



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, February 16, 2017
8:00 A.M.**

Doubletree by Hilton Miami Airport
Convention Center
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. June 23, 2016
 - B. August 18, 2016
 - C. October 20, 2016
 - D. December 15, 2016
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Workforce Services Regional Performance Overview
5. Information – Youth Partners Regional Performance
6. Information – Consumer Report Card Update
7. Information – DEO Quality Assurance Report for Program Year 2016-2017

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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."



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: February 16, 2017 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 23, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Gaber, Cynthia, Vice - Chairwoman 3. Chi, Joe 4. Clayton, Lovey 5. Fils-Aime, Daniel 6. Huston, Albert 7. Manrique, Carlos 	<p>Banks, Theron – <i>Greater Miami Services Corp.</i></p> <p>Barroso, Lupe – <i>Cuban National Council, Inc.</i></p> <p>Brito, Wilma – <i>Rescare, Inc.</i></p>	<p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 8. Diggs, Bill 9. Rod, Denis 10. Jordan, Comm. Barbara 11. Regueiro, Maria 	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Cela, Jose – <i>SER Jobs for Progress, Inc.</i></p> <p>Cordovi, Marilyn – <i>Community Coalition, Inc.</i></p>	
<p>SFW STAFF Perrin, Yian Smith, Robert</p>		

1. Call to Order and Introductions

Chairwoman Maria Garza called the meeting to order at 8:20am, asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016

Minutes deferred due to lack of quorum.

Approved: Refer to page# 4 of the meeting minutes.

There was a brief discussion on how to navigate the newly implemented paperless agenda prior to discussing the next item.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Chairwoman Garza introduced the item and SFWIB Adults Program Manager, Robert Smith further presented the following RET program contractors' performance stats for the period of October 1, 2015 to May 26, 2016: the amount of job seekers for this program year had been more than last year.

A total of 6,135 refugee job seekers were assisted into employment compared to a 7,067 from the same prior Program Year (PY).

- 33,148 refugee job seekers enrolled in the RET program;
- 3,009 refugees are still working after 90 days of hire;
- 2,205 refugees are still working after 180 days of hire; and
- 2,369 refugees are receiving health benefits through their employer.

Chairwoman Garza inquired about the decrease in the number of placements. Mr. Smith explained.

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Garza introduced the item. Mr. Robert Smith further presented the item and read into record the refugee employment and training program balanced scorecard summary report by noting that six (6) of the seven (7) contractors did not meet the required 65% performance measures.

Mr. Clayton inquired about Community Coalition's performance which did not meet the required 65% standard. Mr. Smith provided detailed results of its Entered Employment Rates (EER), placement and intake rates.

Mr. Huston asked whether if this was the same contractor of concern discussed at a prior meeting. Mr. Smith responded that he believe it is the same contractor.

Ms. Garza asked which of the two categories that Community Coalition failed performance. Mr. Smith responded Entered Employment Rates after 90 and 183 days of employment.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Smith introduced the item and further presented the PY 2015-16 Balanced Scorecard Performance Summary for the same period which indicated that six (6) of the seven (7) Workforce

Services contractors were meeting the required 65% performance measures. Additionally, for the period of July 1, 2016 through April 3, 2016 shows the Region had a total of 56,924 job placements.

- Five of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standards
- Five of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard.

He additionally noted that as a result of the report being real-time, the latest results showed that the little Havana and Northside centers have increased their performances from 11 of 18 to 12 of 18 resulting in a 66.7% performance achievement.

Chairwoman Garza requested verification as to which centers did not meet performances. Mr. Smith noted Opa-Locka, Transition, Inc. and the Florida Keys Centers. She further asked whether staff is assisting them with improving their performances. Mr. Smith responded, "Yes" and noted that both the Opa-Locka and Transition, Inc. centers current challenges are the populations being served. Nonetheless, Transition Inc.'s performances have improved. Florida Keys center, however, faces challenges with retaining talent. He noted that CSSF is in the process of expanding training services in the Keys, providing additional services via Mobile Units, implementing work from home and remote related employment.

Chairwoman Garza questioned the employment demand in the keys. Mr. Smith explained that those employed in the keys are not all residents of the keys; some reside outside of the keys due to high costs of living. Mr. Clayton added that some Florida Keys residents work in the keys. Mr. Smith explained that the employment numbers for the Keys only capture those residing in the Keys.

Mr. Clayton asked whether the Keys consist of Key Largo and Key West. Mr. Smith responded, "Yes." Mr. Clayton further asked whether the CSSF has a mobile unit that goes to Marathon. DEO Program Manager, Yian Perrin responded, "Yes" then further explained. Mr. Perrin additionally advised to the Council that with regards to Transition, Inc.'s performance both he and his staff have been providing technical assistance training.

6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item and Mr. Smith further presented.

For Program Year (PY) 2014-2015 (July 2015 – February 2016), the Workforce Services placed 44,553 job seekers into employment compared to 41,800 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 63.8% which resulted in 4th place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 68.7%, resulting in 4th place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 42.5% which resulted in 10th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 57.5% ranking 4th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance

Mr. Smith introduced the item and Mr. Perrin read into record the following stats:

- ✓ 332 of 338 in-school and out-of-school younger youth participants exited the program with positive outcomes.
- ✓ 1584 of 1796 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 202 of 206 in-school youth exited the program with a positive outcome
- ✓ 284 of 289 out-of-school youth exited the program with a positive outcome

Mr. Huston inquired about a tracking system that monitors outcome after earning a diploma. Staff further explained.

Mr. Clayton asked whether students who do not seek to attend college are being notified of an alternative opportunities of joining the military. Mr. Smith explained. He later provided information regarding CSSF's Ready to Work program.

Chairwoman Garza asked whether if the participants hold a high school diploma. Mr. Smith responded that the majority does.

Someone from the audience representing one of the centers appeared before the Council and explained the follow-up procedures. She furthermore explained the career exploration program which exposes individuals of the various career options through the attainment of of attending college or military.

8. Information – Consumer Report Card Update

Mr. Perrin introduced the item and further presented.

Mr. Clayton commented on the positive outcome of the reported Return on Investment (ROI).

[Chairwoman Garza recognized board member Joe Chi who arrived. Mr. Chi introduced himself before the Council members.]

Mr. Huston also commented on the positive average wage outcome provided in the report as well. Mr. Smith explained that the tech jobs have positively impacted the average wage.

Mr. Fils-Aime announced a quorum of members present. Staff confirmed that a quorum had been established.

2. Performance Council Meeting Minutes

2.a Approval of June 17, 2015, August 20, 2015, October 15, 2015, February 18, 2016 and April 14, 2016

Mr. Albert Huston moved the approval of June 17, 2015. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Albert Huston moved he approval of August 20, 2015 meeting minutes. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of October 15, 2015 meeting minutes. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

Mr. Albert Huston moved the approval of February 18, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

Mr. Joe Chi moved the approval of April 14, 2016. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

9. Recommendation as to Approval of the Subsequent Eligibility of Training Providers

Mr. Smith introduced and read the item into record.

Mr. Chi requested staff provide more details and Mr. Smith further explained.

Chairwoman Garza asked whether if staff is recommending the removal of programs or agencies. Mr. Smith explained that both could possibly be removed in some cases. He provided further details.

Mr. Chi requested staff explain the reason for contractors not meeting placement rates. Mr. Smith explained it is a constant fluctuation of supply and demand.

Mr. Huston inquired about the appeal process. Mr. Smith explained. He further verified whether staff thoroughly reviewed and notified the providers of their individual performances. Mr. Perrin confirmed that had been done. Mr. Huston commented that he wanted to ensure that providers were given reasonable opportunity.

Mr. Clayton inquired about incentives for providers to participate in the programs. Mr. Smith explained there are no additional incentives other than payment.

Chairwoman Garza inquired about the reason for eliminating the heavy equipment operator program taught by Miami-Dade County Public Schools. She specifically requested where within the district this particular program is slated to be eliminated. Ms. Smith explained that although there were enough participants, the elimination had been due to a lack of placements. He provided further details regarding a construction project and CSSF's effort to remain well-informed of current market demands.

[Mr. Carlos Manrique arrived]

Mr. Chi shared his concern regarding various programs listed having low placement rates. He asked whether if the economy had something to do with it. Mr. Chi subsequently asked could the also challenge be due a potentially low recruitment of jobs (not reaching out to as many employers as needed to place participants).

Mr. Albert Huston moved the approval of the subsequent eligibility of training providers. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

**10. Recommendation as to Approval to Renew Existing Workforce Services Contractors
Deferred Item (s):**

Chairwoman Garza introduced the item. Mr. Smith further discussed and read the item into record.

Mr. Chi inquired about supporting documents for that particular item. Mr. Smith referenced the second page of agenda item#5.

Chairwoman Garza verified into record the contractor's performances and Mr. Smith explained. Executive Director Rick Beasley appeared the Council and provided further explained as well.

Mr. Carlos Manrique moved the approval to renew existing workforce services contractors. Motion seconded by Mr. Lovey Clayton; **Motion Passed Unanimously**

11. Recommendation as to Approval to Renew Existing Youth Services Contractors

Mr. Smith presented and read the item into record.

Mr. Lovey Clayton moved the approval to renew existing youth services contractors. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

12. Recommendation as to Approval for TANF Participation Rate for Contract Renewal

Chairwoman Garza introduced the item and Mr. Smith further presented.

Mr. Manrique inquired about the adjustment of 50% participation rate. Mr. Beasley further explained. Mr. Manrique specifically requested information on Transition, Inc.'s performance. Mr. Beasley further explained that Transition Inc. doesn't receive TANF funds. He further announced that nonetheless, its performance has been "fantastic."

Mr. Carlos Manrique moved the approval for TANF Participation Rate for Contract Renewal. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

There being no further business to come before the Board, the meeting adjourned at 9:22am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: February 16, 2017 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 18, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Chi, Joe 3. Manrique, Carlos 4. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>5. Gaber, Cynthia, Vice - Chairwoman 6. Clayton, Lovey 7. Diggs, Bill 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria</p> <p>SFW STAFF Perrin, Yian Smith, Robert</p>	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Chairwoman Garza called the meeting to order at 8:25am, asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 23, 2016

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Chairwoman Garza introduced the item and SFWIB Department of Economic Opportunity Program Manager Yian Perrin further presented. He stated into record that the most up-to-date figures as of July 1, 2015 to July 28, 2016 showed a total of 7,968 refugees entered into employment and training program and a total of 7,429 were placed.

He furthermore read the following information into record:

- 37,362 refugee job seekers enrolled in the RET program;
- 4,036 refugees are still working after 90 days of hire;
- 2,898 refugees are still working after 180 days of hire; and

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Garza introduced the item. Mr. Perrin further presented the item and read into record the refugee employment and training program balanced scorecard summary report. He noted that four (4) of the seven (7) contractors have met or exceeded performance measures.

He additionally noted into record the following three contractors that did not meet performances:

- Community Coalition at 38%
- Lutheran Services at 63%
- Youth Co-Op, Inc. at 50%

Chairwoman Garza requested information on performances reported in the prior period. SFWIB Adults Program Manager, Robert Smith read into record the following information reported from the prior quarter on the number of performances met by each contractor:

- Adults Mankind Organization (AMO) – Five (5) of eight (8)
- Arbor, E& T - Six (6) of eight (8)
- Cuban American Council - Six (6) of eight (8)
- Community Coalition - Four (4) of Eight (8)
- Lutheran Services - Five (5) of eight (8)
- Miami Beach - Six (6) of eight (8)
- Youth Co-Op, Inc. – Six (6) of eight (8)

Mr. Smith noted the goal of increasing the number of Haitian refugees in the North Miami-Beach area by providing refugee services at career centers located in the northern part of Miami-Dade County. He additionally noted a problem in bringing in new hire information in Employ Florida Marketplace (EFM).

