



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
Thursday, June 15, 2017
9:30 A.M.

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

AGENDA

1. Call to Order and Introductions
2. Approval of Meeting Minutes
 - a. April 20, 2017
3. Chairman's Report
4. Executive Director's Report
 - a. Executive Director Update
5. Executive Committee
 - a. Recommendation as to Approval to Accept funds for the City of Homestead Summer Youth Employment Program
 - b. Recommendation as to Approval to Accept funds for the City of Miami Gardens Summer Youth Employment Program
 - c. Recommendation as to Approval to Allocate funds to Youth Co-Op, Inc. for the Summer Youth Employment Program
 - d. Recommendation as to Approval to Allocate funds to Adult Mankind Organization for the Summer Youth Employment Program
6. Finance and Efficiency Council
 - a. Information - Financial Report – April 2017
 - b. Information - Bank Reconciliation – April 2017
 - c. Information - Fiscal Monitoring Activity Reports
 - d. Recommendation as to Approval to Accept State of Florida Department of Economic Opportunity Workforce Innovation and Opportunity Act Funds
 - e. Recommendation as to Approval to Adjust the FY 2016-2017 Budget
 - f. Recommendation as to Approval of the 2017-2018 Budget

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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."

- g. Recommendation as to Approval of the Selection of an External Independent Audit Firm
- 7. Global Talent and Competitiveness Council
 - a. Information – Employed Worker Training (EWT) Update
 - b. Recommendation as to Approval of the One-Stop Career Center Certification Requirements Policy
 - c. Recommendation as to Approval of Workforce Services Contractors
 - d. Recommendation as to Approval to Allocate Funds for TechHire Summer Boot Camps
 - e. Recommendation as to Approval of the Take Stock in Children Scholarship Reinvestment Opportunity
 - f. Recommendation as to Approval to Allocate Funds to the Miami-Dade County Community Action and Human Services Department for a Targeted Opportunity Youth Initiative
 - g. Recommendation as to Approval of an Employed Worker Training Grant
- 8. Performance Council
 - a. Information – Refugee Employment and Training Program Performance Overview
 - b. Information – Workforce Services Regional Performance Overview
 - c. Information – Youth Partners Regional Performance
 - d. Information – Consumer Report Card Update
 - e. Recommendation as to Approval to Accept Process and Performance Revisions to the Balance Scorecard

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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

AGENDA ITEM NUMBER: 2A

AGENDA ITEM SUBJECT: MEETING MINUTES

DATE: June 15, 2017 at 9:30AM
 Doubletree Hotel – Convention Center
 711 N.W. 72nd Avenue
 Miami, FL 33126

SFWIB MEMBERS IN ATTENDANCE	SFWIB MEMBERS NOT IN ATTENDANCE	SFW STAFF
<ol style="list-style-type: none"> 1. Bridges, Jeff <i>Chairperson</i> 2. Perez, Andre, <i>Vice-Chairman</i> 3. Baldwin, Cheryl 4. Brecheisen Bruce 5. Brown, Clarence 6. Clayton, Lovey 7. Ferradaz, Gilda 8. Gaber, Cynthia 9. Gazitua, Luis 10. Jordan, Barbara 11. Manrique, Carlos 12. Maxwell, Michelle 13. Piedra, Obdulio 14. Regueiro, Maria C. 15. Rod, Denis 16. Roth, Thomas 17. Russo, Monica 18. Scott, Kenneth 19. Thurman, Karen 	<ol style="list-style-type: none"> 20. Adrover, Bernardo 21. Chi, Joe 22. del Valle, Juan-Carlos 23. Datorre, Roberto 24. Davis-Raiford, Lucia 25. Diggs, Bill 26. Garza, Maria 27. Gibson, Charles 28. Huston, Albert 29. Ludwig, Philipp 30. West, Alvin 	<p>Beasley, Rick Alonso, Gus Almonte, Ivan Anderson, Frances Butkowski, Dennis Garcia, Christine Gilbert, David Gomez, Maria Gonzalez, Frances Graham, Tomara Jean-Baptiste, Antoinette Kavehersi, Cheri Perrin, Yian Smith, Marian Smith, Robert</p> <p>Assistant County Attorney (s)</p> <p>Shanika Graves - Miami-Dade County Attorney's office – SFWIB's Legal Counsel</p>

