



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

**Executive Committee Meeting
Thursday, October 13, 2016
8:15 A.M.**

CareerSource South Florida Headquarters
7300 Corporate Center Drive
Conference Room 2
Miami, FL 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Meeting Minutes
 - A. August 11, 2016
3. Information - 2016-2020 CareerSource South Florida Strategic Operational Plan
4. Information – Salesforce Business Survey Report
5. Recommendation as to Approval to Allocate Refugee Employment and Training funds for PY2016-17
6. Recommendation as to Approval of a TechHire Initiative for Overtown

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"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."



SFWIB EXECUTIVE COMMITTEE

DATE: October 13, 2016

AGENDA ITEM NUMBER: 2A

MEETING MINUTES

August 11, 2016 at 8:15 A.M

CareerSource South Florida Headquarters

7300 Corporate Center Drive, Conference Room 2

Miami, FL 33126

EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE	EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE	AUDIENCE:
<ol style="list-style-type: none"> 1. Piedra, Obdulio, <i>Chairman</i> 2. Bridges, Jeff, <i>Vice-Chairman</i> 3. Ferradaz, Gilda 4. Gaber, Cynthia 5. Garza, Maria 6. Gibson, Charles 	<ol style="list-style-type: none"> 7. del Valle, Juan Carlos 8. Perez, Andy <p>*****</p> <p>SFWIB STAFF</p> <p>Beasley, Rick Almonte, Ivan Alonso, Gustavo Jean-Baptiste, Antoinette Kavehersi, Cheri Perrin, Yian Smith, Marian Smith, Robert</p>	<p>Girnun, Arnie – <i>New Horizons, Inc.</i></p> <p>Perez- Borroto, Connie – <i>Youth Co-Op, Inc.</i></p> <p>Rodanes, Carlos – <i>New Horizons of South Florida</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairman Obdulio Piedra called the meeting to order at 8:24am and asked all those present introduce themselves. Quorum had not been achieved. Chairman Piedra congratulated Arnie Girnun of New Horizons Inc. for his recent appointment as Chairman of CareerSource Florida Finance Committee.

2. A. Approval of June 16, 2016 and July 14, 2016 Meeting Minutes

Ms. Gilda Ferradaz moved the approval of June 16, 2016 and July 14, 2016 meeting minutes. Motion seconded by Mr. Maria Garza; Motion Passed Unanimously

3. Discussion – 2016-20 CareerSource South Florida Strategic Operational Plan

Chairman Piedra introduced the item and Mr. Beasley further discussed.

Chairman Piedra recommended the Strategic Goals Operational Plan Monitoring Tool presentation be more legible (font size larger). Mr. Beasley assured that a hard copy will be provided to each member the next time it is presented.

Vice-Chairman Bridges asked whether financial goals would be set. Mr. Beasley explained the differences between those with and without financial goals. He provided further explanation on youth services resource guide. Vice-Chairman Bridges verified whether this would be one of the guides included. Mr. Beasley explained that it is a goal listed under dedicated youth.

There was continued discussion.

No further questions or discussions.

4. Information – DEO Monthly Job Placement Report for July 2016

Chairman Piedra introduced the item and Mr. Beasley further presented.

Chairman Piedra inquired about creating strategies and tactics to help increase the number of job placements.

There was continued discussion related to relative shares.

Chairman Piedra briefly shared the importance of identifying best practices.

No further questions or discussions.

5. Information – CSSF Business Incentive Package

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

6. Informational – Inspector General Report of Investigation

Chairman Piedra introduced the item and Mr. Beasley further presented.

No further questions or discussions.

Chairman Piedra requested Executive Director, Maria Rodriguez of Youth Co-Op, Inc. share with the Council on status of the refugee program being managed by the entity. She explained it was going very well.

Mr. Beasley inquired about the number of clients that are being served regularly. Ms. Rodriguez responded over 2000 and shared there were over 22,000 refugee clients that were served in year 2005 even when funding had not increased. She moreover explained that since the last reporting, the number of refugee clients have grown to 66,000 where funding have not increased much. Ms. Rodriguez also shared how funding have reduced.

Chairman Piedra requested an update on the summer program and Mr. Beasley explained that a full update would be provided to the Board at its next scheduled meeting.

There being no further business to come before the Committee, the meeting adjourned at 9:08am.

DRAFT



DATE: 10/13/2016

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: 2016-2020 STRATEGIC GOALS OPERATIONAL PLAN UPDATE

AGENDA ITEM TYPE: **DISCUSSION**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **National leader in an ROI-focused enterprise**

BACKGROUND:

At its April 21, 2016 meeting, the SFWIB approved six new strategic goals. The goals are expected to influence future discussions and decisions:

1. Goal: Continue to Be the Premier National Provider of Employment and Career Services
2. Goal: Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery
3. Goal: Improve Services for Individuals with Barriers to Employment
4. Goal: Continue Dedicated Commitment to Youth Participation in the 21st Century Economy
5. Goal: Leverage Demand-Driven Management/Control Tools to Achieve Strong Performance with a High Return on Investment
6. Goal: Continue to Be a High-Performing Board with Strong Workforce System Leadership

At the May 12, 2016 Executive Committee meeting, the 2016-20 Strategic Plan was presented to Committee members for additional input. SFWIB staff incorporated the Committee's comments and finalized the operational plan.

In an effort to assist in implementing the strategies and initiatives that will accomplish the six strategic goals, SFWIB staff developed a tracking tool. The Strategic Goal Operation Plan Monitoring Tool assists staff when tracking which strategies have been utilized, address those yet to be implemented, and the overall progress in achieving the strategic goals.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

STRATEGIC GOALS OPERATIONAL PLAN MONITORING TOOL

STRATEGIES					GOAL 1
A.	B.	C.	D.	E.	
Engage Employers and Seek Continous Feedback	Ensure all service providers and career cneters implement employers engagement in theirs operations	Partner with Economic Development to Assist Targeted Industries	Emphasize work-based learning and training	Close the Digital Skills Gap	Build a Demand-Driven System with Employer Engagement
Number of Agendas Utililizig These Strategies					
0	0	0	1	0	1

STRATEGIES					GOAL 2
A.	B.	C.	D.	E.	
Develop Integrated Business Service Teams	Maximize use of the Employ Florida Marketplace (EFM) Among Workforce System Partners	Strengthen the Partnership with WIOA Required Partners	Seek excellence in customer service	Conduct an analyses of Career Centers	Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery
Number of Agendas Utililizig These Strategies					
0	0	0	0	0	0

STRATEGIES			GOAL 3
A.	B.	C.	
Develop specific programs and initiatives	Improve Employment Outcomes	Ensure compliance with WIOA Section 188	Improve Services for Individuals with Barriers
Number of Agendas Utililizig These Strategies			
0	6	0	7

STRATEGIES				GOAL 4
A.	B.	C.	D.	
Expand Career Exploration and Pathways Programs	Joint Contribution for Youth Career Pathway Models	Youth Entrepreneurial Skills Training Programs	Improve Service Delivery and Outcomes	Dedicated Commitment to Youth Participation
Number of Agendas Utililizig These Strategies				
3	3	0	0	9

STRATEGIES			GOAL 5
A.	B.	C.	
Enhance CSSF Performance System	Improve Credential Outcomes for Job Seekers	Provide Technical Assistance to Service Providers	High ROI Through Continuous Improvement
Number of Agendas Utililizig These Strategies			
1	3	0	10

STRATEGIES					GOAL 6
A.	B.	C.	D.	E.	
National Leader in an ROI-Focused Enterprise	Use LMI Data for Policy Development	Maximizing Collaborative Partnerships	Strengthen Workforce System Accountability	Enhance Board Leadership	Strong Workforce System Leadership
Number of Agendas Utililizig These Strategies					
0	0	0	6	0	0

GOAL 1 - Build A Demand Driven System with Employer Engagement

#	BOARD MEETING DATE	AGENDA ITEM SUBJECT	AGENDA ITEM TYPE	RECOMMENDATION TYPE	STRATEGY	PERFORMANCE OUTCOMES					
						FUNDING	NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL
1	08/18/13	The FSMSDC Business Resource Lab	Approval	Initiative	Partner with Economic Development	N/A	N/A	N/A	N/A	N/A	N/A
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GOAL 2 - Strengthen the One-Stop Delivery System and Increase Integrated Service Delivery

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GOAL 3 - Improve Services for Individuals with Barriers