Mr. Manrique inquired about the current item and Mr. Smith explained.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Smith presented and read the item into record that the PY 2015-16 Balanced Scorecard Performance Summary for the same period indicated nine (9) of the 14 Workforce Services locations met the required 65% performance measures.

Additionally, the year-to-date job placement scorecard for the period of July 1, 2015 through May 31, 2016 showed the Region had a total of 6,357 job placements which is a 126 percent of the minimum standard and 116.9 percent of the maximum standard. Furthermore:

- Ten of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standards
- Nine of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Mr. Smith presented the item and read the following into record:

For Program Year (PY) 2014-2015 (July 2015 – February 2016), the Workforce Services placed 54,686 job seekers into employment compared to 50,739 for the same period last Program Year.

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 62.3% which resulted in 3rd place ranking fourth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is at 68.7%, resulting in 3rd place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the Performance statistics for the Workforce Services Contractors revealed region' is at 41.6% which resulted in 10th place ranking out of the 24 Regional Workforce Board in the State.
- CAP/WT - EER is at 35.5% ranking 9th place out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

7. Information – Youth Partners & Regional Performance

Mr. Smith introduced the item and read into record the following stats:

- ✓ 343 of 349 in-school and out-of-school younger youth participants excited the program with positive outcomes.
- ✓ 1781 of 2016 in-school and out-of-school youth attained an increase in their skill attainment performance measure.
- ✓ 209 of 213 in-school youth exited the program with a positive outcome
- ✓ 298 of 303 out-of-school youth exited the program with a positive outcome

Chairwoman Garza inquired about the age limit for the out-of-school program. Mr. Smith responded 21 years of age.

8. Information – Consumer Report Card update

Ms. Smith presented the item and provided a brief overview of Program Year (PY) 15-16 consumer report card table.

No further questions or discussions.

9. Recommendation as to the Approval to Renew Existing Refugee Services Contractors

Mr. Smith presented the item.

Mr. Manrique inquired about the formula and the four agencies that did not meet performance. Mr. Smith responded by explaining the important factors.

Chairwoman Garza asked whether the performance report only covers the refugee program. Mr. Smith responded that it only covers the refugee component.

Mr. Manrique requested verification on staff's recommendation for a one year extension. Mr. Smith confirmed it was correct.

The consensus of the members present recommended this item to the full board for approval.

There being no further business to come before the Board, the meeting adjourned at 8:43am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: February 16, 2017 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 20, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Mart/Airport Hotel – Exhibition Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Gaber, Cynthia, Vice - Chairwoman 2. Clayton, Lovey 	<p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p> <p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 3. Chi, Joe 4. Diggs, Bill 5. Garza, Maria, Chairwoman 6. Huston, Albert 7. Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 10. Rod, Denis <p>SFW STAFF Perrin, Yian Smith, Robert</p>	<p>Dorsett, Deborah – <i>Greater Miami Services Corp</i></p> <p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>Ser Jobs for Progress, Inc.</i></p> <p>Kos, Claudia – <i>Youth Co-Op, Inc.</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Someillan, Ana – <i>Adults Mankind Organization, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Vice-Chairwoman Cynthia Gaber called the meeting to order at 8:24am, asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 23, 2016

2.b Approval of August 18, 2016

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Vice-Chairwoman Cynthia Gaber introduced the item and SFWIB Department of Economic Opportunity (DEO) Program Manager Yian Perrin further presented the following:

- ✓ RET program contractors assisted in placing a total of 9,165 refugee job seekers into employment from October 1, 2015 through September 30, 2016
- ✓ 31,153 refugee job seekers enrolled in the RET program;
- ✓ 7,663 refugees are still working after 90 days of hire;
- ✓ 8,137 refugees are still working after 180 days of hire; and
- ✓ 4,054 refugees are receiving health benefits through their employer

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Vice-Chairwoman Gaber introduced the item. Mr. Perrin further presented and read into record the refugee employment and training program balanced scorecard summary report. He noted that four (4) of the seven (7) contractors have met or exceeded performance measures.

No further questions or discussions.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Vice-Chairwoman Gaber introduced the item. Adults Programs Supervisor, Robert Smith presented and read the item into record that the PY 2015-16 Balanced Scorecard Performance Summary for the same period indicated 10 of the 14 Workforce Services locations met the required 65% performance measures.

Additionally, the year-to-date job placement scorecard for the period of July 1, 2015 through October 11, 2016 showed the Region had a total of 16,417 job placements which is a 97.9 percent of the minimum standard and 90.5 percent of the maximum standard. Furthermore:

- Five of the 14 Workforce Services contracts have met or exceeded their minimum YTD Job Placements standards
- Five of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard.

Mr. Clayton asked whether if the Homestead career center provides services to those residing in Florida City. Mr. Smith responded, “Yes.”

6. Information – Workforce Services Regional Performance Overview

Vice-Chairwoman Gaber introduced the item. Mr. Smith further presented and read into record the following information:

- 9,548 job seekers placed into jobs exited the system as compared to 8,236 for the same period during the previous PY (15.9 percent increase).
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is at 60.2% which resulted in 4th place ranking out of the 24 Regional Workforce Boards in the State.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2D

DATE: February 16, 2017, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 15, 2016 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Clayton, Lovey 2. Rod, Denis 	<p>Buttacavoli, Jose – <i>Community Coalition, Inc.</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 3. Chi, Joe 4. Diggs, Bill 5. Gaber, Cynthia, Vice - Chairwoman 6. Garza, Maria, Chairwoman 7. Huston, Albert 8. Jordan, Comm. Barbara 9. Manrique, Carlos 10. Regueiro, Maria 	<p>Farinas, Irene – <i>Adult Mankind Organization, Inc.</i></p> <p>Gavira, Beatriz – <i>Ser Jobs for Progress, Inc.</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Someillan, Ana – <i>Adults Mankind Organization, Inc.</i></p> <p>Velez, Paulina – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF Perrin, Yian Smith, Robert</p>	<p>.</p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Lovey Clayton called the meeting to order on behalf of absent Chairwoman Maria Garza. He asked all those introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of June 23, 2016

2.b Approval of August 18, 2016

2.c October 20, 2016

Minutes deferred due to lack of quorum.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Mr. Lovey Clayton introduced the item and SFWIB Department of Economic Opportunity (DEO) Program Manager Yian Perrin further presented a revised data:

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Mr. Clayton introduced the item. Mr. Perrin further presented and read into record the refugee employment and training program balanced scorecard updated summary report. Adults Program Supervisor, Robert Smith further discussed.

No further questions or discussions.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Clayton introduced the item. Adults Programs Supervisor, Robert Smith presented an updated report.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Mr. Clayton introduced the item. Mr. Smith further presented an updated report.

Mr. Clayton inquired about the region that has been rated one of top for providing services to veterans. Mr. Smith responded, region 16. Mr. Clayton also inquired about the areas this particular region covers. Mr. Perrin responded, Jacksonville, FL.

There was continued discussion.

7. Information – Youth Partners & Regional Performance

Mr. Clayton introduced the item. Mr. Smith further presented an updated report.

8. Information – Consumer Report Card update

Mr. Clayton introduced the item. Mr. Perrin further presented the following:

- SFWIB generated \$1,982,668.52 of wages into the South Florida regional economy
- SFWIB obtained a return of \$4.23
- 89% of training services participants completed classroom training
- 92% have obtained employment with an average wage of \$17.33
- 83% of participants were placed in a training related occupation
- The net economic benefit per placement is \$29,156.89

No further questions or discussions.

There being no further business to come before the Board, the meeting adjourned at 8:57am.



SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2017

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Improve employment outcomes**

BACKGROUND:

For Program Year (PY) 2016-17, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 2,859 refugee job seekers into employment from October 1, 2016 through January 31, 2017, as compared to 1,465 for the same period in the previous PY. This is an overall placement increase of 48.7 percent.

For the RET Program, the Year-to-Date (YTD) performance statistics reveal the following:

- 10,023 refugee job seekers enrolled in the RET Program
- 1,748 refugees are still working after 90 days of hire
- 1,273 refugees are still working after 180 days of hire
- 1,164 refugees are receiving health benefits through the employer

Through the efforts of the Performance Improvement Team (PIT), the RET Program Contractors and SFWIB staff continues to work diligently to enhance the quality of services offered to refugee job seekers and overall performance improvement.

FUNDING: N/A







PERFORMANCE: N/A

ATTACHMENT

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Regional

Regional		
	Measure	Region
1	Entered Employment Rate	10.124% 
2	Entered Employment Rate LTY	8.708% 
3	Employed on the 90th Day	72.852% 
4	Employed on the 180th Day	73.409% 
5	Health Benefits	45.665% 
6	Placements (YTD)	2,859
7	Intakes (YTD)	9,936
8	EFM Placements (YTD)	84.96% 

ND = No data

NA = Region performance not applicable for this measure

1/31/2017 5:48:10 PM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	12.511%	↑
2	Entered Employment Rate LTY	8.708%	11.374%	↑
3	Employed on the 90th Day	72.852%	83.133%	↓
4	Employed on the 180th Day	73.409%	87.50%	↓
5	Health Benefits	45.665%	47.556%	↑
6	Placements (YTD)	2,859	508	
7	Intakes (YTD)	9,936	1,310	
8	EFM Placements (YTD)	84.96%	78.022%	↓

ND = No data

NA = Region performance not applicable for this measure

1/31/2017 5:48:10 PM

CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Arbor E&T, LLC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	14.683%	↑
2	Entered Employment Rate LTY	8.708%	13.251%	↑
3	Employed on the 90th Day	72.852%	85.799%	↓
4	Employed on the 180th Day	73.409%	89.888%	↑
5	Health Benefits	45.665%	40.234%	↓
6	Placements (YTD)	2,859	286	
7	Intakes (YTD)	9,936	1,279	
8	EFM Placements (YTD)	84.96%	75.362%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	6.572%	↑
2	Entered Employment Rate LTY	8.708%	6.069%	↑
3	Employed on the 90th Day	72.852%	80.631%	↓
4	Employed on the 180th Day	73.409%	78.182%	↓
5	Health Benefits	45.665%	55.217%	↑
6	Placements (YTD)	2,859	279	
7	Intakes (YTD)	9,936	1,118	
8	EFM Placements (YTD)	84.96%	91.228%	↑

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	7.317%	↑
2	Entered Employment Rate LTY	8.708%	5.649%	↑
3	Employed on the 90th Day	72.852%	58.989%	↓
4	Employed on the 180th Day	73.409%	59.434%	↓
5	Health Benefits	45.665%	41.50%	↑
6	Placements (YTD)	2,859	262	
7	Intakes (YTD)	9,936	693	
8	EFM Placements (YTD)	84.96%	50.00%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	8.628%	↑
2	Entered Employment Rate LTY	8.708%	8.252%	↑
3	Employed on the 90th Day	72.852%	75.502%	↓
4	Employed on the 180th Day	73.409%	68.766%	↓
5	Health Benefits	45.665%	45.88%	↑
6	Placements (YTD)	2,859	643	
7	Intakes (YTD)	9,936	2,142	
8	EFM Placements (YTD)	84.96%	82.979%	↑

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	15.404%	↑
2	Entered Employment Rate LTY	8.708%	11.264%	↑
3	Employed on the 90th Day	72.852%	85.135%	↓
4	Employed on the 180th Day	73.409%	83.636%	↓
5	Health Benefits	45.665%	65.00%	↓
6	Placements (YTD)	2,859	84	
7	Intakes (YTD)	9,936	211	
8	EFM Placements (YTD)	84.96%	80.00%	↓

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 1/31/2017

Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	10.124%	11.011%	↑
2	Entered Employment Rate LTY	8.708%	8.524%	↑
3	Employed on the 90th Day	72.852%	62.708%	↓
4	Employed on the 180th Day	73.409%	66.993%	↓
5	Health Benefits	45.665%	42.95%	↓
6	Placements (YTD)	2,859	797	
7	Intakes (YTD)	9,936	3,183	
8	EFM Placements (YTD)	84.96%	84.444%	↓

ND = No data

NA = Region performance not applicable for this measure

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SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2017

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Florida Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the state's 24 Regional Workforce Boards, reveal the following 2016-17 Program Year (PY) performance statistics for the Region during the period of July 1, 2016 through December 31, 2016:

- 30,783 job seekers placed into jobs exited the system as compared to 26,717 for the same period during the previous PY. This is a 13.3 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 54.7 percent and is ranked 5th.
- The Veterans Program EER is 59.6 percent and is ranked 3rd.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 42.9 percent and is ranked 9th.
- The CAP / WT Program EER is 36.8 percent and is ranked 8th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 46,609 job seekers into jobs for PY 2016-2017 from July through December as compared to 40,995 for the same period in PY 2015-2016. This is a 12.5 percent increase. Region 23 (CareerSource South Florida) makes up 22.7 percent of the State's total number of placements.