OTHER ATTENDEES	
<p>Allison, Carsheena – <i>BCA Watson Rice, LLP</i></p> <p>Brito, Hilma – <i>ARBOR E& T Rescare, Inc.</i></p> <p>C. Marie – <i>Transition, Inc.</i></p> <p>Collazo, Janet – <i>Cuban American National Council, Inc. (CNC)</i></p> <p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p> <p>Cooper, Jaime – <i>New Horizons, Inc.</i></p> <p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p> <p>Dorsett, Deborah – <i>Greater Miami Service Corp</i></p> <p>Farinas, Irene – <i>Adults Mankind Organization (AMO)</i></p> <p>Girnun, Arnie – <i>New Horizons, Inc.</i></p> <p>Lopez, Sonia - <i>Cuban American National Council, Inc. (CNC)</i></p>	<p>Manning, Ann – <i>Transition, Inc.</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Sellers, Robert – <i>City of Miami</i></p>

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Agenda items are displayed in the order in which they were discussed.

1. Call to Order and Introductions

SFWIB Chairman, Jeff Bridges called the meeting to order at 9:39a.m, began with introductions and noted that a quorum of members present had been achieved.

2.a. Approval of SFWIB Meeting Minutes of February 15, 2017

Ms. Monica Russo moved the approval of SFWIB Meeting Minutes of February 15, 2017. Motion seconded by Mr. Kenneth Scott; **Motion Passed Unanimously**

5.c. Recommendation as to Approval to Allocate Funds to Miami-Dade County for the Summer Youth Internship Program

Chairman Bridges introduced the item.

Mr. Luis Gazitua moved the approval to allocate funds to Miami-Dade County for the summer youth internship program. Motion seconded by Mr. Kenneth Scott; **Further Discussion(s):**

Executive Director Rick Beasley presented the amended item and noted the following scrivener errors into record:

- ~~\$1million~~ (\$1.3 million)
- ~~Miami-Dade County~~ (Miami-Dade County Public School (M-DCPS) District
- ~~6e~~ (5c)
- ~~In partnership with youth initiative~~
- ~~Children's initiative~~

[Commissioner Barbara Jordan Arrived]

Mr. Gazitua withdrew his original motion and stated new one as amended. Motion seconded by Mr. Kenneth Scott; **Further Discussion(s):**

Commissioner Jordan inquired about the following:

- Whether or not the contract had been signed
- Whether a report would be provided on the number of placed students

Mr. Beasley explained that the contract had not been finalized due to pending discussions with representatives of M-DCPS. He provided further details.

Commissioner Jordan inquired about delays and Mr. Beasley explained. She additionally inquired about the number of open slots for youth participants. He responded a total of 237 with a budget of \$581,000 and 755 youth participants with a budget of 1.3 million dollars. Commissioner asked whether if this would be from unrestricted dollars. She also inquired about current restrictions. Mr. Beasley explained about the eligibility list that would be provided by the Department of Children and Families (DCF).

[Dr. Maria Regueiro Arrived]

Commissioner Jordan shared her various concerns and later requested a report be provided detailing the following:

- The number of placements from prior year's program.
- The areas/schools the students were selected from
- The number of students selected per school

Commissioner Jordan further shared her concern that only five students were selected from Carol City. However, there were over 100 students selected from Coral Reef.

Mr. Beasley shared his comments and explained that he will work with M-DCPS and provide an update.

Chairman Bridges asked what would happen if the contract doesn't get signed by M-DCPS. Commissioner Jordan explained and noted that the program is designed to place at-risk students and students in general. She commented it is an eligibility problem. Mr. Beasley explained the program would include students receiving free or reduced lunch and/or cash assistance.

Miami-Dade Assistant County Attorney Shanika Graves clarified into record that during the prior year, she worked on the program which allotted 100 students per Commission District and explained that it was not based on the school. She moreover noted that CSSF intended to join the collaboration and build upon last year's program. She also noted that she would ask representatives of the Children's Trust which presented before Miami-Dade County Commission at its recent meeting for a copy of the presentation which covered information related to qualifications and selections.

Chairman Bridges requested the information be sent to him as well.

Commissioner Jordan requested additional clarification and Ms. Graves further explained the goal of recruiting 100 students by Commission Districts. She noted that the goal wasn't to recruit from specific schools within the district, but rather schools within each Commission District. Ms. Graves moreover noted that she would verify whether there's a report that provides detailed information on schools where students were recruited and the type of students that were recruited as well as identify whether a tally had been taken showing the number of students from each school within each Commission district. Commissioner Jordan noted she would greatly appreciate receiving this information to share with members of the County Board.

