



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
GLOBAL TALENT AND COMPETITIVENESS (GTC)  
COUNCIL MEETING  
THURSDAY, AUGUST 17, 2023  
8:30 AM**

The Landing at MIA  
5 Star Conference Center (Florida Key Room)  
7415 Corporate Center Drive, Suite H,  
Miami, Florida 33126

The public may choose to view the session online via Zoom. **Registration is required:**  
<https://us02web.zoom.us/meeting/register/tZApcuCuqDoiHdfQcKvvSUWUz1vGZliStRim>

**AGENDA**

1. Call to Order and Introductions
2. Approval of GTC Council Meeting Minutes
  - A. June 15, 2023
3. Information – Early Learning Coalition Early Childhood Apprenticeship Program Update
4. Information – Miami Dade College Helpdesk Technician Apprenticeship Program Update
5. Recommendation as to Approval of Revisions to the Support Services and Incentives Matrix Limits
6. Recommendation as to Approval of the Self-Sufficiency Policy
7. Recommendation as to Approval to Allocate Funds for Amerant Bank Personal Banking Representative Apprenticeship
8. Recommendation as to Approval of Apprenticeship Navigators
9. Recommendation as to Approval to Allocate Funds to the Miami-Dade County Public Schools District for the Summer Youth Pre-Apprenticeship Program

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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 GLOBAL TALENT & COMPETITIVENESS COUNCIL MEETING

**DATE:** 8/17/2023

**AGENDA ITEM:** 2A

**AGENDA TOPIC:** MEETING MINUTES

### SFWIB GLOBAL TALENT & COMPETITIVENESS COUNCIL MEETING MINUTES

**DATE/TIME:** June 15, 2023, 8:30AM

**LOCATION:** The Landing at MIA  
5 Star Conference Center (Florida Key Room)  
7415 Corporate Center Drive, Suite H  
Miami, FL 33126

**Zoom:** <https://us02web.zoom.us/meeting/register/tZ0lceysqj4oGtWBmMGILVbF68iV33SCib29>

1. **CALL TO ORDER:** Chairwoman Ferradaz called to order the regular meeting of the SFWIB Global Talent and Competitiveness Council on June 15, 2023 at 8:40am.
2. **ROLL CALL:** 9 members; 5 required; 5 present: Quorum Established

SFWIB GTCC MEMBERS PRESENT	SFWIB GTCC MEMBERS ABSENT	SFWIB STAFF
Brown, Clarence (Zoom) Del Valle, Juan-Carlos Ferradaz, Gilda, Chair Lincoln, Michelle, Commissioner Loynaz, Oscar M.D., Vice-Chair Piedra, Obdulio (Zoom)	Gazitua, Luis  <b>SFWIB GTCC MEMBERS EXCUSED</b>  Brecheisen, Bruce Grice, Sonia	Almonte, Ivan Beasley, Rick Kelly, Travis Smith, Robert
<b>OTHER ATTENDEES</b>		



Agenda items are displayed in the order they were discussed.

## 2A. Approval – SFWIB GTCC Meeting Minutes – April 20, 2023

**Motion** by Mr. del Valle to approve the April 20, 2023 Global Talent & Competitive Council Meeting minutes.

Dr. Loynaz seconded the motion; **item is passed without dissent.**

No further comments or suggestions were submitted from the members. Item closed.

## 3. Informational – Florida Gap Map

Chairwoman Ferradaz introduced the item; Mr. Beasley further presented.

Mr. Beasley described two recent events in which he took part, namely his trip to Jacksonville to meet with all state workforce executives prior to the state board meeting and his attendance at the Florida Chambers Prosperity Campaign Summit, where he was exposed to the Florida Gap Map, which illuminates concentrations of childhood poverty in various zip codes. Mr. Baltuch, Sr. Vice President of the State Chamber, will be presenting the prosperity campaign to the full board and perhaps go over the Gap Map as well.

Mr. Beasley reviewed the Gap Map and Opportunity Metrics with GTCC members, highlighting and discussing areas that fall within Miami-Dade/Monroe Counties (28 total, which account for 1.1M people). Additionally, he discussed a number of programs and ways in which CSSF could be of assistance.

There was continued discussion around available SNAP/TANF benefits and how we may be able to assist the communities discussed.

No further questions or comments were presented. Item closed.

## 4. Approval –Related Party Contracts

Chairwoman Ferradaz introduced the item; Mr. Smith further presented.

Mr. Smith explained that Florida Statutes and the Grantee/Sub grantee Agreement requires any SFWIB member with a direct or indirect relationship (via relative, spouse, etc.) to a vendor/organization that may receive a contract from CareerSource South Florida to submit a Contract Information/Disclosure and Certification of Conflict of Interest in a Contract ("Related Party") Form.



There are four vendors currently represented by SFWIB, namely,

- The District Board of Trustees of Miami Dade College (MDC)
- Miami-Dade County Public Schools (M-DCPS)
- The Academy of South Florida, Inc. (The Academy)
- Academic Technologies, Inc. (The Code Academy)

**Motion** by Mr. del Valle to approve.

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

No further questions or comments were presented. Item closed.