Through the efforts of the Performance Improvement Teams (PIT), the Workforce Services Contractors and SFWIB staff continues to work diligently to enhance the quality of the Workforce Services delivery system and overall performance improvement.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

DEO Monthly Management Report
July 1, 2016 through December 31, 2016 (Year-to-Date)

Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	3	15	15,339	21,875	70.1 %
2	1	14	10,467	15,363	68.1 %
3	2	9	1,934	2,892	66.9 %
4	4	16	4,591	7,785	59.0 %
5	5	23	30,783	56,291	54.7 %
6	6	13	4,049	8,978	45.1 %
7	8	7	908	2,227	40.8 %
8	7	19	1,462	3,677	39.8 %
9	10	10	3,272	8,514	38.4 %
10	11	24	4,751	12,787	37.2 %
11	9	2	1,159	3,152	36.8 %
12	14	20	2,687	7,330	36.7 %
13	15	11	3,244	9,104	35.6 %
14	12	12	10,111	28,816	35.1 %
15	13	3	914	2,672	34.2 %
16	16	17	3,278	9,722	33.7 %
17	20	21	6,556	19,585	33.5 %
18	19	18	2,721	8,249	33.0 %
19	18	4	1,452	4,429	32.8 %
20	21	22	8,376	25,686	32.6 %
21	17	6	1,113	3,470	32.1 %
22	22	1	2,706	8,983	30.1 %
23	23	8	5,003	17,011	29.4 %
24	24	5	2,556	9,137	28.0 %
		SW	129,432	297,735	43.5 %

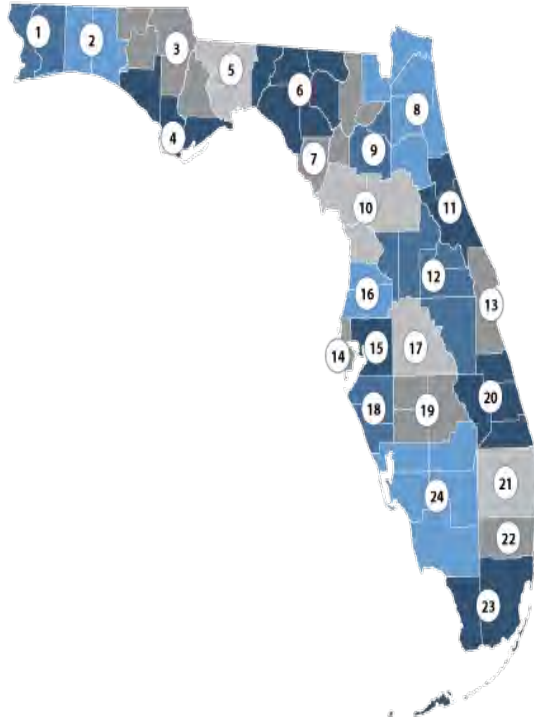
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	2	9	115	178	64.6 %
2	1	16	299	476	62.8 %
3	3	23	475	797	59.6 %
4	4	14	479	820	58.4 %
5	5	15	590	1,093	54.0 %
6	8	13	386	893	43.2 %
7	7	20	179	437	41.0 %
8	6	3	89	221	40.3 %
9	11	22	385	986	39.0 %
10	10	7	55	146	37.7 %
11	9	1	605	1,641	36.9 %
12	16	17	174	496	35.1 %
13	19	24	165	470	35.1 %
14	13	10	198	566	35.0 %
15	18	11	222	635	35.0 %
16	14	21	252	736	34.2 %
17	12	19	62	183	33.9 %
18	17	2	214	645	33.2 %
19	15	12	526	1,614	32.6 %
20	20	4	136	426	31.9 %
21	21	18	124	395	31.4 %
22	23	8	515	1,725	29.9 %
23	22	6	46	163	28.2 %
24	24	5	150	559	26.8 %
		SW	6,441	16,301	39.5 %

DEO Monthly Management Report
July 1, 2016 through December 31, 2016 (Year-to-Date)

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	22	2,020	3,474	58.1 %
2	2	21	664	1,152	57.6 %
3	3	14	1,059	1,995	53.1 %
4	5	11	1,156	2,205	52.4 %
5	4	15	1,232	2,497	49.3 %
6	6	16	624	1,293	48.3 %
7	7	17	643	1,379	46.6 %
8	9	12	1,932	4,380	44.1 %
9	8	23	2,854	6,648	42.9 %
10	11	9	257	643	40.0 %
11	10	6	87	222	39.2 %
12	13	24	272	778	35.0 %
13	12	5	571	1,635	34.9 %
14	14	1	314	940	33.4 %
15	15	8	1,495	4,593	32.5 %
16	16	10	331	1,127	29.4 %
17	17	4	64	232	27.6 %
18	18	7	77	292	26.4 %
19	21	13	76	338	22.5 %
20	19	20	120	544	22.1 %
21	20	3	37	202	18.3 %
22	23	2	58	336	17.3 %
23	24	19	29	174	16.7 %
24	22	18	162	1,059	15.3 %
		SW	16,134	38,138	42.3 %

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	475	965	49.2 %
2	2	22	654	1,492	43.8 %
3	3	15	578	1,335	43.3 %
4	4	17	264	640	41.3 %
5	5	16	223	552	40.4 %
6	6	11	310	809	38.3 %
7	7	12	774	2,054	37.7 %
8	8	23	1,044	2,838	36.8 %
9	22	7	48	135	35.6 %
10	12	21	191	547	34.9 %
11	14	20	88	257	34.2 %
12	9	24	156	458	34.1 %
13	11	8	629	1,963	32.0 %
14	13	2	51	160	31.9 %
15	15	4	40	126	31.7 %
16	16	9	73	230	31.7 %
17	19	13	67	213	31.5 %
18	20	5	152	496	30.6 %
19	10	19	36	119	30.3 %
20	17	10	152	517	29.4 %
21	18	18	187	664	28.2 %
22	23	6	25	95	26.3 %
23	21	1	148	576	25.7 %
24	24	3	21	117	17.9 %
		SW	6,386	17,358	36.8 %

Regional CareerSource Workforce Boards		
Region		CareerSource Workforce Board
8		CareerSource Brevard
12		CareerSource Central Florida
14		CareerSource Pinellas
15		CareerSource Tampa Bay
21		CareerSource Palm Beach County
22		CareerSource Broward
23		CareerSource South Florida
24		CareerSource Southwest Florida





SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: YOUTH PARTNERS AND REGIONAL PERFORMANCE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

Performance Measures for the Youth Partners in the Workforce Development Area (WDA) covering the reporting period from July 1, 2016 through December 28, 2016, as represented on the State's Monthly Management Report (MMR). The MMR provides a snapshot of the performance data present in the Management Information System on the last day of each month.

The details are as follows:

- 107/107 Credential Attainment Measure (Column 1) exited the program with outcomes (obtained a credential/diploma, post-secondary education, advanced/training qualified apprenticeships, military, employment). The WDA's credential attainment positive outcome performance measure is 100%.
- 578/4504 Measurable Skills Gain (Column 2) attained and increased in their youth skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The WDA's youth skill attainment performance measure is 87%.
- 75/75 In-School Youth (Column 3) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The WDA's In-School Youth positive outcome performance measure is 100%.
- 33/33 Out-of-School Youth (Column 4) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The WDA's Out-of-School Youth positive outcome performance measure is 100%.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

WIOA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2016 - December 31, 2016

Youth Service Partners	Credential Attainment Measure (100%) COLUMN #1			Measurable Skills Gain (Youth Skill Attainment Performance Measure) (90%) COLUMN #2			In School Youth Positive Outcome Performance Measure (90%) COLUMN #3			Out of School Youth Positive Outcome Performance Measure (90%) COLUMN #4		
	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met	# to be Met	# Met	% of Standard Met
<i>IN-SCHOOL PROGRAM</i>												
Adult Mankind Organization	9	9	100%	94	85	90%	9	9	100%			
Cuban National Council	44	44	100%	82	73	89%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	13	13	100%	3	3	100%			
Youth Co-Op Miami-Dade	18	18	100%	76	71	93%	19	19	100%			
YEAR-TO-DATE PERFORMANCE	74	74	100%	265	242	91%	75	75	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	3	3	100%	74	54	73%				3	3	100%
Community Coalition	1	1	100%	34	31	91%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	42	26	62%				N/D	N/D	N/D
Greater Miami Service Corps	3	3	100%	39	36	92%				3	3	100%
Youth Co-Op Monroe	3	3	100%	8	8	100%				3	3	100%
Youth Co-Op Miami-Dade	23	23	100%	116	107	92%				23	23	100%
YEAR-TO-DATE PERFORMANCE	33	33	100%	313	262	84%				33	33	100%
REGIONAL PERFORMANCE	107	107	100%	578	504	87%	75	75	100%	33	33	100%



SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2017

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

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

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) Individual Training Account (ITA) Policy requires the monitoring of the performance of SFWIB approved Training Vendors. Accordingly, staff developed and implemented the Consumer Report Card Tool. The tool is an online report that updates ITA performance on a daily basis. The goal of the tool is to function as an “ITA Consumer Report Card”, enabling the consumer (participant) as well as the Career Advisor the ability to check on the success of individual programs and to evaluate the economic benefit per placement by program.