Mr. Piedra verified the modification made to the amended item. Mr. Beasley briefly explained and Ms. Graves additionally clarified that the prior year program involved Miami-Dade County, Miami-Dade County Public Schools (M-DCPS) and the Children Trust where Miami-Dade County and the Children's Trust allocated the funding and M-DCPS administered the program and the Foundation for New Education Initiatives, Inc. is a fiscal agent for the School Board that ensured student participants and staff were paid. She went on to explain that if SFWIB/CSSF join the collaboration; it would be allocating funds similar to M-DC and Children's Trust and to be administered by the School Board. Moreover the Foundation for New Education Initiatives, Inc. would be the fiscal agent.

Mr. Piedra verified whether SFWIB/CSSF would contract with M-DCPS or Children's Trust. Ms. Graves explained that it would be with M-DCPS. She further explained the delay due to contractual restrictions.

[Dr. Denis Rod left]

There was continued discussion.

Commissioner Jordan requested a representative from the M-DCPS explain the current delays.

Dr. Galvin of Miami-Dade County Public Schools (M-DCPS) appeared before the Board and explained.

Chairman Bridges emphasized the importance of having an alternate plan (back-up plan). Mr. Beasley recommended unitizing the funds by means of In-School Youth Providers (IYP). He further explained the potential processes for SFWIB's approval.

Motion Passed by Unanimous Consent

Motion to pass alternate plan:

Mr. Beasley noted the following motion into record:

If no response received by M-DCPS, SFWIB/CSSF will proceed with a plan of action, work with current In-School Youth Providers to discuss costs/funding for recommendation to the Executive Committee.

Commission moved to reconsider item 5C (Approval to allocate an amount not to exceed \$1.3 million in Temporary Assistance for Needy Families (TANF) in unrestricted funds to Miami-Dade County for the Miami-Dade County Summer Youth Internship Program with the condition that CSSF receives a response back by M-DCPS (4/27/17) and proceed with alternate plan to meet with CSSF's current in-school youth providers. Motion seconded by Mr. Luis Gazitua; **Motion Passed Unanimously**

5. d. Recommendation as to Approval of a Workforce Innovation and Opportunity Act Secondary Placement Payment

Chairman Bridges introduced the item. Mr. Beasley further presented and read the item into record.

Commissioner Barbara Jordan moved the approval of a Workforce Innovation and Opportunity Act Secondary Placement Payment. Motion seconded by Mr. Kenneth Scott: **Motion Passed Unanimously**

6e. Recommendation as to Approval to Accept Temporary Assistance for Needy Families Program Funds

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

Commissioner Barbara Jordan moved the approval to Accept Temporary Assistance for Needy Families Program Funds. Motion seconded by Mr. Piedra; **Motion Passed Unanimously**

6f. Recommendation as to Approval to Accept Temporary Assistance for Needy Families Program Funds

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

Mr. Kenneth Scott moved the approval to accept temporary assistance for needy families program funds. Motion seconded by Mr. Clarence Brown; **Motion Passed Unanimously**

6g. Recommendation as to Approval to Approval to Accept Wagner-Peyser Performance Incentive Funds

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

Mr. Kenneth Scott moved the approval to accept Wagner-Peyser performance incentive funds. Motion seconded by Mr. Bruce Brecheisen; **Motion Passed Unanimously**

6h. Recommendation as to Approval to Allocate Funds from the FY 2016-2017 Budget Reserve for the Work Number

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

Mr. Kenneth Scott moved the approval to allocate funds from the FY 2016-2017 Budget Reserve for the Work Number. Motion seconded by Ms. Gilda Ferradaz; **Motion Passed Unanimously**

**6I. Recommendation as to Approval to Adjust the FY 2016-2017 Budget
Chairman Bridges**

Chairman Bridges introduced the item and Mr. Beasley further noted that the item is tabled.
Item Tabled

7. Global Talent Competitiveness Council

7b. Recommendation as to Approval to Allocate Funds to Transition, Inc.

Chairman Bridges introduced the item and GTC Chairwoman Gilda Ferradaz presented and read the item into record.

