



of one of our largest hospital systems. All candidates received interviews and at least one has received a job offer.

Mr. Gilbert further advised the Performance Council that CSSF staff are working with Miami Dade College to develop a LPN apprenticeship program and Florida Vocational Institute to establish an apprenticeship program that will enable Certified Nursing Assistants (CNAs) to transition to Licensed Practical Nurses (LPNs).

There were no further questions or concerns regarding the item.

5. Information – Youth Balanced Scorecard

Mr. Gilbert introduced the item and further presented program performance for PY 2021-2022, which is the period of July 1, 2021 through June 30, 2022.

The In-School Youth (ISY) program has exceeded its enrollment standard. The Out-of-School Youth (OSY) program enrollment performance was impacted by barriers to education and employment and by environmental factors, such as employment availability with easy entry level access to higher wages.

Mr. Gilbert advised that youth service providers are on a Corrective Action Plan as well – they are showing a steady increase in performance over time.

Performance measures for 2nd and 4th quarter are measured after individuals have exited the system due to employment or post-secondary education. Program year 2022-2023 will continue to track performance data for two quarters after exit, as directed by the State. With the aforementioned changes, we should see improved performance over time for the ISY.

Mr. Gilbert reviewed the performance measures for out-of-school youth (OSY); he reminded the Council that credentials are not currently available, it's captured only after a participant exits the program. They have a year after program completion to obtain credentials. We are just starting to see those that exited during the height of the pandemic are starting to be reflected in the data. Moving forward, we should continue to see better performance as we continue through the program year.

SFWIB staff revised the Youth BSC to align with the Workforce Innovation and Opportunity Act local negotiated Youth program primary performance indicators for PY 2022-2023 and 2023-2024; and to enhance the oversight and management of the performance indicators.



Mr. Chi asked for clarification on what it means for a participant to exit. Mr. Gilbert explained that once participants complete a training program, gains his/her General Education Development certificate (GED), or find employment, they may exit the system. Adult and Youth State and Federal measures begin one hundred-eighty (180) days after a participant is no longer receiving services – whether they have completed post-secondary education, become employed, or refuse to further participate. At that time, the State seeks to determine if that individual has achieved a credential, is actively enrolled in an educational program, or is receiving wages – indicating employment.

He further advised that Measurable Skills Gains, which looks at a participant’s progression, is the only federal performance indicator that happens while an individual is active.

There were no further questions or concerns regarding the item.

6. WIOA Performance Indicators and Measures

Mr. Gilbert introduced the item and further presented the negotiated PY 2022-2023 and 2023-2024 WIOA Performance Indicators for Workforce Development Area (WDA) 23.

The Florida Department of Economic Opportunity (DEO) recently completed state-level performance negotiations with the U.S. Department of Labor (USDOL) Employment and Training Administration for Workforce Innovation and Opportunity Act (WIOA) Titles I and III funded programs for Program Years (PY) 2022-2023 and 2023-2024. The negotiated WIOA primary performance indicators will measure the efficaciousness of the Adult, Dislocated Worker, Youth, and Wagner-Peyser programs provided by local workforce development boards (LWDB).

The South Florida Workforce Investment Board (SFWIB) recently received the PY 2022-2023 and 2023-2024 WIOA Performance Indicators for Workforce Development Area (WDA) 23 from the DEO. Mr. Gilbert further explained that, historically, when the State negotiated with the performance indicators with the USDOL, the same requirements would be assigned to all workforce boards – regardless of environmental differences that may influence outcomes. This year, the USDOL required DEO to use the Statistical Adjustment Model (SAM) to ensure all environmental factors associated with servicing participants in any respective area, is considered when determining negotiated local levels of performance.

Mr. Gilbert reviewed the PY 2022-2023 estimated levels of performance for WDA23 and discussed the PY2017-2020 regression model data, recently received from DEO, which provides an overview of many of the characteristics relevant to performance in any region



across the state. The full presentation will be presented during the full board sessions. SFWIB performance measures have been reduced, using the SAM model, based on the number of barriers to employment within our population.

Mr. Chi asked for clarification of our primary goal for participants. Mr. Gilbert advised that the SFWIB's main objective is to ensure constituents have the training and skills to become gainfully employed. WIOA has been established to service individuals with barriers to employment (e.g., returning citizens, language barriers, homeless, welfare recipients, disabilities, veterans, long term unemployed, etc.); we seek to remain true to that cause.

Mr. Chi asked about the placement process. Mr. Gilbert advised that we conduct direct job placements (DJP). Mr. Beasley is keen on establishing, developing, and servicing the employer relationship. This develops the trust necessary to enable SFWIB staff to identify and refer individuals, which may require additional training, for open roles in their organization whenever needed.

Mr. Chi advised that the Chamber has several organizations actively looking to hire. Mr. Gilbert assured Mr. Chi that he makes the referral, SFWIB staff will meet with the employers to establish a direct relationship and do what we can to help them identify talent.

There were no further questions or concerns regarding the item.

Being as there were no further questions or concerns, the meeting adjourned at 9:28am.