The attached Program Year (PY) 2016-2017 Consumer Report Card, indicates that the SFWIB generated \$3,216,907.44 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$4.30. Ninety one percent of training services participants completed classroom training. Of those completing training, 92 percent have obtained employment with an average wage of \$17.65. Ninety percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,786.18.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2016 - 06/30/2017

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Compu-Med Vocational Career Corp - Hialeah	2	2	2	100.00 %	2	100.00 %	\$ 878.32	\$ 1,756.63	\$ 878.32	\$ 9.25	\$ 19,240.00	\$ 18,361.69	\$ 20.91
Dade Institute of Technology - Main Campus	4	4	4	100.00 %	3	75.00 %	\$ 6,893.68	\$ 27,574.72	\$ 6,893.68	\$ 8.88	\$ 18,460.00	\$ 11,566.32	\$ 1.68
Florida International University (RDB1003)	2	2	2	100.00 %	2	100.00 %	\$ 5,577.58	\$ 11,155.16	\$ 5,577.58	\$ 13.90	\$ 28,912.00	\$ 23,334.42	\$ 4.18
Florida Vocational Institute	7	4	3	75.00 %	3	100.00 %	\$ 3,421.01	\$ 13,684.05	\$ 4,561.35	\$ 9.43	\$ 19,621.33	\$ 15,059.98	\$ 3.30
Life-Line Med Training -Main Campus	3	3	3	100.00 %	2	66.67 %	\$ 1,821.67	\$ 5,465.00	\$ 1,821.67	\$ 10.33	\$ 21,493.33	\$ 19,671.67	\$ 10.80
Management Resources College	4	1	1	100.00 %	1	100.00 %	\$ 5,083.33	\$ 5,083.33	\$ 5,083.33	\$ 25.00	\$ 52,000.00	\$ 46,916.67	\$ 9.23
Metropolitan Trucking and Technical Institute	12	10	9	90.00 %	8	88.89 %	\$ 1,217.70	\$ 12,177.00	\$ 1,353.00	\$ 12.65	\$ 26,305.07	\$ 24,952.07	\$ 18.44
Miami-Dade College	7	5	1	20.00 %	1	100.00 %	\$ 2,962.56	\$ 14,812.81	\$ 14,812.81	\$ 15.00	\$ 31,200.00	\$ 16,387.19	\$ 1.11
New Horizons	36	36	34	94.44 %	33	97.06 %	\$ 9,722.22	\$ 350,000.00	\$ 10,294.12	\$ 20.13	\$ 41,861.22	\$ 31,567.11	\$ 3.07
Sullivan & Cogliano Training Centers, Inc. Kendall	18	16	16	100.00 %	12	75.00 %	\$ 5,763.44	\$ 92,215.11	\$ 5,763.44	\$ 17.50	\$ 36,392.20	\$ 30,628.76	\$ 5.31
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	-	0.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10.00	\$ 20,800.00	\$ 10,800.00	\$ 1.08
The Academy -- Miami Campus	23	23	22	95.65 %	21	95.45 %	\$ 9,192.39	\$ 211,425.00	\$ 9,610.23	\$ 22.32	\$ 46,434.11	\$ 36,823.88	\$ 3.83
The CDL School, Inc.	10	10	10	100.00 %	10	100.00 %	\$ 2,375.00	\$ 23,750.00	\$ 2,375.00	\$ 14.59	\$ 30,336.80	\$ 27,961.80	\$ 11.77
	129	117	108	92.31 %	98	90.74 %	\$ 6,391.47	\$ 747,801.65	\$ 6,924.09	\$ 17.65	\$ 36,710.27	\$ 29,786.18	\$ 4.30



SFWIB PERFORMANCE COUNCIL

DATE: 2/16/2017

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO) QUALITY ASSURANCE REPORT FOR PROGRAM YEAR 2016-2017

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The purpose of the Department of Economic Opportunity (DEO) annual review is to assess the South Florida Workforce Investment Board dba CareerSource South Florida (CSSF) program operations, management practices, services, and system protocols for the various workforce programs that were operational during the July 1, 2015 through September 30, 2016 review period. The goal of the review was to determine if CSSF operated in compliance with each programs laws, regulations, State and local plans, policies and guidance, and any contract or agreement terms.

Overall, the review revealed some deficiencies in case file documentation requirements and operational and system practices in several program areas. While several issues were found during the review process, nothing observed led the monitoring team to believe CSSF is not carrying out the intent of federal and state program requirements or that the issues identified would substantially or materially affect program operations. Nonetheless, the reviewers provided recommendations and suggestions in an effort to prevent the reoccurrence of deficiencies.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

1/20/2017

Quality Assurance Report

Program Year 2016-17

**Programmatic Monitoring Results and
Recommendations**

FOR

LOCAL WORKFORCE DEVELOPMENT BOARD – 23



CareerSource South Florida

Prepared By

**Department of Economic Opportunity
Division of Workforce Services
Bureau of One-Stop and Program Support**



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**QUALITY ASSURANCE REPORT
 CAREERSOURCE SOUTH FLORIDA
 LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB) 23**

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I. INTRODUCTION

This report was prepared as a result of a programmatic quality assurance review conducted November 14-18, 2016 for the following programs administered by CareerSource South Florida (CSSF):

- Welfare Transition/Temporary Assistance for Needy Families (WT/TANF)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Workforce Innovation and Opportunity Act (WIOA)
- Trade Adjustment Assistance (TAA)
- Wagner-Peyser (WP)
- Migrant and Seasonal Farmworker (MSFW)
- Any special projects operational during the review period

The review team consisted of: David Carbone (Team Lead), Genick Blaise, Stephan Eicher, Meredith Wright, Mershal Noble, and Marisela Ruiz.

II. LOCAL WORKFORCE DEVELOPMENT BOARD 23 PROFILE

Local Workforce Development Area	Miami-Dade and Monroe Counties
LWDB Number	23
Population (2015)	2,770,599

Unemployment/Major Industry Sectors	LWDB	State	National
Unemployment Rate (November 2016 - not seasonally adjusted)	5.0%	4.8%	4.4%
Individuals Unemployed	69,078	N/A	N/A
Average Annual Wage (2015)	\$50,106	\$46,236	N/A

Largest Major Industry Sectors	Trade, Transportation, and Utilities – 284,847 Employed (June 2016)
Next Largest Major Industry Sector	Education and Health Services – 173,870 Employed (June 2016)
Fastest Growing Occupation	Interpreters and Translators
Occupation with Most New Jobs	Retail Salespersons

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics.

III. DESCRIPTION OF MONITORING APPROACH

Purpose of Review

The purpose of the review was to assess CSSF's program operations, management practices, and system protocols for the various workforce programs that were operational during the July 1, 2015 through September 30, 2016 review period. The goal is to determine if CSSF operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms.

Scope of Review

The scope of the review consisted of a desk analysis and a remote review of CSSF's electronic participant case file records. The desk analysis included a review of local operating procedures (LOP), program services and activities, and local plans and reports to determine if appropriate processes and procedures were in place and properly implemented. The automated electronic review included sample testing of participant case file records. The sample files were reviewed through a secure transfer site provided by CSSF to allow DEO's Bureau of One-Stop and Program Support's (OSPS) monitoring team access to view the files remotely. **Note:** The review of Migrant and Seasonal Farmworker services and outreach was conducted onsite by the Senior Monitor Advocate.

Other tasks completed by the monitoring review team to identify and document the issues presented in this report included, but were not limited to, the following:

- A review and analysis of data entered in the State's Management Information Systems (MIS) to determine if required/critical data was properly captured for reporting purposes.
- A review, examination, and analysis of participant case file records to determine whether adequate documentation was maintained to support participant eligibility and other services provided. The files were also reviewed and validated by checking the accuracy of MIS records and comparing keyed entries made by LWDB staff against original source documents.
- A review of the previous year's monitoring report and Corrective Action Plan (CAP) to assess trends and issues and to determine whether the LWDB had implemented the actions proposed in their CAP to satisfactorily resolve any deficiencies cited in the report.
- A review of the LWDB's oversight and quality assurance process to determine if a system is in place to monitor local programmatic operations and practices.

Monitoring Review Tools/Guides

OSPS's programmatic monitoring review tools were used to conduct the review for each workforce program. The tools are designed to provide a comprehensive assessment of the processes and procedures used by LWDB staff to operate and manage the programs. Use of the monitoring tools ensured that the review process followed a planned and consistent course of action that provides adequate verification of specific program data elements.

Sample Size/Selection Methodology

The participant case file review sample size was compiled from the total participant population served by each program for the review period. This was determined based on the total number of files entered into and captured by the automated data systems. Using OSPS's programmatic sampling methodology, the number of client files reviewed for each program was based on the relative percentage share of the total files required to achieve a 90 percent confidence level and a 12 percent confidence interval.

IV. ENTRANCE/EXIT CONFERENCE

Entrance Conference

An entrance conference was conducted by telephone on November 14, 2016 with CSSF representatives Rick Beasley, Frances Gonzalez, Robert Smith, Lilian Coto, Raphaelle Desrameaux, Kami Larry, Kelly Levy, Edna Smith, Pat Shorter, Theresa Chester, and Ana McKee. The purpose of the entrance conference was to introduce the members of the monitoring team performing the review, identify the local contact person(s) with whom the reviewers would communicate, discuss CSSF and DEO expectations, establish a timeline for daily updates, and identify/obtain documents requested in the monitoring review notification letter.

Daily Updates

The monitoring team provided daily telephone updates to CSSF staff to keep them informed of the team's progress, and to allow them an opportunity to provide supporting documentation to resolve any outstanding issues the team observed. Members of the review team also provided technical assistance to specific program staff during the review. Technical assistance covered topics related to several different program areas.

Exit Conference

An exit conference was conducted by telephone on November 18, 2016 with CSSF representatives Frances Gonzalez, Pat Shorter, Lilian Coto, Ana McKee, Theresa Chester, Edna Smith, Yian Perrin, Kelly Levy, Tomara Graham, and Kami Larry. The review team provided a written exit report to CSSF staff that included a summary of issues that were identified during the daily debriefings. The written exit summary was provided for the purpose of discussion and to allow CSSF staff to take any additional corrective action and/or present backup documentation to resolve any of the preliminary summary findings. The review team also provided copies of the completed review tools.

V. OVERVIEW OF MONITORING RESULTS

The outcome of the review is detailed in the following sections of the report identified by the respective program. Outcomes reflect issues noted by the monitoring team during the review and are classified in the report as Findings, Other Noncompliance Issues (ONI), and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues, and Observations. Following are descriptions of how the outcomes are classified in the report:

- **Findings** – are instances where noncompliance with requirements contained in federal or State laws, rules and regulations, administrative codes, State guidance, or other documents are found and are considered to be higher risk issues that could potentially result in questioned costs and/or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
- **Other Noncompliance Issues** – are general noncompliance conditions that are considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). Other Noncompliance Issues are expected to be responded to in the CAP.
- **General Program Comments** – are issues identified and corrected during the review or 10-day response period. These resolved issues are referenced in the report as general comments.
- **Observations** – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes. Observations are not expected to be responded to in the CAP.
- **Notable Program Practices** – are informative statements that highlight and recognize positive program processes and improvements.

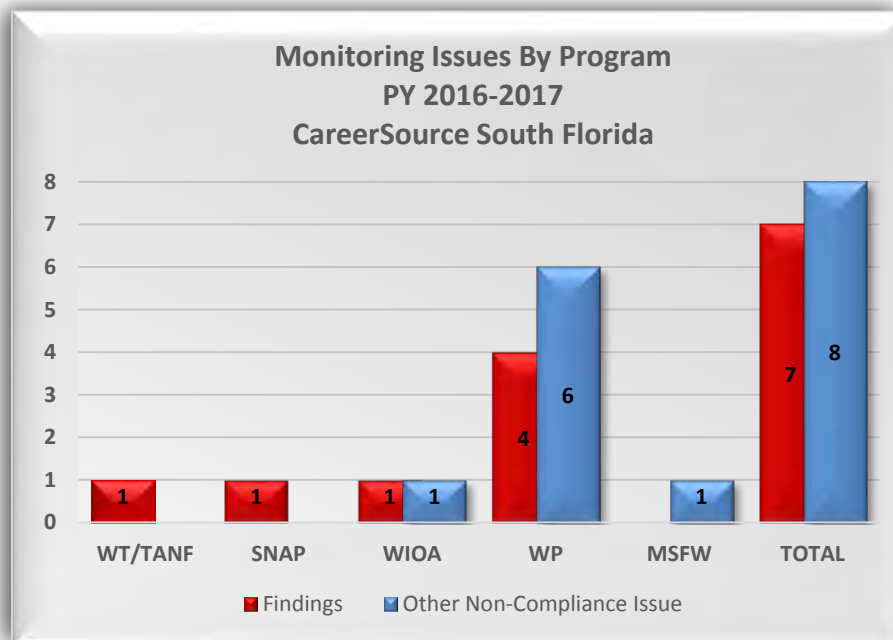
SUMMARY TABLE OF MONITORING RESULTS

The DEO monitoring team reviewed the contents of this report with CSSF management and staff during daily debriefings and the exit conference. The results of the review of each of the board’s workforce programs are summarized below. Further discussion and analysis of these issues are outlined in the report by program and category.