Mr. Clarence Brown moved the approval to Allocate Funds to Transition, Inc.; Motion seconded by Mr. Thomas Roth; **Further Discussion(s)**:

Mr. Beasley noted a scrivener's error into record of an amount shown as \$100,000.00 in the agenda item. Correct amount: \$200,000.00

Motion Passed by Unanimous Consent

7.c. Recommendation as to Approval of Workforce Services Contactors

Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

Mr. Clarence Brown moved the approval of Workforce Services Contractors. Motion seconded by Mr. Kenneth Scott; **Motion Passed Unanimously**

7.d. Recommendation as to Approval of Youth Services Contractors

Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

Mr. Kenneth Scott moved the approval of youth services contractors. Motion seconded by Mr. Luis Gazitua; **Further Discussion(s)**

Mr. Gazitua verified information related to the four firms and Mr. Beasley confirmed, "Yes".

Motion Passed Unanimously

4. Executive Director's Report

Mr. Beasley presented his report.

5. Executive Committee

5a. Information – IT Penetration Audit Update

Chairman Bridges introduced the item and presented the item then introduced Ms. Carsheena Allison of BCA Watson, LLP who appeared before the Board and presented.

Mr. Piedra inquired about the frequency of retesting and Ms. Allison explained that a modified scope could be conducted annually or a full scope.

Mr. Piedra recommended an annual audit be conducted and a modified or full scope to follow.

Chairman Bridges recommended a modified scope to follow in the coming year.

Vice-Chairman Bridges inquired about additional funds from the state for IT audits. Mr. Beasley noted he would contact the state to inquire about potential funding.

Chairman Bridges thanked Ms. Allison for her presentation.

5.b. Information – IT Penetration Audit Services Update

6. Finance and Efficiency Council Meeting

6a. Information – Financial Report – February 2017

Chairman Bridges introduced the item. Mr. Beasley further presented the Financial Report:

Budget Adjustments

Revenues: no adjustments

Expenses:

- Adult Services – decreased by \$296,085
- Youth Services – decreased by \$30,023
- Unallocated Costs – increased by \$296,085

Explanation of Significant Variances:

1. Refugee Services down 41% versus 67%
2. Training and Support Services 36% versus 67%
3. Other Program and Contracts 1.1% versus 67%

No further questions or discussions

6b. Information – Bank Reconciliation – February 2017

Chairman Bridges introduced the item. Mr. Beasley further presented the Bank Reconciliation report.

Chairman Bridges recommended excluding the presentation of Bank Reconciliation reports (moving forward). No objections by the Board to his recommendations.

No further questions or discussions.

6c. Information – Fiscal and Programmatic Monitoring Activity Reports

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

[Mr. Luis Gazitua stepped out of the meeting room]

Vice-Chairman Perez inquired about the disallowances totaling \$74,000.00. Mr. Beasley explained.

Mr. Lovey Clayton confirmed the term “disallowance”. Mr. Beasley explained. Mr. Clayton asked whether staff monitored the program performance. Mr. Beasley explained.

Vice-Chairman Perez shared his comments related the impacts of disallowances.

Chairman Bridges concurred and recommended trainings to contractors on monitoring processes.

There was continued discussion.

[Mr. Luis Gazitua returned]

Chairman Bridges noted this may result to requesting authorization to hire additional staff.

Mr. Piedra noted having a Training Boot Camp on processes and fiscal requirements.

7. Global Talent Competitiveness Council

7.a. Recommendation as to Approval of the TechHire Training (THT) Policy

Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

[Mr. Thomas Roth left]

No further questions or discussions.

8. Performance Council

8a. Information – Refugee Employment and Training Program Performance Overview

8b. Information – Workforce Services Regional Performance Overview

8c. Information – Youth Partners Regional Performance

8d. Information – Consumer Report Update

Chairman Bridges introduced the above items and Vice-Chairwoman Cynthia Gaber further presented the above items.

No further questions or discussions.

Deferred Items:

3. Chairman's Report

5.b. Information – 2015-2016 Performance Funding Model Award Update

6d. Information – Audit Technical Review

There being no further business to come before the Board, the meeting adjourned at 10:56am.



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: SFWIB CHAIRMAN'S REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 4/20/2017

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: SFWIB EXECUTIVE DIRECTOR'S REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Set Standards on Performance Measures Reporting**

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5A

AGENDA ITEM SUBJECT: ACCEPTANCE OF FUNDS FROM THE CITY OF HOMESTEAD

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to accept \$20,000 from the City of Homestead for a Summer Youth Employment Program for the youth of Homestead, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

On April 26, 2017, the City Council of the City of Homestead, Florida, agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide summer employment opportunities for youth residents within the City of Homestead. The SFWIB will provide summer job placement for 61 youth between the ages of 14 to 18.

As part of the partnership, the City of Homestead will provide \$20,000 to the SFWIB; and the SFWIB will provide matching funds. This program will provide employment and team building opportunities to the City's future workforce.