#### **8. Approval – New Programs for an Existing Training Provider**

Chairwoman Ferradaz introduced the item; Mr. Smith further presented the new pre-apprenticeship program for Miami Dade College, an existing training provider.

**Motion** by Mr. Brown to approve.

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

No further questions or comments were presented. Item closed.

#### **5. Approval – Monroe County Youth Services Contractors**

Chairwoman Ferradaz introduced the item; Mr. Smith further presented the request to authorize staff to contract with Monroe County Public School System for Youth Services.

**Motion** by Mr. Piedra to approve.

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

Chairwoman Ferradaz wanted to know how the transfer of Monroe County to Region 24 would affect the contract/youth program. Mr. Smith indicated that CSSF staff would add a termination clause to the contract and invoke it once the transition is complete. He added that Region 24, as a direct service provider, would employ its own personnel to manage the youth program. There was continued discussion regarding the transition and any resulting obligations.

No further questions or comments were presented. Item closed.



## 6. Approval – Take Stock in Children Program Administration (BBBS)

Chairwoman Ferradaz introduced the item; Mr. Kelly further presented.

**Motion** by Mr. Brown to approve.

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

Chairwoman Ferradaz inquired as to the monetary value of the scholarships they will administer. Mr. Kelly reported that we have 858 scholarships; we will ask the Board to approve the purchase of 275 scholarships today, bringing the total number of available scholarships to 1133, at a cost of approximately \$5,000 per scholarship - depending on whether it is a two or four year scholarship(5% administrative cost).

No further questions or comments were presented. Item closed.

## 7. Approval – Stanley G. Tate Florida Prepaid College Foundation

Chairwoman Ferradaz introduced the item; Mr. Kelly further presented.

**Motion** by Mr. Piedra to approve.

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

No further questions or comments were presented. Item closed.

## 8. Approval – Funding for the AAR Eagle Sheet Metal Career Pathway Program

Chairwoman Ferradaz introduced the item; Mr. Kelly further presented the details of the sheet metal program.

**Motion** by Dr. Loynaz to approve.

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

No further questions or comments were presented. Item closed.

Being as there were no further questions or concerns, the meeting adjourned at 9:20am.



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** EARLY LEARNING COALITION EARLY CHILDHOOD APPRENTICESHIP PROGRAM UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Maximizing collaborative partnerships**

### **BACKGROUND:**

On June 30, 2022, the South Florida Workforce Investment Board (SFWIB) approved an allocation not to exceed \$191,295 in support of the Early Learning Coalition (ELC) Teacher Assistant Apprenticeship Program (TAAP). The pilot apprenticeship program was originally projected to begin with four employers and up to 15 apprentices. To date, the SFWIB currently has three employers and six apprentices enrolled in the program. The targeted WIOA apprenticeship goal was nine. A total of \$16,685.75 has been expended.

Miami-Dade College (MDC) has increased the apprenticeship wage from \$15.28 to \$15.81 per hour. The increase is due to an overall wage increase MDC provided to its full-time employees.

The program is designed to provide 3,000 hours of On-The-Job training (OJT) and 15 credit hours of Related Technical Instruction (RTI). The RTI will be provided by MDC and the OJT portion of the will be provided by local small business early education centers. Upon successful completion of the program, participants will earn the nationally recognized Child Development Associate certification. The North Miami Beach American Job Center will continue to recruit apprentice for the program.

Based on the current number of apprentices and expended funds, the projected performance indicate the TAAP will generate \$180,623 in salaries to the community. For every current dollar expended will produce a \$10.82 Return-on-Investment (ROI). In addition, the TAAP is projected to exceed all the Federal WIOA performance measures.

**FUNDING:** Workforce Innovation Opportunity Act (WIOA)

**PERFORMANCE:**

<b>Miami-Dade College Teaching Assistant Apprenticeship Program Performance</b>	
<b>Local Workforce Development Area (LWDA) Performance</b>	<b>Projected Local Performance</b>
Number of Participants Served	6
Number of Participants to Complete Training	6
Training Completion Rate	100.00%
Number of Participants to be Placed into Jobs	6
Employment Rate	100.00%
Average Wage	\$15.81
Avg Net Economic Benefit	\$30,103.84
Return-On-Investment	\$10.82
Economic Impact	\$180,623.05

<b>State and Federal Performance (Achieved and Projected)</b>		
<b>Indicators of Performance WIOA Adult (AD) &amp; Wagner-Peyser (WP)</b>	<b>Negotiated Performance Goal</b>	<b>Projected Performance</b>
Employment Rate 2nd Quarter After Exit-AD	64.50%	155.04%
Employment Rate 4th Quarter After Exit-AD	66.10%	151.29%
Median Earnings 2nd Quarter After Exit-AD	\$5,034.00	\$8,221.20
Credential Attainment-AD	50.60%	197.63%
Measurable Skill Gains-AD	24.90%	401.61%
Employment Rate 2nd Quarter After Exit-WP	61.70%	162.07%
Employment Rate 4th Quarter After Exit-WP	59.40%	168.35%
Median Earnings 2nd Quarter After Exit -WP	\$5,173.00	\$8,221.20