#	BOARD MEETING DATE	AGENDA ITEM SUBJECT	AGENDA ITEM TYPE	RECOMMENDATION TYPE	STRATEGY	PERFORMANCE OUTCOMES						
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL	
1	06/23/16	Hospitality Certification Training (Wolfson)	Approval	Programmatic	Improve Employment Outcomes	\$ 208,500.00	150		\$ 1,390.00	\$13.96		
2	06/23/16	Hospitality Certification Training (Homestead)	Approval	Programmatic	Improve Employment Outcomes	\$ 150,000.00	100		\$ 1,500.00	\$12.87		
3	06/23/16	Culinary Skills Training	Approval	Programmatic	Improve Employment Outcomes	\$ 188,000.00	80		\$ 2,350.00	\$12.87		
4	08/18/16	United Way Mission United Program	Approval	Programmatic	Strengthen the Partnership with WIOA Required Partners	\$ 175,000.00	100		\$ 3,500.00	\$7.24		
5	08/18/16	Construction Technology and Forklift Training	Approval	Programmatic	Improve Employment Outcomes	\$ 97,905.00	100		\$ 1,399.00	\$19.06		
6	08/18/16	Construction Technology Training	Approval	Programmatic	Improve Employment Outcomes	\$ 101,436.00	120		\$ 1,208.00	\$22.24		
7	08/18/16	Private Security Officer Training	Approval	Programmatic	Improve Employment Outcomes	\$ 138,054.00	200		\$ 986.00	\$25.49		
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Total:						\$ 1,058,895.00	0	\$	\$ 12,333.00	\$113.73	\$0.00	

GOAL 4 - Dedicated Commitment to Youth Participation

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES							
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS		RETURN ON INVESTMENT	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL		
1	06/23/16	Take Stock In Children Scholarship (TSIC) Program Funding	Approval	Programmatic	Joint Contribution for Youth Career Pathways Models	\$ 1,058,098.00	50		\$ -				
2	06/23/16	PACE Center For Girls, Inc. Pilot Education and Training Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 266,000.00	127		\$ -				
3	06/23/16	Fit2Lead Park Internship Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 100,000.00	24		\$ -				
4	06/23/16	Showcasing Aviation For Empowering Education (SAFE) Aviation Summer Program	Approval	Programmatic	Joint Contribution for Youth Career Pathways Models	\$ 2,000.00	37		\$ -				
5	06/23/16	2016-2017 Youth Services Contractors Renewal	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
6	08/18/16	Future Bankers Training Program	Approval	Programmatic	Expand Career Exploration and Pathways Programs	\$ 100,000.00	N/A	N/A	N/A	N/A	N/A		
7	08/18/16	US Conference of Mayors Dollarwise Campaign	Approval	Initiative	Expand Career Exploration and Pathways Programs	\$ 6,000.00	N/A	N/A	N/A	N/A	N/A		
8	08/18/16	Summer Youth Employment Program	Informational	Programmatic	Expand Career Exploration and Pathways Programs	N/A	N/A	N/A	N/A	N/A	N/A		
9	08/18/16	The National Flight Academy	Informational	Programmatic	Joint Contribution for Youth Career Pathways Models	N/A	N/A	N/A	N/A	N/A	N/A		
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Total:						\$ 1,532,098.00	0		\$ -	\$0.00	\$0.00		

GOAL 5 - High ROI Through Continuous Improvement

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES							
						FUNDING		NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS		RETURN ON INVESTMENTS	
						INVESTMENT AMOUNT	PROJECTED	ACTUAL	COST Per	PROJECTED	ACTUAL		
1	06/23/16	Fiscal Year 2016-17 Budget	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
2	06/23/16	Related Party Training Vendor Agreements	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
3	06/23/16	New Training Providers and Programs	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
4	06/23/16	ITA Policy	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
5	06/23/16	LaunchCode Apprenticeship Program	Approval	Programmatic	Emphasize work-based learning and training	\$ 250,000.00		25	\$ 10,000.00				
6	06/23/16	2016-2017 Subsequent Eligibility of Training Providers	Approval	Policy	Enhance CSSF Performance System	N/A	N/A	N/A	N/A	N/A	N/A		
7	06/23/16	2016-2017 Workforce Services Contractors Renewal	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
8	06/23/16	TANF Required Participation Rate Adjustment and Contract Renewal Requirements	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
9	08/18/16	New Training Providers and Programs	Approval	Policy	Improve Credential Outcomes for Job Seekers	N/A	N/A	N/A	N/A	N/A	N/A		
10	08/18/16	Refugee Services Contractors	Approval	Policy	Strengthen Workforce System Accountability	N/A	N/A	N/A	N/A	N/A	N/A		
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Total:						\$ 250,000.00		25	\$ 10,000.00	\$0.00	\$0.00		

Goal 6 - Strong Workforce System Leadership

#	BOARD MEETING DATE	Agenda Item Subject	Agenda Item Type	RECOMMENDATION TYPE	Strategy	PERFORMANCE OUTCOMES						
						FUNDING	NUMBER OF PARTICIPANTS		PARTICIPANT DETAILS	RETURN ON INVESTMENTS		
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SFWIB EXECUTIVE COMMITTEE

DATE: 10/13/2016

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: SALESFORCE BUSINESS SURVEY REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **BUILD DEMAND-DRIVEN SYSTEM W/ EMPLOYER ENGAGEMENT**

STRATEGIC PROJECT: **Engage employers and seek continuous feedback**

BACKGROUND:

Salesforce is the world's leading customer relationship management (CRM) software and enterprise cloud ecosystem. The Salesforce Customer Success Platform helps companies grow into a more streamlined, effective and efficient organization across sales, service, marketing and more.

The purpose of the state implementing survey state requirements per region is to measure regional workforce board employer satisfaction and retention using Salesforce as an employer monitoring tool. Survey results determine how well each region is working with the employer community.

CareerSource South Florida (hereinafter the "Region 23") providers are required to utilize Salesforce to add new employers they service, maintain new and old relationships with employers, and send a survey to each employer serviced. EFM and Salesforce was integrated in November 2015, since then all information from employers added onto Salesforce is also available in EFM and vice-versa, making it easier for providers to follow-up with each employer as well as keep track of job orders on EFM simultaneously.

Total amount of surveys assigned to Region 23 by the state was divided among the providers. The survey asked employers to rate the provider who serviced them using a zero to ten rating scale, ten being the best rating. Survey had three questions; first question was to rate employer's level of satisfaction, second question was to rate the likely hood they would refer our services, and lastly employers were asked to comment. Total number of surveys sent by providers for Region 23 was 6,098. Total number of responses received from the 6,098 surveys sent was 81, resulting in a 1.32% response rate.

Survey response rate for Region 23 was low due to the fact that providers began to send out surveys to employers they serviced a month and two weeks prior to deadline date. Providers were aware of the state survey requirement and have been provided a state training for Salesforce in Orlando, a local training in headquarters as well as quarterly training webinars in order to execute the states survey requirement.

The following are recommendations to improve business services and responses to the Salesforce Business Survey:

- * Establish Monthly Survey Goals
- * Establish Monthly Survey Response Goals
- * Ensure Business Service Staff have completed Salesforce Training
- * Require Business Outreach Plans

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



REGION 23

SURVEY REPORT

2015-2016

CareerSource South Florida Data Summary

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In order to increase Region 23's response rate and ensure excellent service to employers South Florida Workforce Investment Bureau (hereinafter "SFWIB") is applying the following in this paragraph. SFWIB is requiring providers to submit a Salesforce Business Plan. Salesforce Business Plan outlines procedures centers will put in place to guarantee employers receive a survey as a service is being provided. Salesforce is able to deliver a real-time survey report, allowing employer satisfaction to be easily monitored and negative feedback addressed immediately. Salesforce survey report for 2015-2016 fiscal year lists all employers who received a survey, providers can now go back and follow-up with them and either strengthen existing relationships or win back employers they lost. State has implemented monthly Salesforce training webinars, which providers are required to attend and can access to review recorded training anytime in the Salesforce library tab. In order to ensure compliance, Salesforce State Survey requirements and procedures have been added in their contract renewal for 2016-2017.

Each graph is based on survey responses received by employers. The bar graphs show ratings employers provided and the pie graph demonstrates whether the comments left by employers were positive or negative. Report first shows the survey results for the whole region, then goes on to break down survey results per provider.