N=No. Y=Yes. N/A=Not Applicable.

2016-2017 Monitoring Results					
WORKFORCE PROGRAM	ISSUE	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT/TANF	There was no evidence of an attempt to orally contact several participants when a pre-penalty was initiated.	N	Y		
WT Totals		0	1		
SNAP	One participant case file did not contain documentation to support the JPR entries.	Y	Y		
SNAP Totals		1	1		
WIOA – Adult/DW	A required quarterly follow-up was not conducted for one participant.			Y	Y
WIOA Adult/DW and Youth Performance Measures “Common Issue”	CSSF did not meet one of their Dislocated Worker performance measures and one of their Youth performance measures.	N	Y		
WIOA Totals		0	1	1	1
WP	A veteran was not provided priority of service information.	N	Y		
	A counseling code (200 or 201) was recorded in EFM for a couple of job seekers but there was no documentation to support the counseling service provided. Additionally, case notes for a couple job seekers did not meet the definition of a counseling service.	N	Y		
	Several I-9 forms were not completed in accordance with federal requirements.	N	Y		
	Multiple placements did not contain a job start date. Additionally, one job seeker had duplicate codes recorded for the same position.			N	Y
	A few job orders contained staff referred applicants that did not meet the minimum job qualifications specified on the job order.			N	Y
	A staffing agency job order did not contain the phrase “Position offered by no-fee agency.”			N	Y
	Several Employer Registrations auto-enabled in the system prior to being reviewed and approved by staff.			N	Y
RESEA	The work search activity listed on a participant’s RESEA Responsibility Statement did not match the activity listed on their EDP.			N	Y

WORKFORCE PROGRAM	ISSUE	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
RESEA/WP Common Issue	A couple of job seekers had an assessment and/or EDP code recorded in EFM but did not have documentation to support the services recorded. Several were also missing some of the required items needed to meet the definition of the recorded services, including veteran services.	Y	Y		
Credentialing	Several front line staff members did not complete their Tier 1 certification within six months of their hire date.			N	Y
WP Totals		1	4	0	6
MSFW	One agricultural job order was missing the job site location.	Y	N/A	N/A	Y
Totals		0	0	0	1
Monitoring Results - All Programs		3	7	3	8



SUMMARY CONCLUSION

Overall, the review revealed some deficiencies in case file documentation requirements and operational and system practices in several program review areas. While several issues were found, nothing observed during the review would lead the monitoring team to believe that CSSF is not carrying out the intent of federal and state program requirements or that the issues identified would substantially or materially affect program operations. However, there were a few repeat issues and a number of new issues which could potentially affect program operations if not corrected.

VI. WELFARE TRANSITION

Description of Review Methodology

The WT team reviewed program processes and operational practices, participant case files, MIS data, state and local plans, and LOPs to determine compliance with program requirements including, but not limited to, the following:

- The initial and any subsequent assessment processes.
- The process for developing the Individual Responsibility Plan (IRP), the IRP tool used locally, and the process for developing and assigning participants to work activities.
- A review of documentation to support hours entered in the One-Stop Service Tracking (OSST) system for participation credit.
- A review of activities recorded in the OSST system to ensure participants are engaged in activities that meet federal requirements and definitions, and that the information matches documentation maintained in electronic scanned case files.

Management and Operational Process Review

The review of CSSF's management and operational practices did not reveal any process issues. LOPs are in place to guide and administer the Welfare Transition Program. Additionally, CSSF maintains an oversight and quality assurance process that examines programmatic operations and practices. Copies of local monitoring procedures and reports were provided to the DEO monitor to support CSSF's monitoring activities.

Participant Case File Review

The sample size consisted of 47 participant case files.

The participant case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered with the following exception.

Finding Number WT 23.01

Pre-penalty and Sanction Process

Applicable references: 45 CFR 261.10, 261.12, 261.13, 261.14, F.S. 414.065, Florida Administrative Code 65A-4.205, and Work Penalty Guidance.

Federal law requires the state to initiate its penalty process if a participant refuses to comply with work requirements or fails to comply with his/her signed IRP. If a participant is not complying with the counseling process, an oral attempt to contact the participant is required during the 10-day counseling period.

Of the 29 participants that had a pre-penalty initiated, 23 (79.3 percent) had an attempt to orally contact the participant during the 10-day pre-penalty counseling period and six (20.7 percent) did not.

Recurring Issue from Previous Year: No.

Risk Impact: If program staff fails to make an oral attempt to contact the participant, it could potentially result in the participant filing a grievance and/or requesting a fair hearing for a sanction that should not have occurred.

Recommendation: Program staff should be reminded that if a participant is not complying with the counseling process, an attempt to orally contact the participant is required. Case notes should also be entered in the system to identify each interaction made with the participant during the penalty process. Local quality assurance staff should monitor participant case files on a monthly basis and schedule post-monitoring review sessions with staff to discuss the results of the monitoring. Timely monitoring and follow through should help identify and correct deficiencies as soon as possible. Peer reviews may also help in reducing errors. CSSF should also develop a checklist of items required to facilitate the pre-penalty and sanction process which will serve as a quick reference guide and reminder to staff of the steps required.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WT staff of these requirements.

VII. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T)

Description of Review Methodology

The SNAP E&T review focused on compliance with federal, state, and local SNAP E&T guidelines and requirements including, but not limited to, the following:

- Reviewing local SNAP E&T program administration and management practices to determine whether services and activities carried out by the LWDB were in accordance with the State SNAP E&T Plan, federal law, state guidance, and local operating procedures.
- Reviewing the methods of assignment, participation in and completion of program activities, assigning activities and hours of participation, and issuing food stamp reimbursements (FSR).
- Verifying data entered in the OSST system with documentation maintained in participant case files.

Management Review and Operational Practices

The review of the LWDB's local operating processes and practices revealed that LOPs are in place to administer and manage SNAP E&T. Additionally, CSSF maintains an oversight and quality assurance process that examines programmatic operations and practices. Copies of local monitoring procedures and reports were provided during the review and support these monitoring activities.

Participant Case File Review

The sample size consisted of 45 participant case files.

The participant case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered with the following exception.

Finding Number SNAP 23.02

Documentation of Activity Hours

Applicable references: 7 CFR 273.7 (d)(4)(ii), (e)(1), (m)(3)(v)(A); and the SNAP E&T State Plan.

Federal law and state guidance require that hours spent in an activity must be verified, entered on the OSST system's JPR screen, and documented in the individual's case file. Of the two participants engaged in activities with participation hours entered on the JPR screen, one had case file documentation to support all hours recorded on the JPR screen and the other one (50 percent) did not.

Recurring Issue from Previous Year: Yes.

Risk Impact: Continuing instances of missing documentation to support hours worked could possibly affect funding and result in potential questioned costs because they are not auditable or reimbursable.

Prior Year CAP Response: Lack of documentation to support JPR hours is a recurring issue from the previous year. Although the program was voluntary at that time, the problem still exists. CSSF's prior year CAP stated that staff was trained and reminded of the documentation requirements.

Recommendation: CSSF should continue to train program staff to ensure that they accurately count and verify the hours before entering any information in OSST, and that timesheets used to support the hours are maintained in the participant case files. Local quality assurance staff should also follow through on the prior year's CAP and continue to provide refresher training and routine monitoring. CSSF should also schedule post-monitoring review sessions with staff to discuss the results of their monitoring. Timely monitoring and follow through should help identify and correct deficiencies as soon as possible.

The LWDB must submit the following with the CAP:

- A specific plan of action showing how CSSF will prevent a recurrence of this issue including routine monitoring.
- Documentation that staff have reviewed the noncomplying files and corrected the entries in OSST to match the documents found in the files, if the participant cases are still open.
- Documentation that refresher training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation that staff have been informed of these requirements.

VIII. WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

WIOA FORMULA-FUNDED ADULT AND DISLOCATED WORKER PROGRAM

Description of Review Methodology

The WIOA formula-funded Adult and Dislocated Worker review focused on compliance with federal, State, and local guidelines and requirements to ensure that workforce standards were met. The review included, but was not limited to, the following:

- A review of program and operational processes to ensure that all case files contained evidence that participants were eligible, enrolled in allowable activities, and that any training provided was in demand occupations provided by institutions on the State/local eligible training provider list.
- A review to determine if participants who entered employment were placed in jobs that offered a self-sufficient wage as defined by local policy, if credential/certification attainment data was accurately recorded in the Employ Florida Marketplace (EFM) system, and if follow-ups were performed at the required intervals.
- If employed workers were participating in skills upgrade or other training/retraining activity, the reviewers checked to see if the training was provided in response to the employer's assessment that such training was required for the workers referred.
- A review of Program Year (PY) 2015-16 performance measures to determine if the LWDB accomplished their goals for the year.

Management Review and Operational Practices

The management and operational review revealed that local policies and procedures are in place. CSSF also maintains an oversight and quality assurance process that examines programmatic operations. Copies of local monitoring procedures were provided to support their monitoring and oversight activities for the review period. However, CSSF did not meet all of their Dislocated Worker performance standards for the program year ending June 30, 2016. This issue is discussed under the WIOA Youth review section as a common issue.

Participant Case File Review

The sample size consisted of 37 Adult and Dislocated Worker participant case files (32 Adults and Five Dislocated Workers).

Participant case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in the system was determined to have been correctly entered based on case file documentation requirements. However, there were some concerns in the following program review areas.

GENERAL PROGRAM COMMENT

During the review of participant case files, the employment verification information entered into the State MIS for one participant did not match the employment verification form in the participant's case file. During the review, the case manager was able to correct the information in the State MIS to resolve this issue. Going forward, staff must ensure that all information is accurately recorded in the State MIS and retained in participant case files.

ONI Number WIOA 23.00.01

Program Follow-Ups

Applicable references: WIOA Sec. 116, TEGL 17-05, 20 CFR 677.175, and the Follow-up Memorandum entitled “Entering Case Follow-ups in Employ Florida Marketplace” dated March 23, 2007.

Federal and state guidance require quarterly follow-ups for participants exiting the WIOA program. Participants who exited the WIOA program with unsubsidized employment were to receive 1st, 2nd, 3rd, and 4th quarter follow-up services based on their exit dates during the review period. The files were reviewed to determine if the follow-ups were conducted and recorded accurately in EFM.

Of the 16 WIOA participants that required quarterly follow-up services, one (6.3 percent) did not have the follow-up timely recorded in EFM by the required quarter after exit.

Recurring Issue from Previous Year: Yes.

Risk Impact: Failure to conduct timely follow-ups has an impact on state performance reporting and may result in loss of Placement in Employment or Education outcomes.

Prior Year CAP Response: Lack of documenting and/or timely conducting follow-ups is a recurring issue from the previous year. CSSF’s prior year CAP stated that staff was made aware of the follow-up requirements and that program staff would monitor the EFM follow-up reports monthly.