*NO ATTACHMENT*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** MIAMI DADE COLLEGE HELPDESK TECHNICIAN APPRENTICESHIP PROGRAM UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Maximizing collaborative partnerships**

### **BACKGROUND:**

On August 18, 2022, the South Florida Workforce Investment Board (SFWIB) approved to allocate an amount not to exceed \$149,976 in Workforce Innovation and Opportunity Act funds for the Miami Dade College Helpdesk Technician Apprenticeship Program (HTAP). The allocation was approved for two employers, Thrive Company for four apprentices and Miami-Dade College (MDC) for 11 apprentices. The Thrive Company opted out of the HTAP initiative. The targeted WIOA apprenticeship goal for MDC was eleven (11), however, a total of nine (9) apprentices are participating. A total of \$43,095.60 has been expended.

Miami Dade College has increased the wage rate of the Helpdesk Technician Apprentices from \$15.54 per hour to \$16.08 per hour. The increase is due to the college increasing the wages of its full-time employees.

The Helpdesk Support Technician Apprenticeship program is designed to prepare apprentices with the technical knowledge and skills for employment as computer helpdesk and support technicians in commercial, industrial and government institutions. Apprentices have an opportunity to earn the Helpdesk Support Technician College Credit Certificate (16 College Credits), the CompTIA A+ and Network+ certifications, and a Registered Apprenticeship Certificate of Completion issued by the Florida Department of Education and recognized by the United States Department of Labor. The Northside American Job Center will continue to provide recruitment efforts for the program.

Based on the current number of apprentices and expended funds, the projected performance indicate the HTAP will generate \$323,213 in salaries to the community. For every current dollar expended will produce a \$7.50 Return-on-Investment (ROI). In addition, the HTAP is projected to exceed all the Federal WIOA performance measures.



**FUNDING:** Workforce Innovation Opportunity Act

**PERFORMANCE:**

<b>Miami Dade College Helpdesk Technician Apprenticeship Program Performance</b>	
<b>Local Workforce Development Area (LWDA) Performance</b>	<b>Projected Local Performance</b>
Number of Participants Served	11
Number of Participants to Complete Training	11
Training Completion Rate	100.00%
Number of Participants to be Placed into Jobs	11
Employment Rate	100.00%
Average Wage	\$16.01
Avg Net Economic Benefit	\$29,383.02
Return-On-Investment	\$7.50
Economic Impact	\$323,213.20

<b>State and Federal Performance (Achieved and Projected)</b>		
<b>Indicators of Performance WIOA Adult (AD) &amp; Wagner-Peyser (WP)</b>	<b>Negotiated Performance Goal</b>	<b>Projected Performance</b>
Employment Rate 2nd Quarter After Exit-AD	64.50%	155.04%
Employment Rate 4th Quarter After Exit-AD	66.10%	151.29%
Median Earnings 2nd Quarter After Exit-AD	\$5,034.00	\$8,325.20
Credential Attainment-AD	50.60%	197.63%
Measurable Skill Gains-AD	24.90%	401.61%
Employment Rate 2nd Quarter After Exit-WP	61.70%	162.07%
Employment Rate 4th Quarter After Exit-WP	59.40%	168.35%
Median Earnings 2nd Quarter After Exit -WP	\$5,173.00	\$8,325.20

*NO ATTACHMENT*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** SUPPORT SERVICES AND INCENTIVES MATRIX

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to increase the Support Services and Participant Incentives limits, as set forth below.

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

**STRATEGIC PROJECT:** **Improve employment outcomes**

### **BACKGROUND:**

In accordance with Sections 134(d)(2) and 129(c)(1) of the Workforce Innovation and Opportunity Act (WIOA), the provision of support services can be provided when determined necessary to enable an individual to participate in career or training services, when the supportive service is not available from other sources. Supportive services, such as transportation, housing, ancillary expenses, education and/or training related fees, and childcare, may be provided to participants enrolled in WIOA Title I-B Adult, Dislocated Worker, and Youth Programs, who cannot afford to pay for such services.

The South Florida Workforce Investment Board (SFWIB) provides support services to participants to aide them in reaching economic self-sufficiency through WIOA career and training services. The cost of living has surpassed the support limits that were previously set to assist individuals participating in WIOA career and training services. Based on the United for ALICE (Asset Limited, Income Constrained, Employed) report, SFWIB staff is proposing to increase the current limits of support services and incentives to help meet the economic demands, as detailed in the Support Services and Incentives Matrix. The matrix and the United for ALICE Household Survival Budget are attached for the review.