Calculations:

Response Rate: (Number of responses ÷ total number of surveys sent) x 100 = ___%

Bar Graph Rating Percentage:

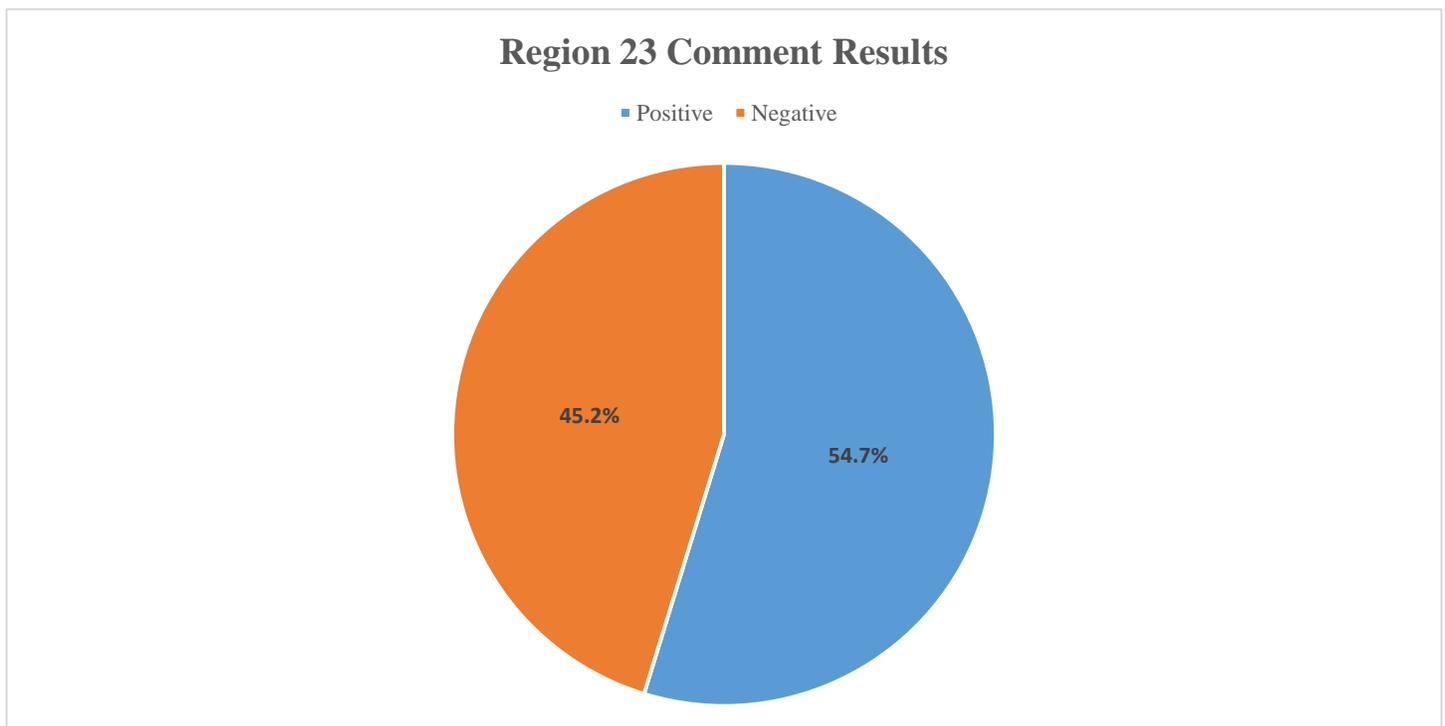
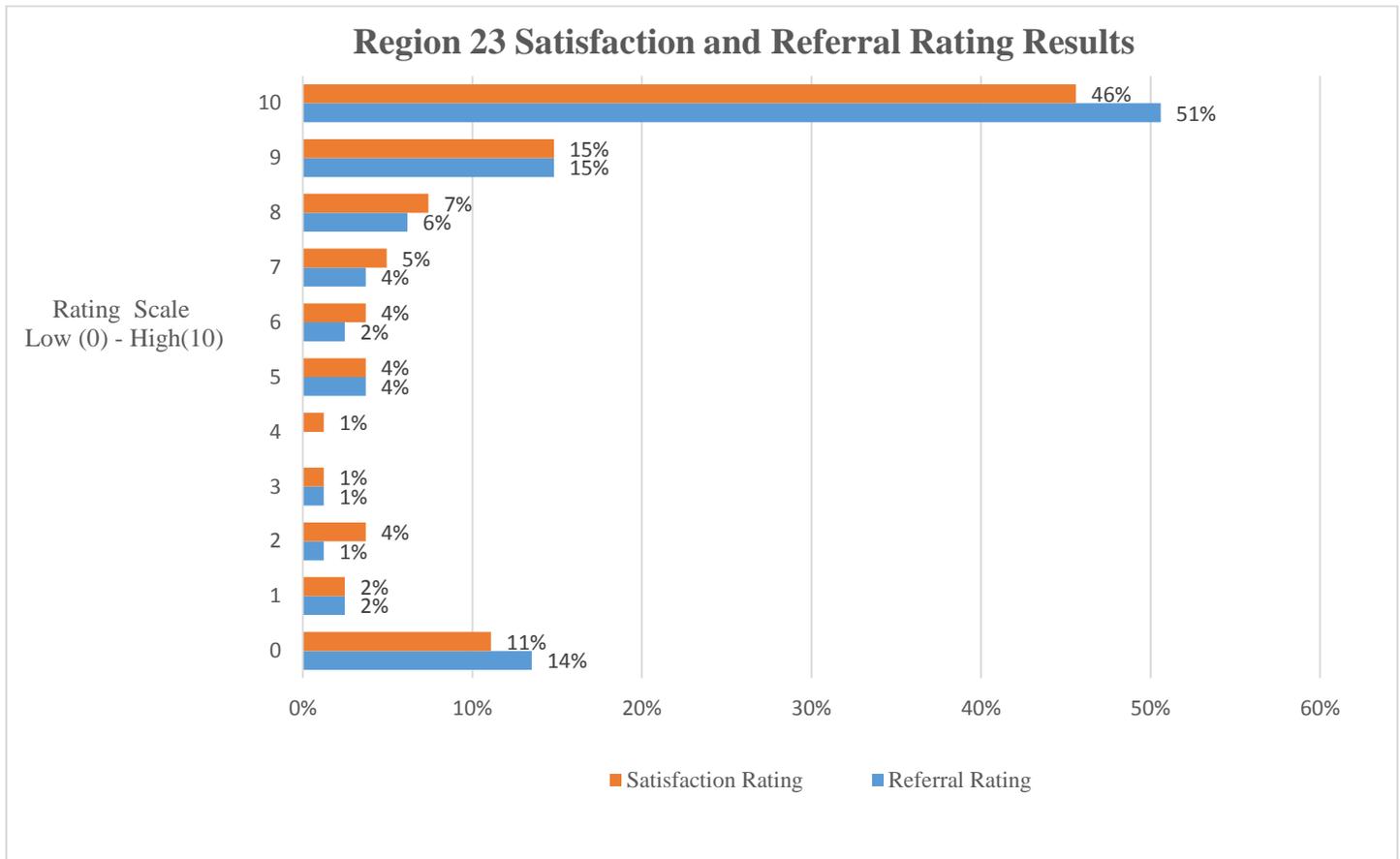
(Total number of employers who chose a certain rating ÷ total number of responses received) x 100 = ___%

Pie Graph Comment Percentage: Comments were either positive or negative based on content.