Recommendation: Although the number of instances this issue occurred decreased over the prior year, CSSF must continue to ensure that program staff are aware that follow-ups must be conducted at the required intervals and entered timely in the system by the due date indicated in the follow-up table. The “WIOA Exiters for Follow-Up Report” in EFM should continue to be used by program staff. To further assist in this process, case managers can set appropriate follow-up due dates in EFM to alert and/or remind them of upcoming events and timelines in order to prevent the required deadlines for follow-ups to expire.

The LWDB must submit the following with the CAP:

- A specific plan of action that outlines additional efforts taken to mitigate and/or eliminate these occurrences in the future including routine monitoring.
- Documentation showing that refresher training has or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing the training topics.
- Documentation of written communication informing WIOA staff of the requirements for conducting follow-ups.

WIOA FORMULA-FUNDED YOUTH PROGRAM

Description of Review Methodology

The WIOA formula-funded youth review focused on compliance with federal, state, and local guidelines and requirements to ensure that workforce standards were met. The review included, but was not limited to, the following:

- The process for determining and documenting participant eligibility including low-income status, if the youth had at least one of the federal/local barriers, and whether documentation in the participant case files substantiate program participation information recorded in EFM.

- A review of the processes and procedures used by the LWDB to manage and administer their youth program including whether youth met age requirements for their respective customer groups, and if the youth assessed as basic skills deficient (reading or math scores below the ninth grade level) received basic skills remediation to increase assessment results to the ninth-grade level.
- Whether credential attainment data was recorded accurately in EFM, and that all youth exiting the program had received required follow-up services.

Management Review and Operational Practices

Administrative policies and procedures are in place to govern general program operations and practices. Regarding oversight of youth activities, CSSF staff indicated that they do not have a standing youth committee. However, the board’s Global Talent Competitiveness Council (GTCC) develops a strategic plan on local workforce strategies and initiatives which includes the administration of youth activities. Additionally, CSSF did not meet all of their youth performance standards for the program year ending June 30, 2016. This issue is discussed below.

COMMON ISSUE

The following common issue regarding performance measures was identified in both the WIOA Dislocated Worker and Youth programs.

Finding Number WIOA 23.03

Dislocated Worker

- CSSF’s performance goal for the Entered Employment Rate was 90.00 percent. CSSF’s performance was 70.90 percent.

Youth

- CSSF’s performance goal for the Attainment of a Degree of Certificate was 73.95 percent. CSSF’s performance was 51.51 percent.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to meet required local performance standards will impact state performance reporting outcomes.

Recommendation: CSSF should develop a strategy and/or plan of action designed to help meet these and other established performance measures in the future. The plan should include the methodology for accomplishing the goals and the timelines in which the results will be measured. Additionally, routine monitoring and oversight should take place on a quarterly basis to review progress. Monitoring the levels of performance will not only ensure that CSSF is meeting their goals, but will also allow staff to recognize concerns and correct them as soon as possible.

The LWDB must submit the following with the CAP:

- A plan of action outlining steps CSSF will take to maximize efforts to meet performance standards in the future including routine monitoring.
- Documentation that program staff have been made aware of and trained on meeting required performance goals.

Participant Case File Review

The sample size consisted of 10 WIOA Youth participant case files (six Out-of-School and four In-School Youth).

Case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in EFM was determined to have been entered correctly based on case file documentation requirements. However, the following general comment is noted.

GENERAL PROGRAM COMMENT

During the review of participant case files, the post-test assessments for a couple of participants were either not recorded or not recorded accurately in the State MIS. The case manager was able to enter the appropriate information in EFM during the review to resolve these issues. Going forward, case managers must ensure that required documentation to support all required elements is accurately recorded and retained in participant case files.

IX. TRADE ADJUSTMENT ASSISTANCE (TAA)

Program Description

The TAA program is designed to assist eligible trade-affected workers who have been laid off as a result of foreign competition with retraining and reemployment services. Trade-affected individuals who qualify for training must be permanently laid off, hours reduced, or received a threat of job loss. Also, the potential separation date must be within the impact and expiration date of a certified petition, and the worker must meet the six program criteria to be entitled to training services.

Management and Operational Process Review

The TAA Program appears to be managed in accordance with prescribed standards, and CSSF's approved Workforce Services Plan includes the required provision of services to trade affected workers. No issues were observed during the management and operational process review.

Participant Case File Review

The sample size consisted of two TAA participant case files.

Because of the low number of TAA filings in the Local Workforce Development Area (LWDA), only two case files were reviewed. The two files were reviewed to ensure consistency with requirements for determining participant eligibility and whether the information in the State MIS had been correctly entered.

The review did not reveal any Findings, Other Noncompliance Issues, or Observations.

X. WAGNER-PEYSER PROGRAM (WP)

Description of Review Methodology

The Wagner-Peyser review focused on compliance with the WP Act, as amended, and federal guidelines that mandate the operation of the public labor exchange system. The review included, but was not limited to, the following:

- A review of the public labor exchange system to verify that the WP program was in compliance with applicable rules and regulations, and that appropriate services were provided to the general public.
- A review of whether the LWDB complied with the federal definition of a placement, job development, counseling, and Equal Employment Opportunity (EEO) regulations regarding discrimination based on race, creed, gender, national origin, and age. This included a review of Veteran and Migrant and Seasonal Farmworker (MSFW) services.
- A review of the LWDB's program administration and management practices including any policies and procedures in place, local plans, required staff training, and MIS security protocols.
- A review of system data to ensure that information was recorded accurately and required services were provided and documented.
- A review of the local Career Centers' Credentialing process, Priority Reemployment Planning (PREP), and Reemployment Services and Eligibility Assessment (RESEA) programs for adherence to state rules and program guidelines.

Management Review and Operational Practices

LOPs are in place to guide and administer the WP Program. CSSF also maintains an oversight and quality assurance process that examines programmatic operations and practices. Copies of local monitoring reports were provided to the DEO monitor to support CSSF's monitoring activities.

Participant Case File Review

The sample size consisted of 60 participant case files (30 job seekers, 20 job orders, 5 PREP, and 5 RESEA).

The following issues were identified as a result of the client case file review.

Finding Number WP 23.04

Veteran Priority of Service

Applicable reference: 20 CFR Part 1010, and State Veterans Program Plan of Service.

All veterans must be given information on Priority of Service (POS) for federally funded programs upon entry into the program. If a veteran self-registers in EFM and receives an automated provision of the POS information, a code 089 is entered in EFM. If this has not occurred and a staff person provides a service, staff must make the veteran aware of POS and enter a code 189 in EFM.

One (11.1 percent) of the nine veteran cases reviewed did not receive priority of service information.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance has an impact on veteran service delivery and may result in a negative federal review of the Veterans Program.

Recommendation: Program staff must ensure that veterans receive information regarding POS when the job seeker registers in EFM or at the initial point of contact with career center personnel. If a staff person provides a service, staff must make the veteran aware of POS and then enter a code 189 on the EFM activities screen when POS information has been provided.

It is recommended that veteran staff be trained on how to view the veteran services screens in EFM. To assist in training, veteran staff should review the training materials that were provided by the National Veterans Training Institute regarding case management services. Program staff should also review federal regulation 20 CFR Part 1010 and the EFM TIP on POS located at:

http://www.floridajobs.org/pdg/ef/tips/AwiInfoTips_Efm_Atch_041709.pdf for further guidance.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

Finding Number WP 23.05

Counseling

Applicable Reference: Federal Definition of Counseling/UI Handbook-NO. 401-ETA/9048, and DEO FG00-016.

When a counseling service is provided, staff must provide supporting documentation which reflects the counseling service provided and identifies the problems being addressed such as occupational choice, change, or adjustment. A plan to remedy the situation must also be documented.

Two (40 percent) of the five cases reviewed where a counseling service activity code (code 200 or 201) was recorded in EFM did not have a counseling plan to support the counseling services provided. Of the remaining three cases that had case notes in EFM, two (66.7 percent) did not meet the definition of a counseling service.

Recurring Issue from Previous Year: No.

Risk Impact: Use of the counseling code when actual counseling is not performed skews performance measure results. There must be documentation in the case notes or a hard copy file to support the counseling service entered in the system.

Recommendation: CSSF must ensure that all counseling plans meet the proper definition of a counseling service, that a determination is made of what is required to address identified problems, and that the plans are documented in the files. CSSF should consider creating a checklist of items needed to facilitate compliance with the counseling process to help reduce errors. Monthly monitoring and follow-up with staff on issues found during monitoring should also take place. Staff providing WP counseling services should read the DEO counseling guidance and become familiar with the requirements. The counseling guidance is located at:

<http://www.floridajobs.org/pdg/guidancepapers/016%20Counseling%20Services.rtf>.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

Finding Number WP 23.06

I-9 Form Completion

Applicable reference(s): Immigration Reform and Control Act, 8 CFR 274a.6, I-9 Employer Handbook, and DEO FG 071.

When a job order specifies that an I-9 is required, career center staff that verify employment eligibility must complete the Form I-9 correctly and in its entirety according to federal requirements. The original I-9 form must be retained on file at the issuing career center.

Of the six I-9 forms reviewed, four (66.7 percent) were not processed according to federal requirements. Documents from both List A and List C were used to verify employment eligibility.

Recurring Issue from Previous Year: No.

Risk Impact: I-9 forms must be properly completed to comply with federal regulations when taking credit for completion of an I-9. Absence or mishandling of these forms could result in a potential fine for noncompliance.

Recommendation: CSSF must ensure that all staff completing I-9 forms are adequately trained on I-9 requirements. Program staff and management should also routinely review I-9 forms to ensure compliance. Staff must ensure that appropriate procedures are followed when conducting the Employment Eligibility Verification process and that only the necessary documents are used to verify employment eligibility. Only one document from List A or one from both List B and C are required. Staff should also review the I-9 Procedures Final Guidance located at http://www.floridajobs.org/PDG/guidancepapers/071_I-9_516_INS_Procedures_Final_Guidance.pdf.

The LWDB must submit the following with the CAP:

- A specific plan of action that outlines efforts taken or to be taken to prevent future occurrences including routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

ONI Number WP 23.00.02

Job Order Placements and Manual Obtained Employments

Applicable reference(s): 20 CFR 651.10 and DEO FG 03-035.

A manual obtained employment is a form of capturing job seeker employment and has specific guidelines that must be followed by staff when taking credit for a manual obtained employment. According to state guidance, it is not allowable to take a placement when an obtained employment has already been recorded or to take an obtained employment where a placement has already been recorded in the system for the same customer with

the same employer. This would constitute a duplicate placement in the system. A placement also has specific guidelines that must be followed including the source of the verification and the start-to-work date.

- Of the 26 job orders with job seekers that had placement codes recorded in EFM, 18 (69.2 percent) did not contain the job start date.
- Of the seven job seekers that had a manual obtained employment, one (14.2 percent) had duplicate codes (880 and 750) recorded for the same employer, position, and job start date.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance with placement guidelines has an impact on performance reporting (Monthly Management Reporting and other staff reports), as well as erroneous information being recorded in the system if placements are not valid.

Recommendation: It is recommended that each staff person who is tasked with entering job order placements be reminded that all placements must be verified, and a job order case note must be entered to identify with whom the placement was verified and the date the job seeker started work. Additionally, CSSF must ensure that staff check the placements and other manual and system generated obtained employments prior to entering a manual obtained employment in the system. CSSF program staff must also ensure that the proper activity code is entered in EFM based on the type of service provided to job seekers at that time to ensure that duplicate credit is not taken for the same placement. CSSF staff that enter placements and manual obtained employments in EFM should also review 20 CFR 651.10 and DEO's Final Guidance 03-035 for additional requirements and guidance.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

ONI Number WP 23.00.03

Quality Referrals

Applicable reference(s): 20 CFR 652.3, DEO FG 03-035, and Wagner-Peyser Job Seeker Registration and Employer Services Procedures.