**FUNDING:** Workforce Innovation and Opportunity Act









**PERFORMANCE:** N/A

*ATTACHMENT*

## Support Services and Incentives Matrix

Support Services Provision		
Transportation	Current Limits	Proposed Limits
Transit Bus Passes	\$50.00 a month	\$56.25 monthly
Gas Cards	\$100/month calculated at .575 cents per mile	\$200/month calculated at .575 cents per mile
Auto Repair	\$250 in a lifetime	\$500 in a lifetime
Auto Insurance	\$250 one-time payment	\$500 one-time payment
Car Note	Up-to \$500	\$1,000 (\$500 per month max)
Driver License	N/A	\$48 in a lifetime
Ancillary Expenses		
Books and School Supplies	\$250 per year	\$500 Non-ITA (Individual Training Account) per year
Tools	\$250 per year	\$500 lifetime
Business Attire (Clothing)	\$200 per year	\$200 per year
Uniforms	\$200 per year	\$400 lifetime
Background Checks	\$150 per year	\$150 lifetime
Drug Tests/Physical Exams	\$150 per year	\$150 per year
Expunge and Seal of Criminal Records	\$150 per year	\$75 lifetime
Education		
Educational Testing (Youth)	Up to \$85 for initial test and one retake	Up to \$85 for initial test and one retake
Education/Training Related Fees	N/A	Individual Training Account (ITA)
Occupational licenses	\$250 per year	\$250 per year
Prior Learning Assessment (PLA) Portfolio	N/A	Up to \$350 lifetime
Credential Validation and Translation	\$350 per year	\$350 lifetime
Housing		
Rental / Mortgage	\$1,000	\$2,500 max
Utilities	\$250	1 month utility payment and reconnection - not to exceed \$500
Childcare		
Child and Dependent Care	\$500	Up to \$1,000 monthly for six months (not included in the \$2,500 max)
Work Authorization		
Work Permit	\$360 per year	\$410 per year
Other Support Services		
Notary Public	N/A	Up to \$350 lifetime
Youth Program Participation	N/A	\$50 weekly stipend for achieving 80% class attendance in an approved ITA training

Incentives Provision		
Employment	Current Limits	Proposed Limits
180 Day Attainment	Full-time \$500 (CAP Program)	Full-time \$500 (not included in the \$2,500 max)
360 Day Attainment	Full-time \$500 (CAP Program)	Full-time \$500 (not included in the \$2,500 max)

ALICE Household Survival Budget		Average Monthly Costs, Florida, 2021	
	Description, Update, and Sources	One Adult	Family of Four
<b>Housing</b> 	<b>Rent:</b> Fair Market Rent (40 <sup>th</sup> percentile) for an efficiency, one-bedroom, or two-bedroom apartment (based on family size), adjusted in metro areas using the American Community Survey (ACS) – minus utilities <b>Utilities:</b> As captured by the Community Expenditure Survey (CEX) <b>Update:</b> Costs of rent and utilities are now shown separately. <b>Sources:</b> ACS metro housing costs and U.S. Department of Housing and Urban Development (rent); CEX (utilities)	\$645 rent + \$154 utilities	\$767 rent + \$292 utilities
<b>Child Care</b> 	Cost for registered Family Child Care Homes for infants (0–2 years), preschool-age (3–4), and school-age children (5–12) <b>Source:</b> Florida Division of Early Learning, 2021	\$ -	\$1,256
<b>Food</b> 	USDA Thrifty Food Plan by age with county variation from Feeding America <b>Update:</b> A <a href="#">change in legislation</a> requires the USDA Thrifty Food Plans to reflect the cost for resource-constrained households to purchase a healthy, practical diet, starting in 2021, increasing costs from prior years. <b>Sources:</b> Feeding America; U.S. Department of Agriculture (USDA)	\$444	\$1,211
<b>Transportation</b> 	Operating costs for a car (average daily miles by age, cost per mile, license, fees, and insurance), or public transportation where viable <b>Update:</b> The decline in public transportation use during the pandemic <a href="#">reduced the average expenditure</a> , yet the cost for workers who had to use it to commute remained the same. To reflect this, the budget uses 2019 average CEX spending. <b>Sources:</b> AAA, Federal Highway Administration, The Zebra (car); CEX (public transportation)	\$359	\$836
<b>Health Care</b> 	Health insurance premiums based on employer-sponsored plans plus out-of-pocket costs for households with \$40,000–\$69,000 annual income by age, weighted with the poor-health multiplier. For the senior budget, cost of Medicare Part A and B, out-of-pocket costs, plus average out-of-pocket spending for the top five chronic diseases as reported by CMS. <b>Sources:</b> Centers for Medicare and Medicaid Services (CMS); CEX (health); Medical Expenditure Panel Survey (MEPS)	\$224	\$854
<b>Technology</b> 	Smartphone plan with 10GB of data for each adult in a household <b>Update:</b> Costs were upgraded from a 5GB to a 10GB monthly data plan to reflect the increased need for internet access. <b>Source:</b> Consumer Reports	\$75	\$110
<b>Miscellaneous</b> 	Cost overruns estimated at 10% of the budget, excluding taxes, to cover one-time unanticipated costs within the other categories	\$190	\$533
<b>Taxes</b> 	Federal, state, and local taxes owed on the amount of income to cover the Survival Budget, as well as tax credits, including the Child Tax Credit (CTC) and the Child and Dependent Care Tax Credit (CDCTC) <b>Update:</b> Due to the significant effect of the expanded tax credits in 2021, total taxes before credits and the credits are both listed. <b>Sources:</b> Internal Revenue Service; Tax Foundation	\$271	\$870 Tax before CTC and CDCTC  \$-1,202 CTC and CDCTC
<b>Monthly Total</b>		<b>\$2,362</b>	<b>\$5,527</b>

To see the Household Survival Budget for other household compositions at the state and county levels, go to [UnitedForALICE.org/Household-Budgets/Florida](https://UnitedForALICE.org/Household-Budgets/Florida).