(Number of positive or negative comments ÷ total comments received) x 100 = ___%

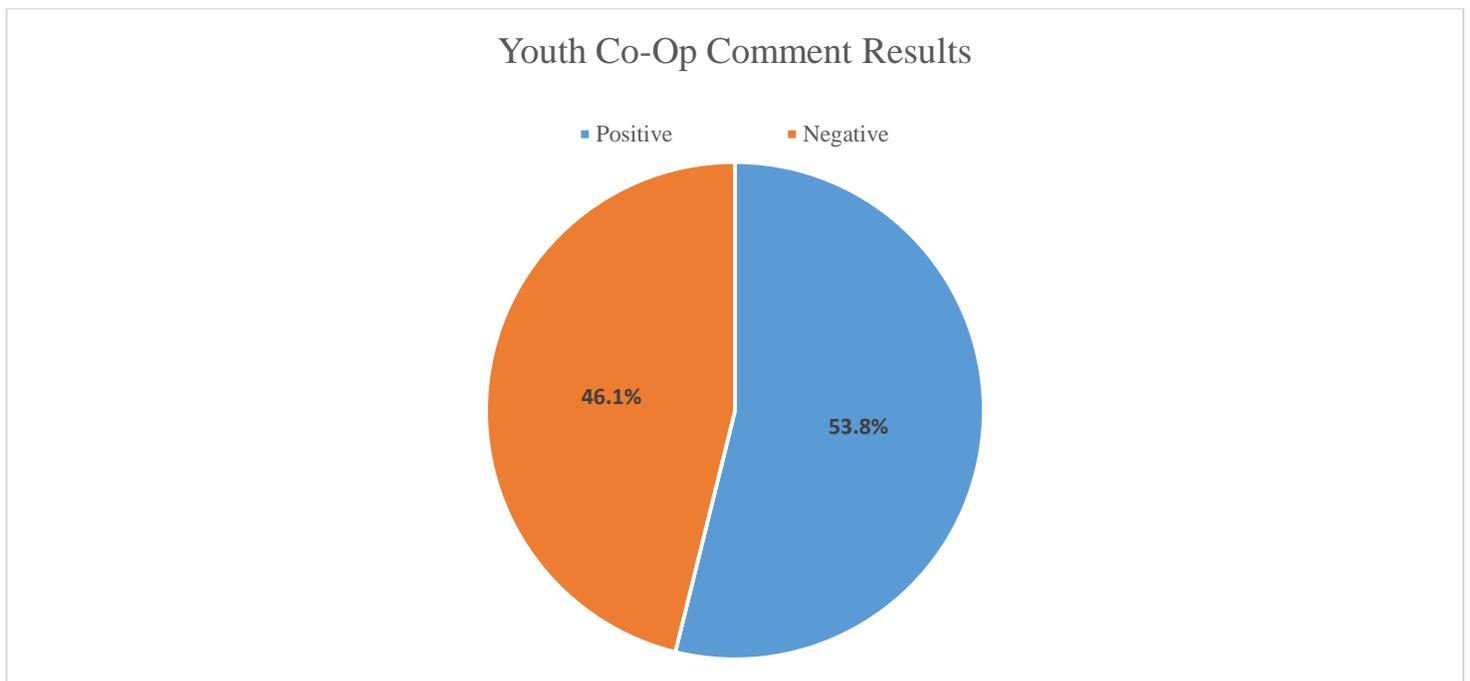
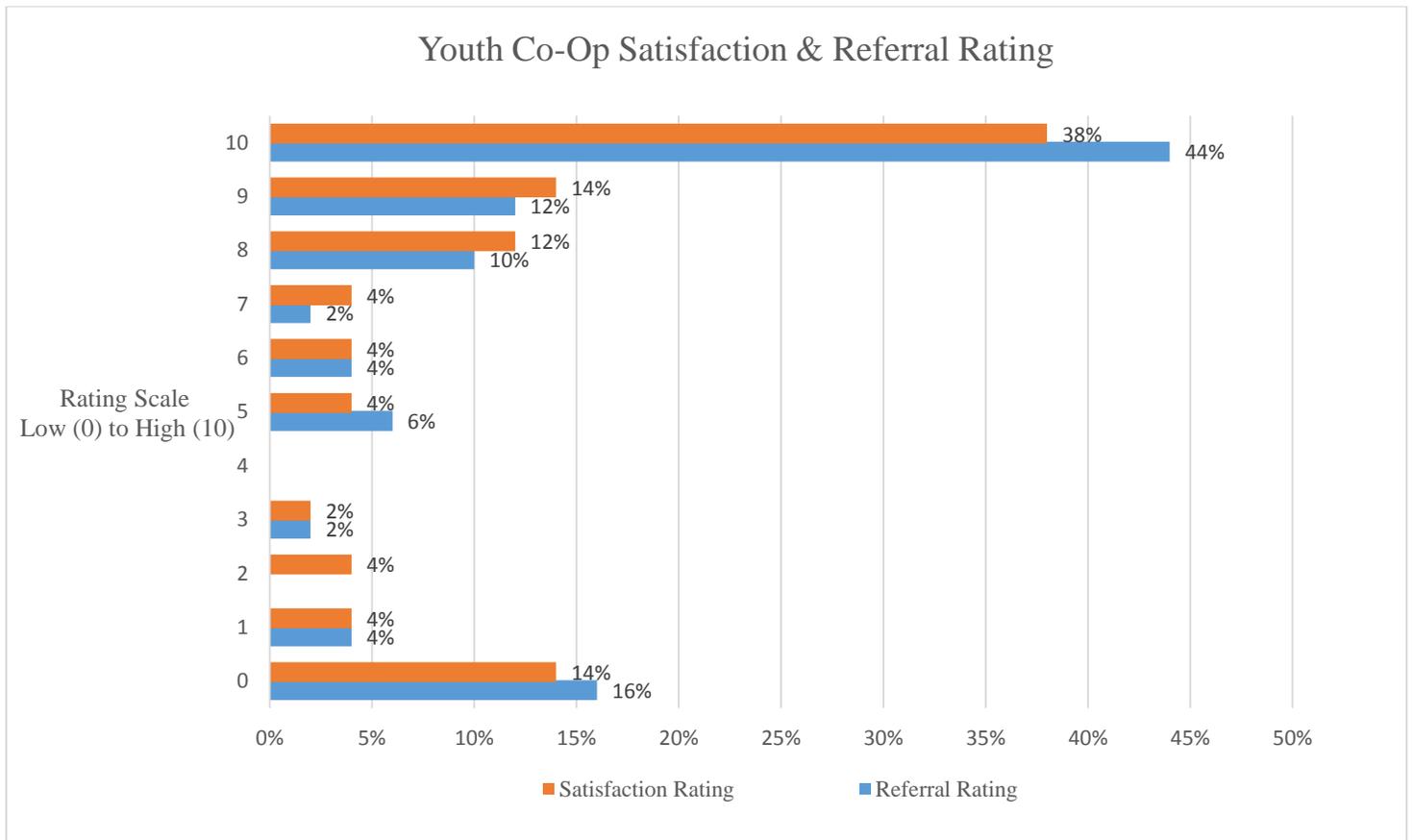
Region 23:

Response Rate of 6,098 surveys sent is 1.32% (81 completed surveys, 42 of which provided comments).



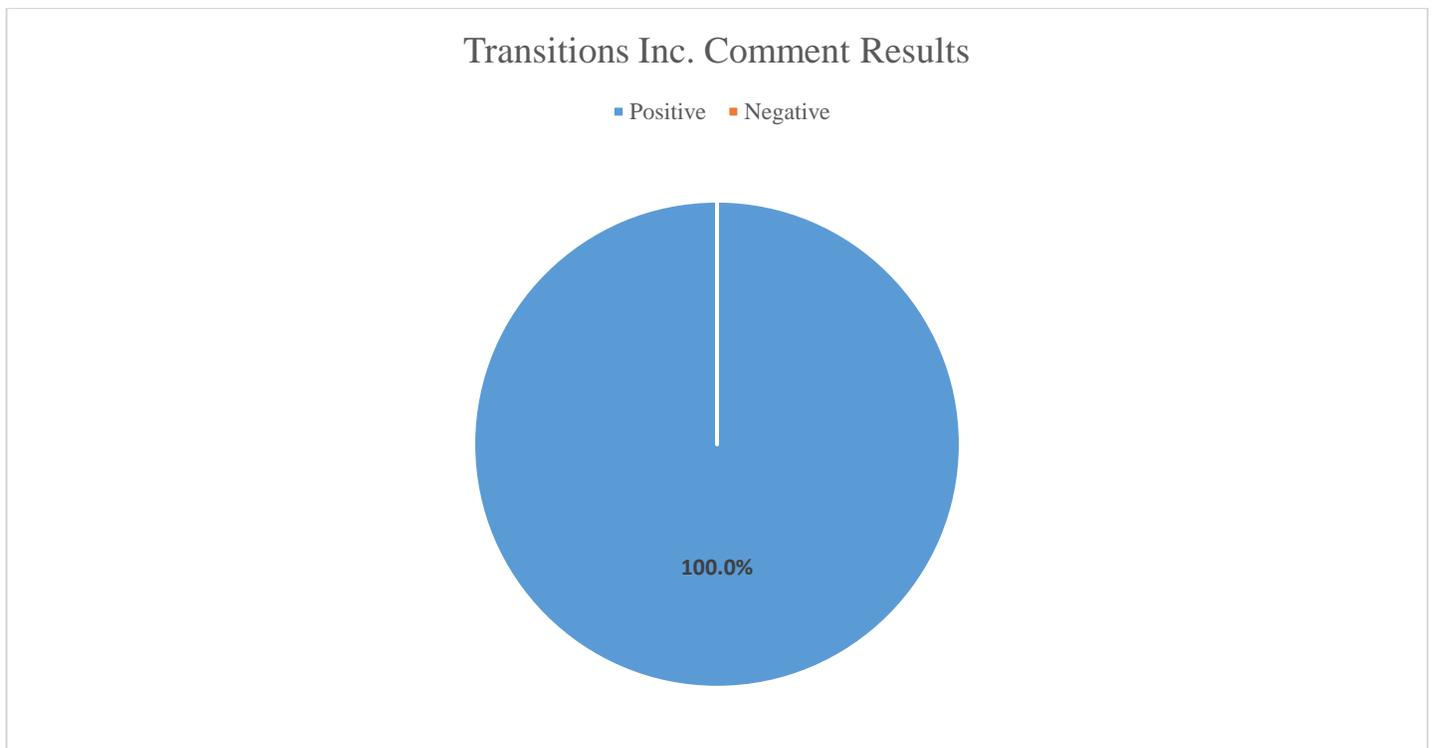
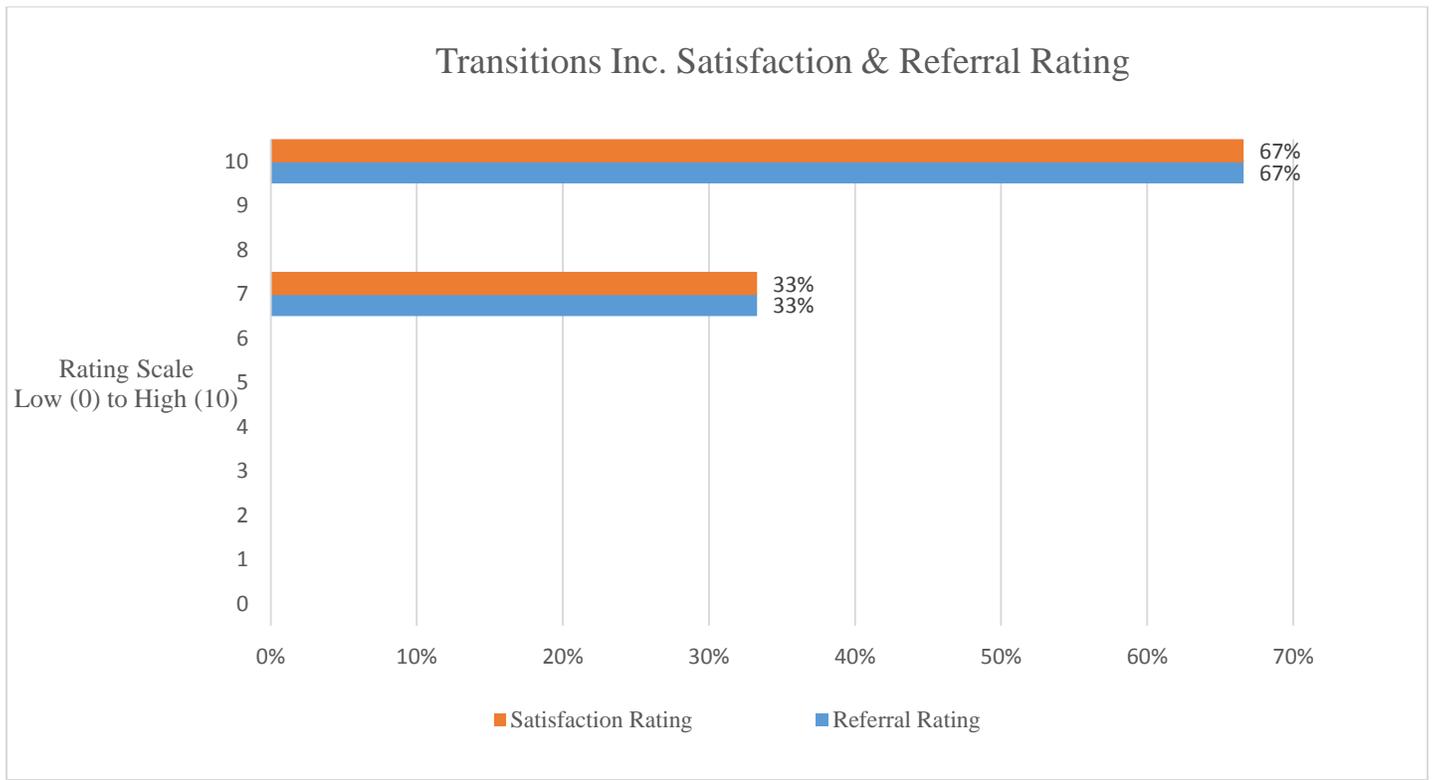
Youth Co-Op:

Response Rate of 3,253 surveys sent is 1.54% (50 completed surveys, 26 of which provided comments).



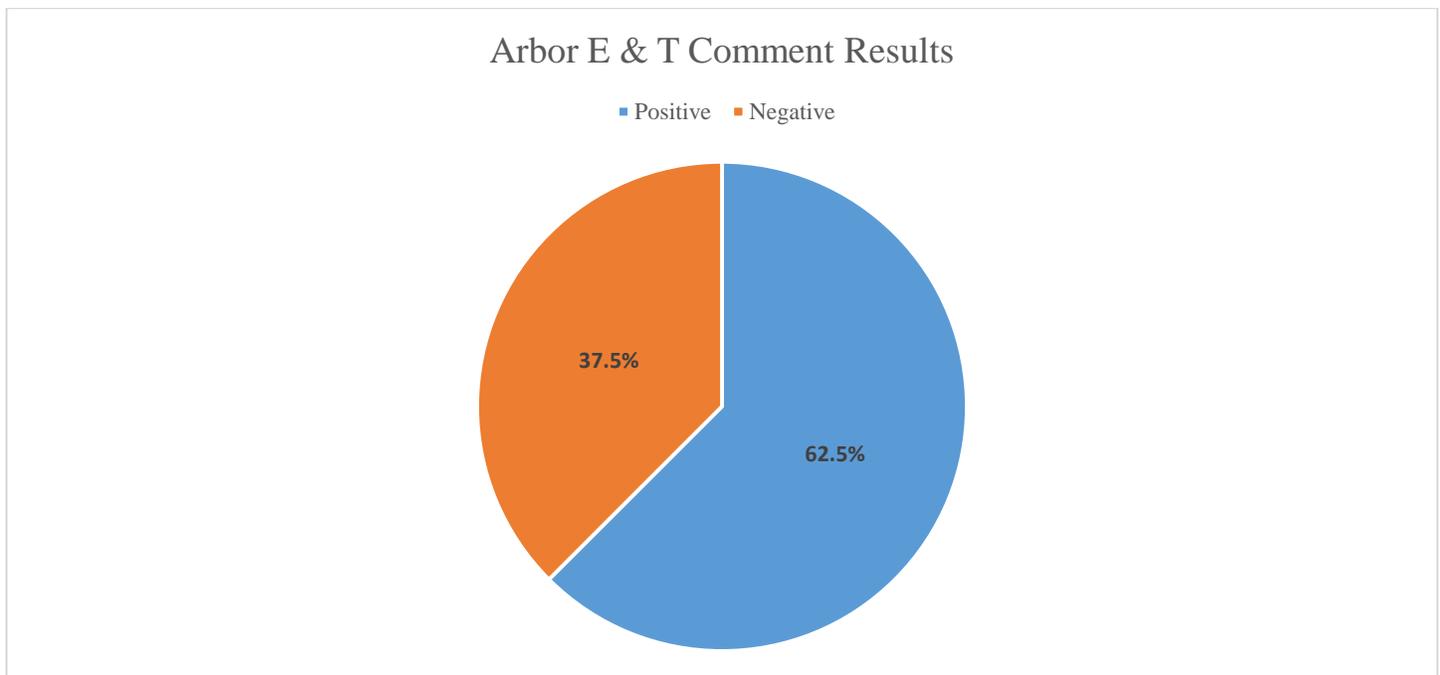
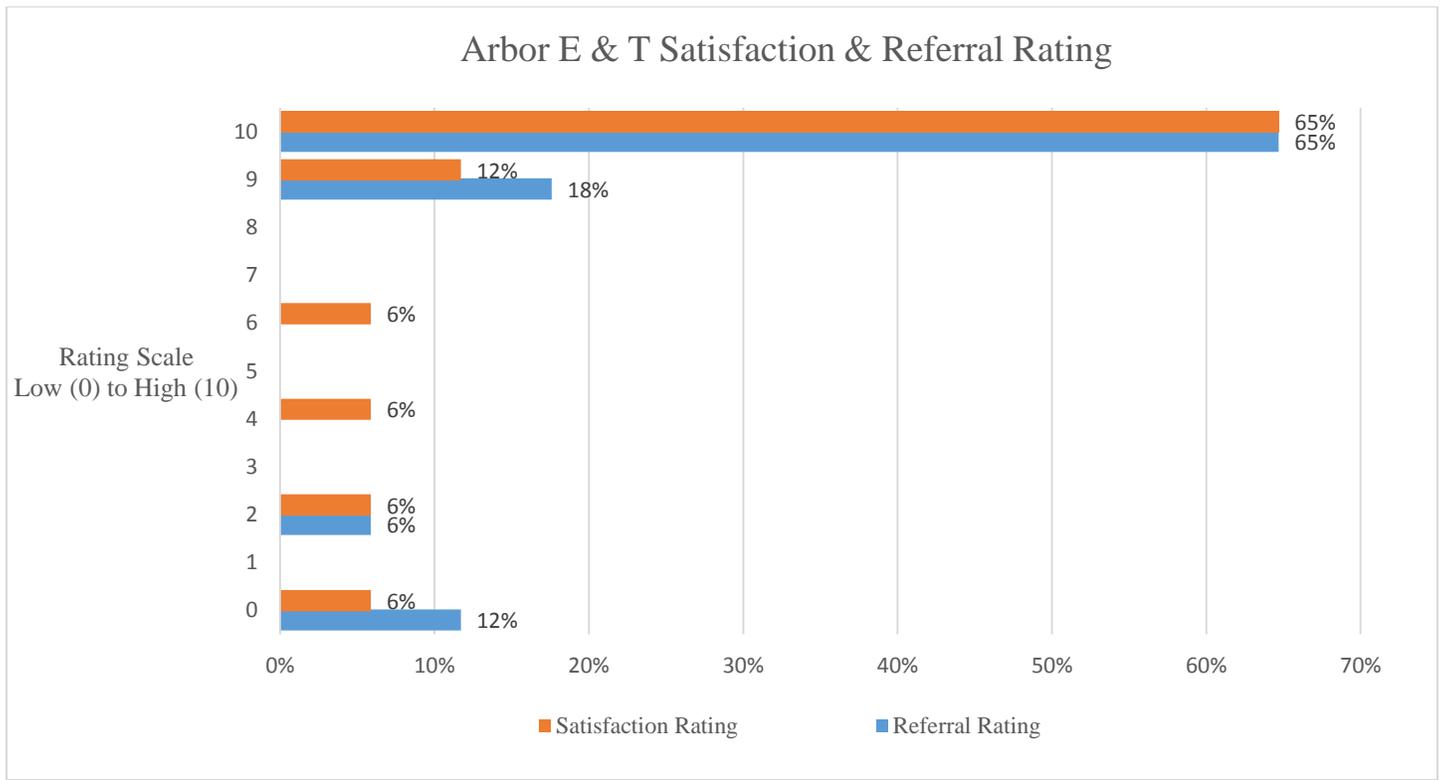
Transitions Inc.:

Response Rate of 187 surveys sent is 1.61% (3 completed surveys, 2 of which provided comments).



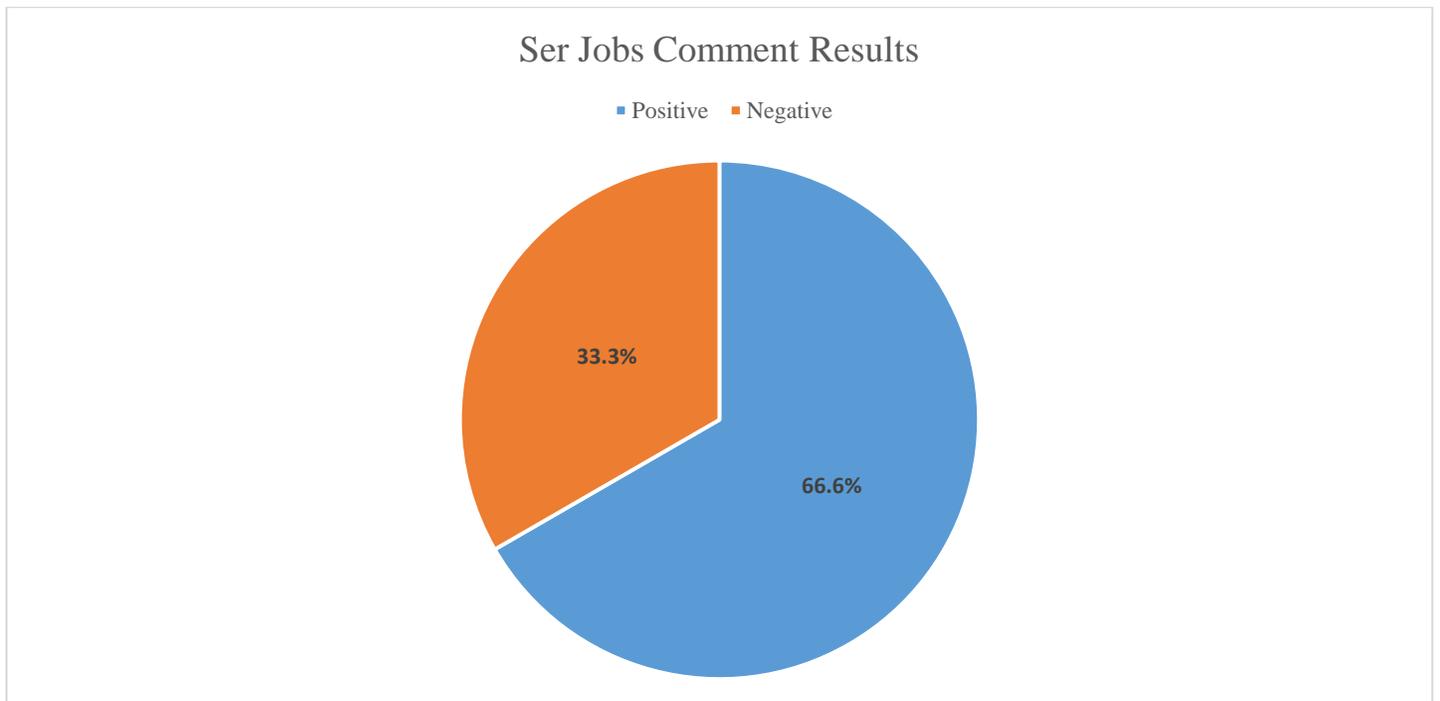
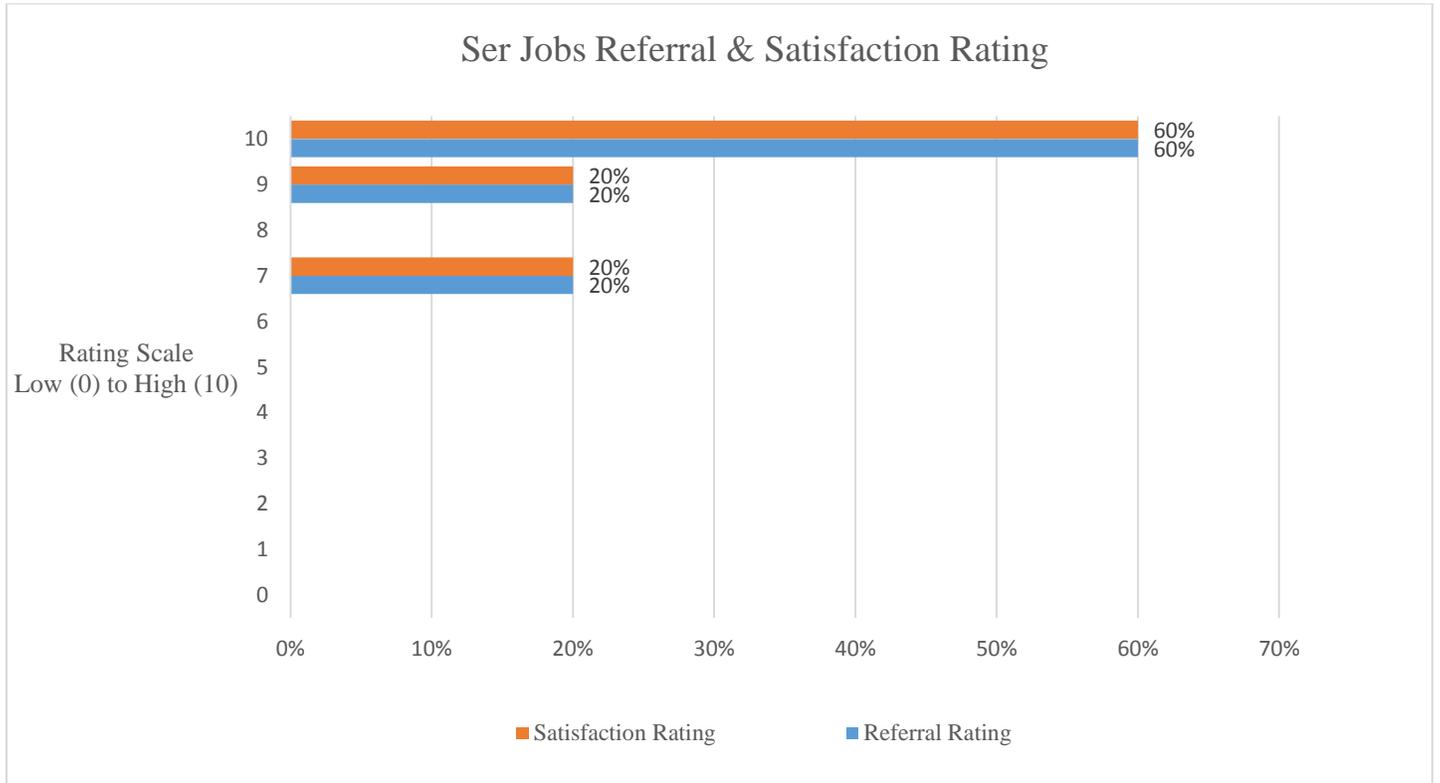
Arbor E & T:

Response Rate of 1,475 surveys sent is 1.15% (50 completed surveys, 8 of which provided comments).