Please find attached a letter from the City of Homestead's City Clerk regarding the Council's resolution.

FUNDING: City of Homestead

PERFORMANCE: N/A

ATTACHMENT



City Council

Jeff Porter
Mayor

Patricia Fairclough
Vice Mayor

Jon Burgess
Councilman

Elvis R. Maldonado
Councilman

Larry Roth
Councilman

Stephen R. Shelley
Councilman

Jimmie L. Williams, III
Councilman

George Gretsas
City Manager

City Hall

100 Civic Court
Homestead, FL 33030

305-224-4400

www.cityofhomestead.com

May 4, 2017

Tomara Graham
SFWIB Youth Programs Manager
Career Source of South Florida
7300 Corporate Center Drive, Suite 500
Miami, FL 33126

Dear Ms. Graham,

Please accept this letter as confirmation that the City Council of the City of Homestead approved repurposing \$10,000 to the Career Source – Summer Youth Work Program at the April 26, 2017 Council Meeting. The \$10,000 is in addition to the prior allocation approved by the City Council bringing the total to \$20,000.

I will forward you a copy of the approved minutes in approximately three weeks, once they have been approved.

Sincerely,

A handwritten signature in black ink that reads "Patty Sullivan". The signature is written in a cursive, flowing style.

Patty Sullivan, CMC
City Clerk



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5B

AGENDA ITEM SUBJECT: ACCEPTANCE OF FUNDS FROM THE CITY OF MIAMI GARDENS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to accept \$175,000 from the City of Miami Gardens for a Summer Youth Employment Program for the youth of Miami Gardens, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

On April 26, 2017, the City Council of the City of Miami Gardens, under the leadership of Mayor Oliver Gilbert, agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide summer employment opportunities to 171 youth residents of Miami Gardens. The SFWIB will provide summer job opportunities for youth between the ages of 14 to 18. Youth enrolled in the program will also receive employability skills training.

The City of Miami Gardens Resolution No. 2017- 85-3190 authorizes \$175,000 to the SFWIB; and the SFWIB will provide matching funds. The program will provide Miami Gardens' future workforce career exposure within local businesses, public sector, and community-based organizations.

FUNDING: City of Miami Gardens

PERFORMANCE: N/A

ATTACHMENT

RESOLUTION NO. 2017-85-3190

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MIAMI GARDENS, FLORIDA, ALLOCATING AN ADDITIONAL SEVENTY FIVE THOUSAND DOLLARS (\$75,000.00) IN THE FISCAL YEAR 2016-2017 BUDGET FOR THE SUMMER YOUTH PROGRAM; PROVIDING FOR THE ADOPTION OF REPRESENTATIONS; PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City has entered into a partnership agreement with CareerSource South Florida to provide summer employment opportunities for youth and young adults within the City of Miami Gardens for the past few years, and

WHEREAS, under the Program, CareerSource South Florida provides summer job placement for youth within the age group between fourteen (14) to seventeen (17) year olds, and CareerSource South Florida provides comprehensive administration of the program utilizing their staff in preparing time sheets, recruitment, and payment of program participants, and

WHEREAS, CareerSource South Florida also provides paid employability skills training for youth enrolled in the Program, and

WHEREAS, the City of Miami Gardens has already allocated One Hundred Thousand Dollars (\$100,00.00) in the Fiscal Year 2016-2017 Budget, and

WHEREAS, Mayor Oliver Gilbert is recommending that the City allocate an additional Seventy Five Thousand Dollars (\$75,000.00) to CareerSource South Florida for the establishment of this partnership, and

WHEREAS, CareerSource South Florida will match the \$75,000.00 provided by the City with \$75,000.00, towards the Summer Youth Program in the City of Miami Gardens, and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MIAMI GARDENS, FLORIDA AS FOLLOWS:

Section 1: ADOPTION OF REPRESENTATIONS: The foregoing Whereas paragraphs are hereby ratified and confirmed as being true, and the same are hereby made a specific part of this Resolution.

Section 2: AUTHORIZATION: The City Council of the City of Miami Gardens hereby allocates an additional amount of Seventy Five Thousand Dollars (\$75,000.00) to the Summer Program in accordance with its partnership with CareerSouth Florida.

Section 3: EFFECTIVE DATE: This Resolution shall take effect immediately upon its final passage.

PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF MIAMI GARDENS AT ITS REGULAR MEETING HELD ON APRIL 26, 2017.