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** SELF-SUFFICIENCY POLICY

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval of the Workforce Innovation and Opportunity Act Self-Sufficiency Policy, as set forth below.

**STRATEGIC GOAL:** **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

**STRATEGIC PROJECT:** **Improve service delivery outcomes**

### **BACKGROUND:**

South Florida Workforce Investment Board (SFWIB) staff created a policy to provide guidance and establish the economic self-sufficiency standards for Miami-Dade and Monroe Counties pursuant to the Workforce Innovation and Opportunity Act (WIOA) for Adult, Dislocated Workers, and Youth. This standard will be used when determining eligibility to provide WIOA Individualized Career and Training Services to unemployed and employed individuals seeking workforce services.

In order to provide WIOA training services, a need for such services must be identified that indicates the individual could not obtain or retain employment that leads to economic self-sufficiency. The established economic self-sufficiency wage standard for adults will ensure that the greatest number of individuals are assisted through WIOA services.

Highlights from the policy are detailed below:

- Definitions – Economic self-sufficiency is defined to provide the minimum amount of cash resources needed in order for a family to meet its basic needs.
- The economic self-sufficiency standard is established for low-income families. The standard is used to determine the income needed for a family to maintain financial stability in Miami-Dade and Monroe Counties. The calculation is based on two self-sufficiency tools:
  - United for ALICE (Asset Limited, Income Constrained, Employed) Report - identifies the growing number of families who are unable to afford the basics for housing, child care, food, transportation, health care, and technology.

- Living Wage Calculator – is a market-based approach that draws upon geographically specific expenditure data related to a family’s likely minimum food, childcare, health insurance, housing, transportation, and other basic necessities (e.g. clothing, personal care items, etc.) costs.
- The economic self-sufficiency wage is established. The wage rate was derived from the ALICE report and the Living Wage Calculator for Miami-Dade and Monroe counties. The economic self-sufficiency wage is as follows:
  - Miami Dade County - \$62 per hour
  - Monroe County - \$65 per hour

The combination of the two aforementioned tools helped to identify the Lower Living Standard Income Level (LLSIL), which is defined as the income level that is adjusted for regional, metropolitan, urban, and rural differences and family size. SFWIB staff has determined that the LLSIL for Miami Dade County is 400% and Monroe County is 450% above the 100% LLSIL.

SFWIB staff is presenting the policy to the Global Talent and Competitiveness Council for a recommendation to the Board for approval.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# BOARD POLICY

**POLICY  
NUMBER 000**

<b>Title:</b>	<b>Support Services Policy</b>		
<b>Effective:</b>		<b>Revised:</b>	
<b>Supersedes:</b>		<b>Version:</b>	

## **I. OF INTEREST TO**

This policy is applicable to CareerSource South Florida (CSSF) American Job Centers (AJC), Youth Service Providers and partners.

## **II. PURPOSE AND SCOPE**

Career Source South Florida (CSSF) permits the provision of Support Service and Needs Related Payments (NRP) to mandatory Career Advancement Program (CAP) participants, WIOA Title I Adult and Dislocated Workers, and Youth participants. These support services are to assist in the elimination or reduction of barriers that may hinder participation in activities authorized in WIOA and compliance with CAP work activities.

This statement of policy and some or all categories of support services under it may be cancelled or changed, in whole or in part, by CSSF at any time and without notice, effective immediately or at such time as the Board may determine. Exceptions may be made to this policy by the Board when doing so is in the best interest of CSSF or its participants. No CSSF contractor or service provider is authorized to offer assistance different from or in addition to the assistance described in this statement of policy, with CSSF funds, except as such authority may be expressly granted in this statement of policy. It is the policy of CSSF to provide support services that are consistent with all appropriate federal, state and local laws and regulations.

## **III. BACKGROUND**

1. The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3); WIOA Sec. 129 (c)(1) for Youth. Support services are necessary to enable a participant to participate in activities authorized under WIOA. Supportive services may be provided to participants who are:
  - a. Participating in Title I career services or training activities as defined in WIOA secs 134(c) (2) and (3) and

- b. CAP participants that require support services to enable them to participate in work activities, career services or training activities.
- c. Not able to obtain supportive services through other programs providing such services.
- d. WIOA participants that require Needs-Related Payment for the purpose of enabling them to participate in training and a support service authorized by WIOA Sections 134 (d) (3) for Adults, and Dislocated Workers and (CFR 681.570) for Youth.