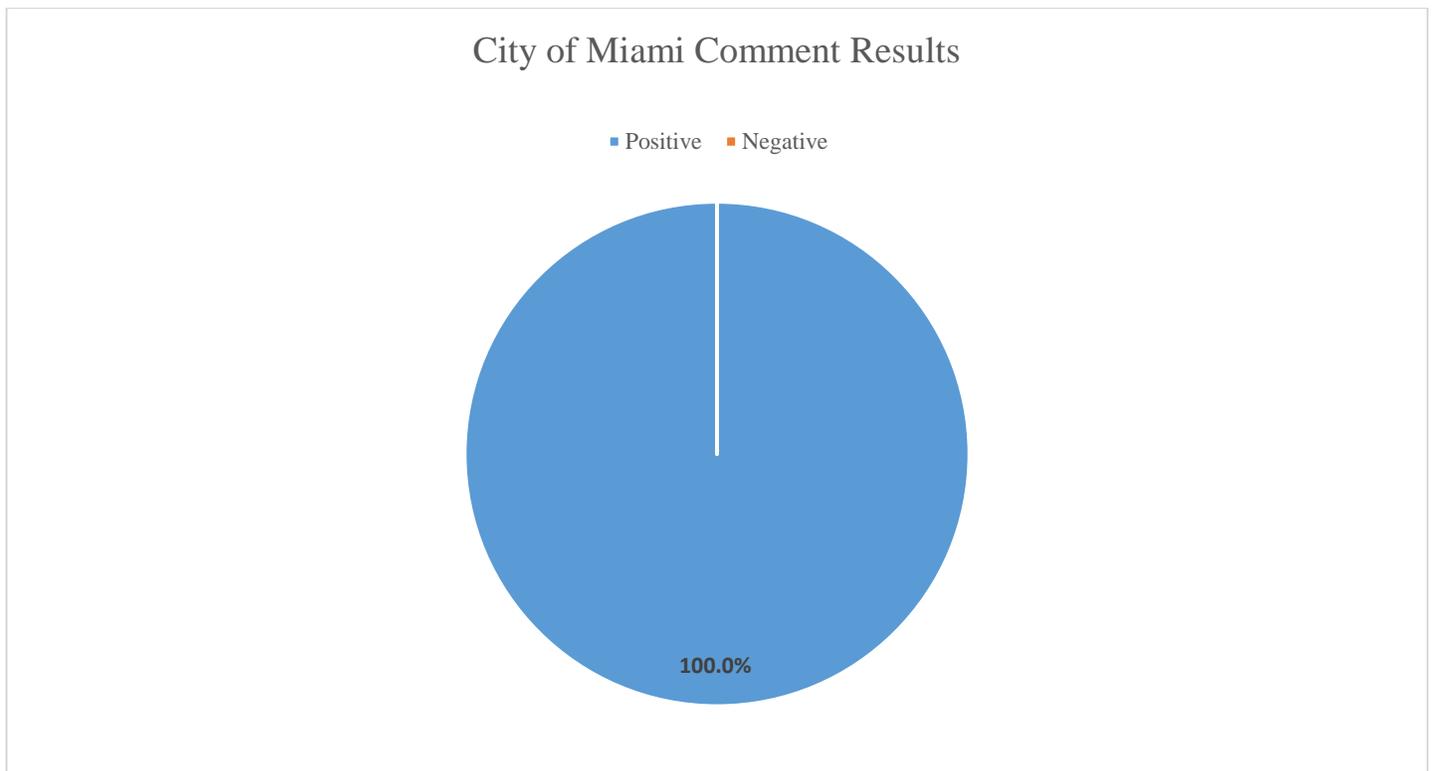
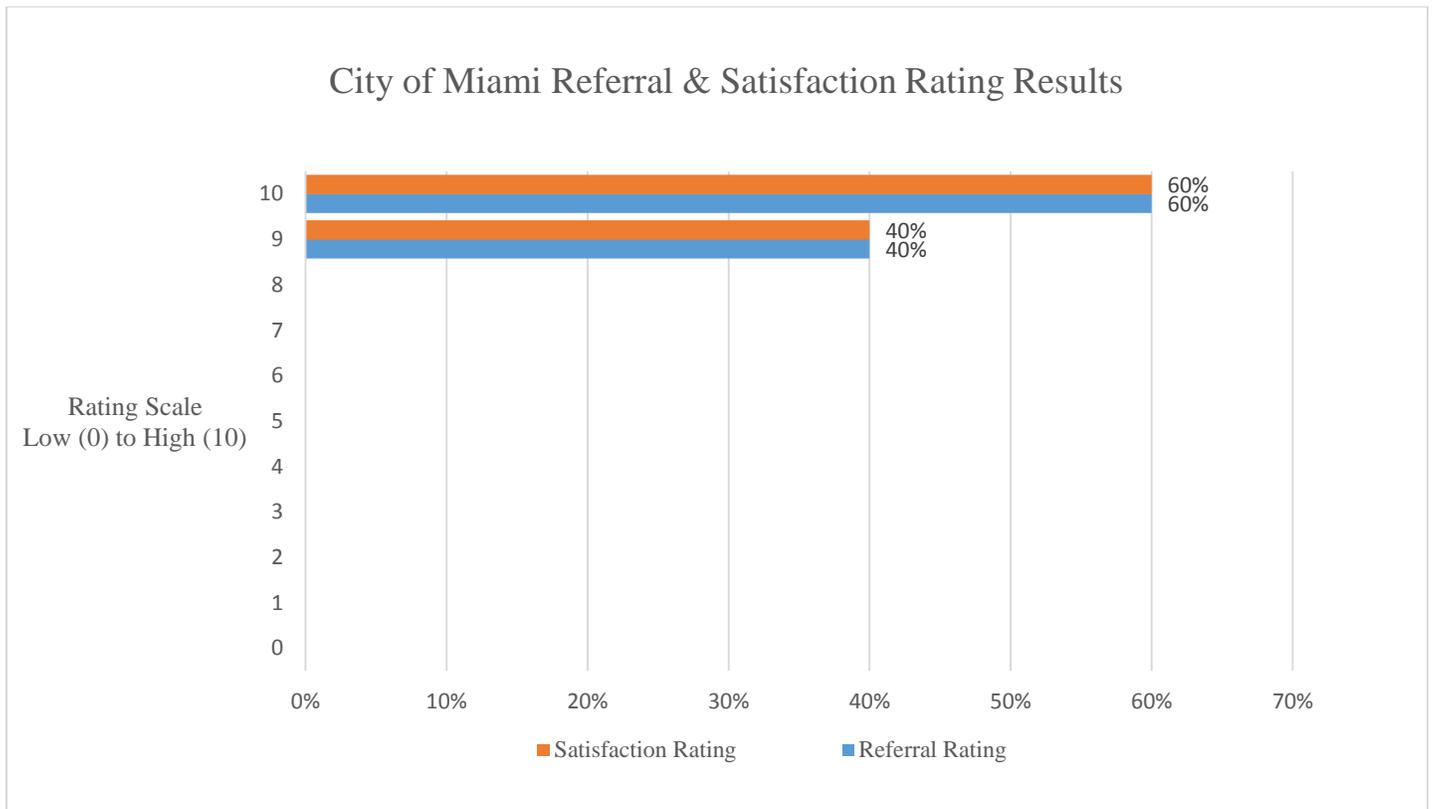
Ser Jobs:

Response Rate of 528 surveys sent is 0.95% (5 completed surveys, 3 of which provided comments).



City of Miami:

Response Rate of 493 surveys sent is 1.01% (5 completed surveys, 2 of which provided comments).





DATE: 10/13/2016

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT & TRAINING PROGRAM

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Executive Committee to recommend to the Board the approval to allocate an amount not to exceed \$15,022,250 in Refugee Employment and Training funds.

STRATEGIC GOAL: **PREMIER NATIONAL PROVIDER OF EMPLOYMENT**

STRATEGIC PROJECT: **Leverage Resources to Enhance Grant Revenue**

BACKGROUND:

On June 23, 2016, the SFWIB approved the 2016/17 SFWIB fiscal year. The budget included an allocation of \$12,522,250 in Refugee Employment and Training Program (RET) funds. Additionally, on August 18, 2016, the SFWIB approved the renewal of RET Service Providers. The Department of Children and Families (DCF) has confirmed that the SFWIB will receive an additional \$2.5 million dollars in RET funding level for the program year 2016/17.

The Executive Committee recommends the approval for staff to accept the revised funding level and allocate the funds to the existing service providers as set forth in the attachment.