Wagner-Peyser guidance requires that applicants be screened for job order qualifications prior to staff referral and referred only if qualified for the job. As required by federal definition, program staff referring job seekers to a job on a job order are required to "facilitate the match" between an employer's job qualifications and the experience and education of the person that is referred.

Of the 11 job orders reviewed that had staff referrals with minimum requirements, two (18.2 percent) staff referrals were made with unqualified applicants.

Recurring Issue from Previous Year: No.

Risk Impact: Referring job seekers who are not qualified reduces satisfaction for both job seekers and employers and can affect the job fill rate when unqualified job seekers are referred.

Recommendation: CSSF must remind staff that prior to referring a job seeker to a job, the job order must be adequately reviewed by staff to ensure that the job seeker meets the minimum job qualifications as specified on the job order. CSSF must also remind program staff to not refer job seekers to a job if the job seeker does not meet the minimum qualifications. Job orders should accurately reflect all minimum requirements, preferences, or other substitutions the employer will consider when accepting job seeker referrals. Job seeker résumés, online applications, or other applicable documentation should meet the minimum job order qualifications at the time of referral. Additionally, program staff should be trained to better align job seeker qualifications with job order requirements and to only direct jobseekers to job opportunities suitable for their current skill level.

LWDB must submit the following with the CAP:

- A specific plan of action that outlines efforts taken or to be taken to prevent future occurrences including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

ONI Number WP 23.00.04

Private/Temporary Employment Agencies

Applicable reference: Wagner-Peyser Act of 1933, as amended, Sec 13 (b)(1); and State and Local Plans.

The Wagner-Peyser Act specifically states that job seekers are not to be charged a fee for a referral and placement through the state employment security system. State and local plans further require that all positions offered by staffing agencies carry the phrase “Position offered by no-fee agency” in the job description section of the job order.

Of the four job orders reviewed from private employment agencies, one (25 percent) did not contain the phrase “Position offered by no-fee agency” in the job description section.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance may lead to possible complaints and other issues if the job seeker is charged a fee.

Recommendation: CSSF must remind program staff to review all current job listings for staffing/private employment agency employers to make sure the phrase “Position offered by no-fee agency” is indicated in the job order description on all listings for the specific industry.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of the requirements for job orders from private or temporary employment agencies.

ONI Number WP 23.00.05

Employer Registrations

Applicable reference(s): DEO Memorandum, “Employ Florida Marketplace Employer Verification Process”, dated March 18, 2014; and DEO Memorandum “Employ Florida Marketplace Enhancements and Employer Verification Procedures”, dated October 22, 2007.

Employer job orders are not displayed in EFM until the employer’s registration is approved. The system will automatically approve the registration after 72 hours if not approved or revoked by staff. LWDB’s must conduct an independent verification procedure within the three-day approval window period. If staff verification cannot be performed within three days, career centers should change the account status to “not verified” and contact the employer to notify them of the hold until staff is able to review the information and enable or revoke the account.

Seventeen employer registrations were allowed to auto-enable in EFM prior to being reviewed and approved by staff within three days.

Recurring Issue from Previous Year: N/A (previously reported as an observation).

Risk Impact: Individuals may use fraudulent employer registrations as a means to scam customers and gain access to job seeker information.

Recommendation: Staff should review the employer registrations on a daily basis by following the employer verification process outlined in Attachment 5 of the DEO memo “Employ Florida Marketplace Enhancements and Employer Verification Procedures” issued October 22, 2007. Additionally, if the career center determines that an employer should be revoked, contacting the employer and relating an explanation for the revocation may clear up any misunderstandings.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

PRIORITY REEMPLOYMENT PLANNING (PREP) PROGRAM

The PREP Program is a federally mandated program for claimants who are in their fourth week of a claim and have received their first payment. The program is intended to target those who are most likely to exhaust their claim and requires that they receive an orientation to career center services and an initial assessment to determine what additional services are necessary or required to help them re-enter employment.

Participant Case File Review

The sample size consisted of 5 participant case files.

The following observation is noted.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM

Studies have shown that attention to Reemployment Assistance beneficiaries' efforts to find new jobs and efforts to assist in their reemployment service needs result in shorter claim durations and fewer erroneous payments. Claimants have a variety of needs based on their specific circumstances, and the appropriate reemployment services should be provided to lead to successful employment outcomes, including referrals to education and training, to further actual reemployment goals. The program requires that each participant has an orientation and assessment, is provided labor market information services (LMI), and an Employment Development Plan (EDP) is developed from the information gathered from the assessment and LMI data.

Participant Case File Review

The sample size consisted of 5 participant case files.

ONI Number WP 23.00.06

RESEA Responsibility Statement

Applicable reference(s): CSF Admin Policy 068.

Staff must review the RESEA Responsibility Statement with each RESEA participant after scheduling the work search activity. The RESEA Responsibility Statement must document the specified workshop(s) and date(s) the participant is to attend, and must include the signature and date of the participant and the case manager. Additionally, reemployment or work search activities must be identified and documented on the EDP at the time of the assessment interview. All appointments for reemployment or work search activities must be scheduled and resulted in the EFM event calendar.

One (20 percent) of the five RESEA participant files reviewed listed a work search activity on the RESEA Responsibility Statement that did not match the work search activity listed in the job seeker's EDP.

Recurring Issue from Previous Year: No.

Risk Impact: Retention of the signed RESEA Responsibility Statement is critical as it may be requested by RA during an appeals hearing. Additionally, when work search activities are not accurately recorded in the system, it reduces staff's ability to work effectively and efficiently in determining what the claimant is required to do to assist in their reemployment service needs.

Recommendation: CSSF staff must adequately document the RESEA Responsibility Statement, including dated signatures from the job seeker and case manager. Additionally, the specific work search activity listed on the RESEA Responsibility Statement must match the activity listed in the participant's EDP. Staff should review both documents with the participant and ensure that the documents are complete and accurate.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

The following common issue was identified in both the RESEA and WP Programs.

Finding Number WP 23.07

Initial Assessments and EDPs

Applicable references: UI Handbook-NO. 401-ETA 9048; 20 CFR 651.10; 443.1317(1)(b) and 443.091 FS; FL Administrative Rule 73B-11.028; 20 CFR Part 1010; and State Veterans Program Plan of Service.

An initial assessment must be documented on the notes screen in EFM or on a paper copy document. The results of the assessment must evaluate/summarize the employment history, education, interests, skills, strengths, weaknesses, and barriers to employment to determine the need for additional services. An EDP must also be developed to provide individuals with the steps necessary to overcome any barriers or weaknesses to employment and to build on the strengths of the applicant, including short and long-range occupational goals and the actions to be taken to place the plan into effect. Additionally, if the case manager determines that a veteran client requires case management services (code 128 or 129), the veteran must receive an assessment and an EDP.

The following common issues were observed.

RESEA

- Each of the five EDPs reviewed for the RESEA program was missing one or more of the following required elements: specific short-term or long-term occupational goals and/or specific action steps for the participants to achieve their short-term or long-term occupational goals.

WP

- Of the seven WP files reviewed where an initial assessment service was recorded in the system, one (14.3 percent) did not have documentation to support that an assessment had been conducted.
- Five of the six EDPs reviewed for the WP program were missing one or more of the following required elements: specific short-term or long-term occupational goals and/or specific action steps for the participants to achieve their short-term or long-term occupational goals.

Veterans

- One (33.3 percent) of the three veterans reported as receiving case management services did not have documentation to support that an EDP or an assessment had been conducted.

Recurring Issue from Previous Year: Yes.

Risk Impact: Absence of an assessment and EDP reduces staff's ability to work effectively and efficiently with job seekers in delivering services, tracking employability goals, and determining what the individual is required to do to attain his/her short and long-range employment goals. Lack of a documented assessment and EDP also has an impact on Veteran Service delivery and may result in a negative federal review of the Veterans Program.

Prior Year CAP Response: This is the second consecutive year that CSSF has had issues regarding assessments and EDPs. CSSF indicated in their prior year CAP that staff had received in-person training regarding the proper completion of assessments and EDPs, including veteran case management.

Recommendation: CSSF must ensure that all assessments and EDPs are documented, meet the federal definition of an assessment and EDP, and maintained in participant case files. Additionally, when case management services are provided to veterans, program staff must ensure that all requirements are met. Also, when developing short

and long-range goals, they must be specific to the individual and not general goals. CSSF should also continue to focus and follow through on the actions proposed in their prior year CAP to correct these problems. Program staff providing assessments and EDPs, including case management services, should review DEO counseling guidance, titled [Final Guidance Employment Services](#), located on the DEO website for additional information.

The LWDB must submit the following with the CAP:

- A specific plan of action on how CSSF will mitigate and/or eliminate these occurrences in the future including staff training and routine monitoring.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- An assurance that post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.
- Documentation that training has been or will be provided. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing WP staff of these requirements.

CAREER CENTER CREDENTIALING

The Career Center credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review included self-certification by the LWDB that the following credentialing requirements had been met for the review period at each of the career center locations (posters, signage and resource room verification). All other administrative requirements and records (listing of front-line staff, continuing education hours attained, complaint system information, etc.) were reviewed remotely by the monitor.

The monitor also reviewed the administrative documents provided to determine whether all “front-line” staff members had completed their required Tier I Certification courses and the 15 hours of continuing education courses in related subjects. As part of the credentialing process, the monitor reviewed the LWDB’s Employment Service Complaint System to ensure that a system is in place to process any complaints received.

ONI Number WP 23.00.07

Tier I Certifications and Continuing Education Hours

Applicable reference(s): One-Stop Credentialing Guidance FG-OSPS-81.

The One-Stop Credentialing guidance states that “newly hired front-line staff must attain the Tier I Certification within six months of their hire date and attain 15 hours of continuing education each year after completion of the Tier I Certification.”

The review revealed that eight front-line staff members did not complete their Tier I Certification within six months of their hire date. Two of the eight staff members completed the training untimely, three were still pending completion at the time of the review, and three did not complete the training but have since been terminated.

Recurring Issue from Previous Year: No.

Risk Impact: Staff must adhere to Tier I Certification and Continuing Education hour requirements to remain certified.

Recommendation: CSSF must ensure that all front-line staff complete their Tier I Certification within six months of their start date and the 15 hours of continuing education each year after the completion of the Tier I Certification. CSSF must also maintain documentation on all staff who complete their Tier I Certification and the 15 hours of continuing education.

The LWDB must submit the following with the CAP:

- An outline of steps taken or to be taken to ensure that staff members complete their Tier I certifications and continuing education units within the required timeline in the future.
- Documentation that the three staff members pending Tier 1 completion have attained the certification or provide a description of the action steps CSSF will take to ensure compliance including timelines.
- Documentation that training has been or will be provided and that monitoring of this activity will occur.
- Documentation of written notification to designated staff informing and/or reminding them of the Tier I Certification requirements.