#### IV. STATUTORY AUTHORITIES

- Florida Statutes Chapters [414](#), [445.024](#), [445.025](#)
- [Workforce Innovation and Opportunity Act \(WIOA\) Public Law \(pg.97-112\)](#)
- Code of Federal Regulations (CFR) Subpart C; [681.460](#); [681.570](#); [680.900](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16](#), *WIOA Adult, Dislocated Worker and Activities Program Allotments*
- [TEGL 21-16](#), *Third WIOA Title I Youth Formula Guidance*
- [CareerSource Florida Administrative Policy 109](#), *Supportive Services and Needs-Related Payments*)

#### V. DEFINITIONS

Support Services – “services such as transportation, childcare, dependent care, and housing, which are necessary to enable an individual to participate in activities authorized under this Act.” The Final Rules take it one-step further to say supportive services may include the following:

- Assistance with transportation
- Assistance with childcare and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications



## **VI. POLICY**

Support services may be made available to WIOA participants enrolled in WIOA career services and training activities, and mandatory CAP participants who may need additional assistance as determined through comprehensive assessment. Assessments and all support services provided must be documented in the participants Individual Employment Plan (IEP), Individual Responsibility Plan (IRP), or Individual Service Strategy (ISS), and must be appropriately recorded in the Employ Miami Dade/Employ Monroe (EMD/EM)

Support services should be viewed individually and creatively to enable participants to participate in education, training, and work activities. Decisions regarding appropriate support should, to the fullest extent possible, be made by the career advisor assigned to the participant. The rationale for those decisions should be well documented in the participant's employment plan/responsibility plan.

Support service expenditures should be based on consideration of CSSF funding availability and the availability of other community resources, so as to leverage limited program resources to the greatest extent possible.

When providing support services it must be ensured that the service could not be provided by another resource, the resource is not readily accessible, or there is a crucial need that referrals to other resources would delay the delivery of the support service creating a hardship to the participant.

### **A. General Eligibility Guidelines**

The provision of support services is not an entitlement; they do not obligate or commit CSSF or its contracted service providers to approve or provide support services of any type. Eligibility for support services must be established based on an assessment of immediate needs and barriers.

To qualify for support services a participant should:

1. Demonstrate a need that will prevent the participant from successfully accessing career services (i.e. training) or accepting or retaining employment.
2. Be unable to afford the cost associated with addressing the need.
3. Attempt to secure needed services from "outside" sources, at no cost, using local community resources. This attempt must be supported by documentation from the respective "outside" source. (Not applicable to Youth).
4. Indicate how the entire cost of the service will be paid if the support service payment does not fully cover the cost of the service.

5. Be kept apprised of the status of their request for support services, the amount expended year-to-date, and outstanding issues, if any, in processing the request. The Status of Request for Support Services form shall be used to document the status of a support service request.

## **B. Reimbursement parameters**

Two of the premises for providing support services are (1) that the participant is unable to afford the cost associated with addressing the need and (2) is unable to secure the needed service from other resources. Therefore, if the participant obtains the service or the funds to obtain the service from a source other than CSSF, the eligibility criteria for support services has not been met. Consequently, the participant is not entitled to a reimbursement of support services when the services are obtained by other means. (Not applicable to Youth).

## **C. Utilization of Vendors**

CSSF attempts to procure support services through a competitive procurement process to streamline the authorization process and maximize expenditures. Where pre-identified vendors are not available, a cost and service availability comparison is required and must be documented. (Not applicable to Youth).

## **D. Expenditure Limitations**

Amounts that exceed the maximum amount must be approved by the Executive Director prior to the issuance of services. In the event the support service payment does not fully cover the cost of the service the participant must indicate how the entire cost of the service will be paid. This must be documented in the case notes.

## **E. Support Services Provisions**

Support services may be provided contingent upon the availability of funds and linkages to community services, and shall include, but need not be limited to:

### **1. Transportation Assistance**

- a. **Transit bus passes** – May be provided when public transportation is necessary for participants enrolled in training or for employment purposes.
- b. **Gas cards** - May be issued when a personal vehicle is used as a means of transportation when participants a personal vehicle is used as a means of transportation to participate in a training program or for employment purposes.
- c. **Auto repair** – Assistance may be provided for repairs affecting the safe functioning of the vehicle.
- d. **Auto insurance**- Assistance may be provided to prevent the loss of coverage or to obtain insurance for participants that are receiving career or training and employment services.

- e. **Driver license** – Assistance may be provided for the payment of a driver license or renewal when it is necessary to keep the participant employed, or active in a career or training related activity.

## 2. Ancillary Expenses

- a. **Tools** – Assistance may be provided for training or employment when it is required for the participant to obtain these items.
- b. **Business attire** – Assistance may be provided for participants to conduct interviews or upon receiving employment.
- c. **Uniforms** - May be issued in conjunction with an ITA, to individuals that are enrolled in training or obtained employment that requires uniforms.
- d. **Background check** – Assistance may be provided based on an employer's documented request, or a requirement to obtain a particular job.
- e. **Drug test / Physical exam** – Assistance may be provided when required to obtain or maintain employment, upon receipt of an employer's documented request.
- f. **Expunge and seal of criminal records** – may be provided for participants that have a case where adjudication was withheld.