FUNDING: Refugee Employment and Training Program

PERFORMANCE: N / A

ATTACHMENT

2016/17 REFUGEE PROGRAM ALLOCATIONS

	2015/16 Budget				2016/17 Budget			
	%	Placement Allocation	Trans.	Total Allocation	Proportionate Allocation	Placement Allocation	Trans.	Total Allocation
Service Providers								
Adults Mankind Organization, Inc.	18%	\$ 1,924,024	\$ 21,554	\$ 1,945,578	\$ 2,437,449	\$ 2,437,449	\$ 25,865	\$ 2,463,314
Arbor E & T, LLC	9%	\$ 955,402	\$ 10,703	\$ 966,105	\$ 1,210,351	\$ 1,210,351	\$ 12,843	\$ 1,223,194
Cuban American National Council, Inc.	9%	\$ 936,662	\$ 10,493	\$ 947,155	\$ 1,186,610	\$ 1,186,610	\$ 12,592	\$ 1,199,201
Community Coalition, Inc.	8%	\$ 826,607	\$ 9,260	\$ 835,867	\$ 1,047,186	\$ 1,047,186	\$ 11,112	\$ 1,058,298
Lutheran Services of Florida, Inc.	22%	\$ 2,355,291	\$ 26,385	\$ 2,381,676	\$ 2,983,799	\$ 2,983,799	\$ 31,662	\$ 3,015,461
Miami Beach Latin Chamber of Commerce, Inc.	3%	\$ 335,000	\$ 3,753	\$ 338,753	\$ 424,395	\$ 424,395	\$ 4,503	\$ 428,898
Youth Co-Op, Inc.	32%	\$ 3,378,907	\$ 37,852	\$ 3,416,759	\$ 4,280,566	\$ 4,280,566	\$ 45,423	\$ 4,325,989
Total Provider Costs	100%	\$ 10,711,892	\$ 120,000	\$ 10,831,892	\$ 13,570,355	\$ 13,570,355	\$ 144,000	\$ 13,714,355
Intake Staff		\$ 271,440		\$ 271,440	\$ 279,583	\$ 279,583		\$ 279,583
Transportation		\$ 120,000	\$(120,000)	\$ -	\$ 144,000	\$ 144,000	\$(144,000)	\$ -
Training		\$ -		\$ -	\$ -	\$ -		\$ -
Summer Youth		\$ -		\$ -	\$ -	\$ -		\$ -
SFWIB HQ		\$ 1,418,918		\$ 1,418,918	\$ 1,028,312	\$ 1,028,312		\$ 1,028,312
Total		\$12,522,250	\$ -	\$ 12,522,250	\$ 15,022,250	\$ 15,022,250	\$ -	\$15,022,250



SFWIB EXECUTIVE COMMITTEE

DATE: 10/13/2016

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: TECHHIRE INITIATIVE FOR OVERTOWN

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Executive Committee to recommend to the Board the approval to allocate an amount not to exceed \$134,100 in Workforce Innovation and Opportunity Act (WIOA) Adult funds for an Overtown TechHire Training initiative (TechHire), as set forth below.

STRATEGIC GOAL: **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

STRATEGIC PROJECT: **Close the digital skills gap**

BACKGROUND:

On March 9, 2016, the White House announced Miami-Dade County as one of two “TechHire” communities designated in the State of Florida; representing the only TechHire community in the South Florida. The TechHire initiative is a bold multi-sector initiative and call to action to empower Americans with the skills they need, through universities and community colleges, but also non-traditional approaches such as “coding boot camps”, and high-quality online courses that can rapidly train workers for a well-paying job, often in just a few months.

At its April 21, 2016 meeting the SFWIB approved TechHire training for students in Overtown with the anticipation of the Miami Community Redevelopment Agency approving the remain half of the project. The CRA did not approve the project. The SFWIB, Neighbors and Neighbors Association (NANA), and Florida Vocational Institute (FVI) formed a specialized collaborative partnership to provide training opportunities for the residents of the Southeast Overtown and Park West communities, which creates pathways to economic opportunity and upward mobility through job placement in technology.

The goal of the TechHire Overtown initiative is to train 18 high school students to become entry level professionals in high demand IT careers. Each candidate will be enrolled in four weeks of Work Readiness training prior to attending the four week IT certification portion of the program. A stipend will be provided to each student throughout the training. Upon successful completion, participants will have the opportunity to be employed by four employers focused on hiring the 18 TechHire graduates with a target wage rate of \$15.00 an hour. Partner companies that have committed to the project are:

- CompuCare Systems
- Nerd Support
- Conquest

- OpticalTel

FVI Career Services will work with each graduate to identify employment opportunities with the identified partners. This training and employment opportunity is a unique pathway into employment for the unemployed and underemployed who would traditionally be excluded due to a lack of formal credentials.

The IT Help Desk program is a 12-week course that will utilize courseware and content specifically designed to provide individuals with hands-on basic computer skills. Participants will be provided with the following:

CompTIA A+ Overview - Validates understanding of the most common hardware and software technologies in business and certifies the skills necessary to support complex IT infrastructures

CompTIA Net+ - Validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless devices.

Windows Server Administration Fundamentals- This course helps participants prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of topics such as: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance.

NANA will provide funding for work readiness and stipends. FVI will provide relevant training services. FVI will provide the instruction, computers, courseware, test preparation and review tools, and a test voucher for the A+ and Net+ exams.

FUNDING: Workforce Innovation and Opportunity Act (WIOA) Adult

PERFORMANCE: The following are the performance outcomes for the Total Project:

Training Participants - 18

Training Completion - 15

Placement - 15

Wage per placement \$15.00

Cost per placement \$8,940

Net Economic Benefit - \$22,260

Net Economic Benefit to the Community - \$333,900

ROI - \$2.48

ATTACHMENT

Creating Career Pathways

Florida Vocational Institute IT Certification Project



**CareerSource South Florida and local community
partners**



7757 West Flagler ST, Suite 220 Miami, FL 33144
Office 305-665-1911
Email: info@fvi.edu | www.fvi.edu

Vision:

The vision is for CareerSource South Florida and local community organizations to leverage resources to provide TechHire.Miami opportunities for the residents of Overtown. CareerSource is working with partners to bring opportunities created by TechHire to under-resourced communities across Miami-Dade and Monroe counties. This project will serve as a pilot for future projects.

Career Training Approach:

The organizations involved in TechHire.Miami in Overtown will work together to identify candidates and assist candidates to enroll in a work readiness training program. Once the candidates have completed the work readiness-training program, they will apply for the IT certification-training program. The work readiness program will be conducted over four weeks and provide core training to ensure the clients receive the skills necessary to ensure career readiness.

IT Certification Training

Following the completion and graduation from the career readiness program, FVI will provide contracted IT certification based training. The training will utilize courseware and content specifically designed to provide individuals with technology skills to perform basic PC repair and network troubleshooting. The structure of the training will be hands on and applied learning including IT Industry certification preparation. The format of the learning will focus on helping individuals prepare for and pass industry standard IT certifications while ensuring the student gains the core skills for a career requiring IT knowledge.

The training will take place on-site at a location that is convenient for the participants in Overtown to attend. FVI will provide the instruction, computers, courseware, test preparation and review tools, and a test voucher for the A+ and Net+ exams.

Additionally, local agencies and CareerSource will provide a stipend to students while attending the career readiness and IT certification based training. The stipends will include incentives for test pass accomplishments.

Career Opportunities:

All parties will work with local employers to help them leverage local incentives such as On the Job Training incentives to hire the graduates of the program.

Key Success Factors:

CareerSource South Florida and local agencies will work with FVI to identify, promote and assist in providing the participants for this initiative. FVI will assist in the assessment and interview process to ensure that all participants are positioned for successful attendance and completion of the program.

In summary, we look forward to bringing the vision of TechHire.Miami to a reality for the residents of Overtown.

Program and Course Information:

IT Help Desk Program:

- **CompTIA A+** Overview - Validates understanding of the most common hardware and software technologies in business and certifies the skills necessary to support complex IT infrastructures
- **CompTIA Net+** - Validates the essential knowledge and skills needed to confidently design, configure, manage and troubleshoot any wired and wireless devices.
- **Windows Server Administration Fundamentals**- This course helps you prepare for Microsoft Technology Associate Exam 98-365, and build an understanding of these topics: Server Installation, Server Roles, Active Directory, Storage, Server Performance Management, and Server Maintenance.

Schedule:

- The first four weeks will consist of career readiness training provided through local community organizations.
- The help desk course will run for a total of 12 weeks.
- The training will be conducted from Monday to Friday 9:00AM until 1:00PM.

Pricing:

Pricing is based on at least 18 participants

- Total training program cost is \$69,300 (18 participants @ \$3,850)
- Total employer incentives is \$64,800 (18 participants earning \$15.00 @240 hours on-the-job-training)
- NANA / Miami-Dade County will provide \$24,840 for the Work Readiness Training (18 participants @ \$1,380 cost per participant)
- NANA / Miami-Dade County will provide \$38,000 in participants Stipends - \$38,000

Total Cost - \$196,940