XI. MIGRANT AND SEASONAL FARMWORKER (MSFW)

Description of Review Methodology

The Migrant and Seasonal Farmworker (MSFW) review focused on compliance with the MSFW required services and outreach under the Wagner-Peyser Act, as amended, and federal guidelines that mandate service delivery to MSFWs through the public labor exchange system. A review of CSSF's MSFW outreach and required services was conducted onsite by the Senior Monitor Advocate for compliance with 20 CFR 651, 653, and 658. The review included, but was not limited to, the following:

- A review of state MIS data, MSFW reports, program activities, and services.
- A review of the LWDB's program administration and management practices including any policies and procedures, and local plans.
- An onsite review of the significant MSFW career center's credentialing process and the Complaint and Apparent Violation systems.
- Interviews with CSSF staff to gather information about program processes and service delivery strategies.
- A review of the prior year report and CAP was also conducted to determine the extent of any past concerns and if any improvements had been made.

Management Review and Operational Practices of the Significant Career Center

CSSF's MSFW significant multilingual career center is located in Homestead, Florida. The Senior Monitor Advocate visited the career center to determine whether the facility is accessible to the public, and that all necessary accommodations and services are provided to MSFWs.

The Homestead outreach worker position is filled with a bilingual employee who, although new to the role, is familiar with the farmworker community because of her previous position with the MSFW partner program. The outreach worker continues to be visible in the rural communities. In addition, the center manager is very supportive of the outreach worker's responsibilities. It should be noted that the MSFW outreach staff had not received training on federal and state MSFW requirements for operating the program. Therefore, the Senior Monitor Advocate provided training while onsite.

During the onsite visit, a meeting was held with the local representative of the Florida Department of Education's (FDOE) Farmworker Career Development Program (FCDP), which is the mandatory MSFW partner under WIOA Section 167. The Senior Monitor Advocate, the significant career center manager, and the MSFW outreach worker met with the new Miami-Dade FCDP coordinator to provide an overview of outreach collaboration, cross-referral processes, and co-enrollments. A follow-up meeting was to be scheduled between CSSF and Miami-Dade FCDP to further discuss partnership responsibilities.

Overall, the review of CSSF's MSFW management and operational practices revealed that the Homestead significant career center is accessible and properly providing employment services to all customers including MSFWs. Additionally, sufficient bilingual staff was available to assist customers, and center staff appeared to be properly trained in service delivery. However, the following issues were noted during the review.

OBSERVATION

Outreach contact and quality contact goals for PY 2015-16 were not met by the Homestead Career Center. This can be attributed to the fact that during part of the review period, the position was vacant and once filled, outreach was not being conducted due to a lack of training.

Suggestion: Staff must make attempts to meet goals outlined in the local MSFW Outreach Plan as well as the State Agricultural Outreach Plan.

NOTABLE OBSERVATION

The Homestead Career Center met all of the equity ratio and minimum service level indicators for PY 2015-16. This included a placement rate of 78 percent for MSFWs. Additionally, 15 percent of the MSFWs were placed in long term non-agricultural jobs.

Participant Case File Review

The sample size consisted of 12 participant case files (6 job seekers and 6 job orders).

The following issue was identified as a result of the client case file review.

ONI MSFW 23.00.08

Agricultural Job Orders

Applicable reference(s): 20 CFR 653 and DEO FG 03-040.

Agricultural job orders must contain certain information as required by federal law and state policy. This is critical to prevent MSFWs from becoming victims of labor law violations. For example, job site locations must be identified, farm labor contractor registration numbers must be included to verify that they are licensed, and referrals must be made only within a commuting distance.

One of the six agricultural job orders reviewed did not include the job site location.

Recurring Issue from Previous Year: Yes (finding).

Risk Impact: These issues impact MSFW service delivery and performance reporting. They may also limit job and training opportunities and lead to possible farmworker Civil Rights violations.

Prior Year CAP Response: Some of the same or similar issues have occurred over several monitoring review cycles, and corrective action must immediately be taken to prevent future occurrences. CSSF's prior year CAP stated that they provided training to all staff that enter and review job orders and that job orders would be reviewed annually during CSSF monitoring. However, the plan did not appear to be completely effective in resolving all the issues.

Recommendation: Although the number of agricultural job order deficiencies has decreased over the years, CSSF must continue to ensure that all staff entering agricultural job orders are adequately trained on the requirements. Also, staff who enter job orders should keep a checklist of the requirements for agricultural job orders as a quick reference guide and refer to this checklist whenever an agricultural job order is entered. Additionally, prior to making a referral to an agricultural job order, staff should review the job order for all necessary information. CSSF should also follow through on the internal monitoring plan indicated in their prior year CAP, and conduct routine internal monitoring of job orders monthly instead of annually to further reduce errors. Additional guidance is located on the DEO website at http://www.floridajobs.org/PDG/MSFW/MSFW_procedures_final_guidance.pdf.

The LWDB must submit the following documentation with the CAP:

- A specific plan of action that outlines additional efforts taken or to be taken to prevent future occurrences.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.

- Documentation that refresher training has been or will be provided on the specific requirements for entering agricultural job orders. Documentation must include the training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication informing staff of these requirements.

Technical Assistance

The Senior Monitor Advocate provided technical assistance to front-line staff on MSFW requirements, and training and technical assistance to outreach staff on MSFW policies, outreach, and reporting requirements.

XII. FINANCIAL DISCLOSURE REVIEW

The Financial Disclosure review focused on determining CSSF’s compliance with financial disclosure requirements as referenced in Sections 112.3145 and 445.07, Florida Statutes, and DEO’s Final Guidance FG-075. The purpose of the review is to ensure that all CSSF board members and the Executive Director have filed a statement of financial interest with the local supervisor of elections for reporting to the Florida Commission on Ethics (Ethics Commission). OSPS’s process management review tool is used to gather information about the LWDB’s filing requirements and the Ethics Commission website is used to verify the information.

The Financial Disclosure Review Tool completed by CSSF staff indicated that the Executive Director and all board members had fulfilled their financial disclosure filing requirements for the review period. The completed review tool also listed several new appointees to the board. Additionally, the completed review tool indicated that the names and addresses of all current board members were timely provided to the Ethics Commission. A review of the Ethics Commission’s website confirmed that the CSSF board members identified on the list had filed the required Financial Disclosure statements. No problems were observed.

XIII. COLLECTION OF DEMOGRAPHIC INFORMATION

Federal regulations require the collection, recording, and maintenance of demographic information about an individual's race/ethnicity, gender, age and, where known, disability status for every applicant and registrant. The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of Section 29, Part 37 of the Code of Federal Regulations, and DEO’s Guidelines for Compliance with Section 188 of the Workforce Investment Act regarding Collection of Demographic Data.

The monitors reviewed program processes, operational practices and local operating procedures to determine compliance with applicable program requirements regarding the collection and maintenance of demographic data. The management process review tool was used to gather information about CSSF’s practice of collecting demographic information. CSSF staff indicated that all customers are requested to sign-in at the career centers via the LWDB’s Kiosk system and that they are asked to provide limited demographic information at that time. After the customer signs in via the Kiosk system, they are then referred to the State’s MIS to register for services and additional demographic information is requested at that time.

CSSF staff provided a screenshot of the Kiosk system’s sign-in page which displays the individual’s name and other required demographic information. The screenshot also includes a statement informing the participant that providing demographic information is voluntary and is kept confidential as provided by law. No problems were observed with the demographic analysis review.

XIV. MANAGEMENT INFORMATION SYSTEMS (MIS)

Description of Review Methodology

The MIS security check is designed to evaluate the effectiveness of the LWDB's information security controls, and that the LWDB has a business process and policy in place that comply with DEO's Information Technology (IT) guidelines and the DEO/LWDB Grantee - Subgrantee agreement requirements. The business process and policy must ensure that the LWDB has appropriate physical, technical, and administrative security controls and processes that protect DEO data and information technology resources. The business process must also include a written plan to maintain continuity of operations and recover quickly from disasters, emergencies, or other situations that may disrupt normal operations.

The management process review tool was used to gather information about CSSF's security protocols. The review tool completed by CSSF staff indicated that MIS policies and procedures are in place, that necessary forms are completed, and that background screenings and security training had taken place for all users.

Note: The programmatic monitoring review of this area was limited in scope. A complete evaluation and analysis of CSSF's security controls, practices, and protocols are now being conducted as part of DEO's Office of Inspector General (OIG) IT security audits. The Quality Assurance Unit will begin evaluating the IT criteria during subsequent monitoring review cycles so as to not duplicate or interfere with the current, on-going OIG security audit review process. However, in keeping with prior years' practice of reviewing local user access and termination procedures, the names of terminated users on CSSF's current list of MIS users were matched with user staff accounts maintained by DEO's Internal Security Unit.

The review did not reveal any Findings, Other Noncompliance Issues, or Observations.

XV. TRAINING AND TECHNICAL ASSISTANCE

For questions and/or technical assistance in any of the program review areas, CSSF should contact OSPS at the following email addresses:

- WT - WTProgram@deo.myflorida.com
- SNAP - SNAPETProgram@deo.myflorida.com
- WIOA - WIOA@deo.myflorida.com
- TAA - TRA@deo.myflorida.com
- WP - Wagner.Peyser@deo.myflorida.com
- RESEA - RESEA@deo.myflorida.com
- MSFW - [Senior Monitor Advocate \(via direct email\)](#)
- ALC – H-2A.JobOrder@deo.myflorida.com and H-2B.JobOrder@deo.myflorida.com

Additional training can be requested by sending a [Training Request Form](#) to WFSTraining@deo.myflorida.com.

XVI. CONCLUSION

The results of the review of CSSF's program processes and service delivery systems indicate that they appear "generally" to be in compliance with established federal and state laws, program guidance, and applicable policies and procedures. The programs also appear to have met the intent of funding requirements to provide meaningful training and work opportunities to eligible clients. It also appears that CSSF has the systems in place to perform the broad management and operational functions that are required to operate their workforce programs. However, the review did reveal some deficiencies in case file documentation requirements and operational and system practices. There were also several repeat issues and a number of new issues which could potentially affect program operations if not corrected in the future.

A CAP is required to address how CSSF will correct the findings and other noncompliance issues identified in this report. For the noted deficiencies, the reviewers have provided recommendations and suggestions in an effort to help respond to the issues identified in the report, help develop and implement processes that result in positive program practices and performance outcomes, and help to improve the quality and integrity of the data collected.

DEO 2016-2017 Programmatic Monitoring Results

Workforce Program	# of Cases Reviewed	Current Year Finding	Prior Year Finding	Current Year Noncompliance Issue	Prior Year Noncompliance Issue	Career Center(s) Responsible
Welfare Transition (WT)	47	1	0	0	0	City of Miami, Carol City, Miami Beach West Dade, Little Havana,
Supplemental Nutrition Assistance Program (SNAP)	45	1	1	0	0	City of Miami
Workforce Investment and Opportunity Act (WIOA) – Adult/Dislocated Worker (DW)	37	0	0	1	1	Carol City
WIOA – Youth	10	0	0	0	0	N/A
WIOA Adult/DW and Youth Performance Measures “Common Issue”	N/A	1	0	0	0	N/A
Wagner-Peyser (WP)	60	3	0	4	0	Carol City, Miami Beach, Homestead, Little Havana, Northside, Perrine, North Miami Beach, Florida Keys
Reemployment Services and Eligibility Assessment (RESEA)	5	0	0	1	0	Northside

Workforce Program	# of Cases Reviewed	Current Year Finding	Prior Year Finding	Current Year Noncompliance Issue	Prior Year Noncompliance Issue	Career Center Responsible
RESEA/WP Common Issue	N/A	1	1	0	0	Homestead, Carol City, Miami Beach, Perrine, West Dade, Northside, Florida Keys, Perrine, Transition
Credentialing	N/A	0	0	1	0	Transition, City of Miami, Miami Beach, South Miami
Migrant and Seasonal Farmworkers (MSFW)	12	0	0	1	1	Homestead
Totals	216	7	2	8	2	