## 3. Education and Training Related Expenses

- a. **Books and school supplies** - may be issued in conjunction with an Individual Training Account (ITA), or to participants who enter the program enrolled in training.
- b. **Educational testing (Youth)** - funds may be utilized to assist an active participant with the cost of an exam or educational test to enable them to enter into a career or training related program or to successfully complete a career or training related program.
- c. **Occupational license** – may be provided after the completion of a training program that requires a license or to renew an expired license to obtain or retain employment.
- d. **Prior Learning Assessment (PLA) Portfolio** – May be provided for a participant that is seeking to receive credit for past educational or employment experience.
- e. **Credential Validation and Translation** - may be provided when the participant has a foreign degree that needs to be evaluated for purposes of determining equivalency to the United States schooling; or to translate a foreign degree into an English document.

## 4. Housing Expenses

- a. **Rent or mortgage** – Assistance may be provided when the participant is in jeopardy of losing the place of residence.
- b. **Utilities** – Assistance may be provided when the participant is in jeopardy of losing service or to reconnect service at the place of residence.

5. **Childcare Expenses** – Assistance may be provided for a limited time when the participant is receiving career or training and employment services.
6. **Work Permit** – May be provided for a participant to renew a work permit to obtain or retain employment.
7. **Other support services**
  - a. **Notary Public** – Assistance may be provided to participants to legalize documents.
  - b. **Youth program participation** – May be provided when a participant
8. **Employment Incentives** – May be provided when a participant is no longer receiving workforce services and has retained employment for six (6) months and one (1) year after exit.
9. **Reasonable accommodations for individuals with disabilities** – Assistance may be made available by contacting the Regional ADA Coordinator.
10. **Health Care** – Referral assistance may be provided for health services such as medical, dental and optical care.
11. **Needs-related Payments** – Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.
12. **Legal aid services** - Referral assistance may be provided

## VII. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** AMERANT BANK PERSONAL BANKING REPRESENTATIVE APPRENTICESHIP PROGRAM

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$30,000 in Workforce Innovation and Opportunity Act funding for the Amerant Bank Personal Banking Representative Apprenticeship, as set forth below.

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

**STRATEGIC PROJECT:** **Improve credential outcomes for job seekers**

### **BACKGROUND:**

The South Florida Workforce Investment Board (SFWIB) in collaboration with Miami Dade College offers employer-driven apprenticeship programs. The partnership developed an apprenticeship program with one participating employer. The apprenticeship program is the Personal Banking Representative. The apprenticeship programs will lead to a career pathway that combines coursework, mentoring, on-the-job training (OJT), and paid wages that increase as the apprentice learns new skills and take on more responsibilities. Apprentices will learn key responsibilities and skills required to become proficient in the occupation. Upon program completion, apprentices will receive a Florida Department of Education Registered Apprenticeship Certificate of Completion, recognized by the United States Department of Labor.

The Personal Banking Representative is a program is designed for persons who aspire to become Personal Banking Representatives (Tellers). Participants are prepared to provide customer service to clients and perform tasks, which may include, filing and maintaining customer records, reconciling teller drawers, handling bank transfers, assisting with online accounts, completing transactions, accepting deposits, and answering banking or financial related questions. Amerant Bank will hire two apprentices with a starting wage of \$18.00 per hour, which will be increased to \$19.50 after 1,000 hours have been completed. The SFWIB will provide a 40 percent reimbursement to Amerant Bank, for gross wages, which includes 2,000 hours of OJT. The total amount of reimbursement shall not exceed \$30,000. The MDC Works staff will assist with recruitment and administration.

Amerant Bank Personal Banker Representative Apprenticeship				
Project Wage	OJT Hours	40 percent Wage Reimbursement	Training Cost Per Apprentice	Total Project Cost @ 2 Apprentices
\$18.00	1000	\$7.20	\$7,200.00	\$14,400.00
\$19.50	1000	\$7.80	\$7,800.00	\$15,600.00
			Total Project Cost	\$30,000.00

Miami Dade College will serve as the Apprenticeship Sponsor for all programs, deliver the related technical instruction, and provide support for other relevant training tools and services to program participants.

**FUNDING:** Workforce Innovation and Opportunity Act

**PERFORMANCE:** Performance Chart Attached

Amerant Bank Personal Banking Representative Apprenticeship	
Local Workforce Development Area (LWDA) Performance	Projected Local Performance
Number of Participants Served	2
Number of Participants to Complete Training	2
Training Completion Rate	100.00%
Number of Participants to be Placed into Jobs	2
Employment Rate	100.00%
Average Wage	\$19.50
Avg Net Economic Benefit	\$25,560
Return-On-Investment	\$1.70
Economic Impact	\$51,120.00

State and Federal Performance (Achieved and Projected)		
Indicators of Performance WIOA Adult (AD) & Wagner-Peyser (WP)	Negotiated Performance Goal	Projected Performance
Employment Rate 2nd Quarter After Exit-AD	64.50%	155.04%
Employment Rate 4th Quarter After Exit-AD	66.10%	151.29%
Median Earnings 2nd Quarter After Exit-AD	\$5,034.00	\$10,140.00
Credential Attainment-AD	50.60%	197.63%
Measurable Skill Gains-AD	24.90%	401.61%
Employment Rate 2nd Quarter After Exit-WP	61.70%	162.07%
Employment Rate 4th Quarter After Exit-WP	59.40%	168.35%
Median Earnings 2nd Quarter After Exit -WP	\$5,173.00	\$10,140.00

*NO ATTACHMENT*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 8

**AGENDA ITEM SUBJECT:** RECOMMENDATION TO APPROVE FUNDING FOR TWO APPRENTICESHIP NAVIGATORS

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$170,194 in Workforce Innovation and Opportunity Act funding to hire two apprenticeship navigators, as set forth below.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

The South Florida Workforce Investment Board (SFWIB) leads the State in new registered apprenticeship programs. As of June of 2016, the SFWIB has approved 35 registered apprenticeships to its approved eligible training providers list (ETPL). In addition, three pre-apprenticeship programs have also been added to the ETPL to train both youth and adults. In the first three months of program year (PY) 2022-2023, the SFWIB invested \$462,426 in employer wage reimbursement for 49 apprentices in three different apprenticeship programs for residents of Local Workforce Development Area (LWDA) 23.

Registered apprenticeship programs are required to have apprenticeship navigators to cover key elements and help communicate the value of the programs to businesses, education providers, and associations in the local workforce area. Through implementation of a strategic outreach plan that amplifies its proven successes, apprenticeship navigators convene businesses, related training instruction providers, and potential sponsors in order to recruit and establish new apprenticeship and pre-apprenticeship programs. The Apprenticeship Navigators will assist in screening potential programs to ensure the program design are inclusive in order to promote diversity, equity, and inclusion.

SFWIB staff recommends allocating funding to Miami-Dade College to hire two (2) Apprenticeship Navigators. The projected salary and fringe benefits for each position is \$85,097. The Apprenticeship Navigators will also be responsible for all SFWIB apprenticeship programs.



In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interests of the SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award an allocation not to exceed \$170,194 in Workforce Innovation and Opportunity Youth funds to Miami-Dade College to hire two (2) Apprenticeship Navigators.

**FUNDING:** Workforce Innovation and Opportunity Act

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 8/17/2023

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** MIAMI-DADE COUNTY PUBLIC SCHOOLS YOUTH PRE-APPRENTICESHIP CAREER AND TECHNICAL TRAINING PROGRAM

**AGENDA ITEM TYPE:** **APPROVAL**

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$75,000 in Workforce Innovation and Opportunity Act Youth funds to Miami-Dade County Public Schools for the Miami-Dade Youth Pre-Apprenticeship Career and Technical Training Initiative, as set forth below.

**STRATEGIC GOAL:** **DEDICATED COMMITMENT TO YOUTH PARTICIPATION**

**STRATEGIC PROJECT:** **Joint contribution for youth career pathway models**

### **BACKGROUND:**

At its August 16, 2018 meeting, the South Florida Workforce Investment Board (SFWIB) approved to expand the Miami-Dade Youth Pre-Apprenticeship Career and Technical Training Program. The pre-apprenticeship training is a 23-month specialized program that targets Workforce Innovation and Opportunity Act (WIOA) eligible Miami-Dade County Public Schools (M-DCPS) 11th and 12th grade students in three M-DCPS throughout Miami Dade County. The program is designed to help fill the employment gap by exposing students to various construction trades.

For the program year (PY) 2023-2024, the SFWIB and M-DCPS will enroll up to 50 student participants in the program. During the first year, 11th graders will complete 150 classroom-training hours. The second year, 12th graders will complete an additional 150 classroom-training hours in the Pre-Apprenticeship program trade. First year students will be given the opportunity to participate in a paid summer internship to help expose the students to the carpentry trade. Once completed, the 150 hours may count towards the 300 total program completion hours in student participants' 12th grade year. Due to teacher shortages, this program will only be facilitated at Homestead Senior High.

The cost breakdown for the program is as follows:

<b>Cohort</b>	<b>Program Year</b>	<b>Number of Participants</b>	<b>Cost</b>
Year 2	23-24	25	\$37,500
Year 1	23-24	25	\$37,500
<b>Totals:</b>		<b>50</b>	<b>\$75,000</b>

Through the SFWIB and M-DCPS partnership, the program will provide participating students with a network of resources that offers a unique pathway into employment.

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interests of the SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award an allocation not to exceed \$75,000 in Workforce Innovation and Opportunity Youth funds to Miami-Dade County Public Schools for the Miami-Dade Youth Pre-Apprenticeship Career and Technical Training initiative.

**FUNDING:** Workforce Innovation and Opportunity Act Youth

**PERFORMANCE:** N/A

*NO ATTACHMENT*