OLIVER GILBERT, III, MAYOR

ATTEST:



RONETTA TAYLOR, MMC, CITY CLERK

PREPARED BY: SONJA KNIGHTON DICKENS, CITY ATTORNEY

SPONSORED BY: MAYOR OLIVER GILBERT

Moved by: Harris

Seconded by: WILLIAMS

VOTE: 6-0

Mayor Oliver Gilbert, III	<input type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	<i>Not Present</i>
Vice Mayor Erhabor Ighodaro, Ph.D.	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Councilwoman Lisa C. Davis	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Councilman Rodney Harris	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Councilwoman Lillie Q. Odom	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Councilwoman Felicia Robinson	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	
Councilman David Williams Jr	<input checked="" type="checkbox"/> (Yes)	<input type="checkbox"/> (No)	

Resolution No. 2017-85-3190



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5C

AGENDA ITEM SUBJECT: APPROVAL TO ALLOCATE FUNDS TO YOUTH COOP, INC.

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to allocate \$120,000 in General Revenue and Temporary Assistance for Needy Families (TANF) funds to Youth Co-Op, Inc. for the Summer Youth Employment Program, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

On April 26, 2017, the City Council of the City of Homestead agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide employment opportunities to 61 youth residents of Homestead. The SFWIB will provide summer job placement for youth between the ages of 14 to 18.

As part of the partnership, the City of Homestead will provide \$20,000 in general revenue to the SFWIB toward the program; and the SFWIB will provide \$100,000 in Temporary Assistance for Needy Families (TANF) funds. The program is designed to provide entry-level positions with local businesses, public sector, and community-based organizations to the City of Homestead's future workforce. The youth participants will earn \$9.00 per hour for a total 140 hours, 20 of which are for work readiness training.

Youth CO-OP, Inc. will be responsible for administering the program, which includes payroll, recruitment, job placement, and work readiness training for the youth participants.

FUNDING: City of Miami Gardens and Temporary Assistance for Needy Families (TANF)

PERFORMANCE:

Number of Participants Served - up to 61

Cost Per Placement - \$1,967.21

Average Wage - \$9.00 per hour

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5D

AGENDA ITEM SUBJECT: APPROVAL TO ALLOCATE FUNDS TO ADULT MANKIND ORGANIZATION

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to allocate \$350,000 funds to Adult Mankind Organization for the Summer Youth Employment Program, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

On April 26, 2017, the City of Miami Gardens City Council, under the leadership of Mayor Oliver Gilbert, agreed to enter into a partnership with the SFWIB to provide employment opportunities to 171 youth residents of Miami Gardens. The SFWIB will provide summer job opportunities for youth between the ages of 14 to 18. Youth enrolled in the program will also receive employability skills training.

As part of the partnership, the City of Miami Gardens will provide \$175,000 to the SFWIB toward the program; and the SFWIB will provide matching funds of \$175,000 in Temporary Assistance for Needy Families (TANF) funds. This program will provide Miami Gardens' future workforce career exposure within local businesses, public sector, and community-based organizations.

Adult Mankind Organization will be responsible for administering the program, which includes payroll, recruitment, job placement, and work readiness training for the youth participants.

FUNDING: City of Miami Gardens and Temporary Assistance for Needy Families (TANF)

PERFORMANCE:

Number of Participants Served - up to 171

Cost Per Placement - \$2,046.78

Average Wage - \$9.00 per hour

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6A

AGENDA ITEM SUBJECT: FINANCIAL REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Finance and Efficiency Council's primary goal is to work to ensure that the Board is in good financial health, its assets are protected, and its resources are used appropriately and accounted for sufficiently. Accordingly, the attached un-audited financial report for the month of April 2017 is being presented for review by the Board members.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6B

AGENDA ITEM SUBJECT: BANK RECONCILIATION

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Finance and Efficiency Council's primary goal is to work to ensure that the Board is in good financial health, its assets are protected, and its resources are used appropriately and accounted for sufficiently.

Based on the Internal Control Procedures recommended by the Department of Economic Opportunity of the State of Florida, the Finance Committee, at its April 2, 2009 meeting, requested a monthly cash reconciliation report be provided at every committee meeting. Accordingly, the attached cash reconciliations for the month of April 2017 and May 2017 is being presented for review by the Council members.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

**South Florida Workforce Investment Board
Reconcile Cash Accounts**

**Reconciliation Date: 4/30/17
Cash Account: 1102 Cash -General Operating Account**

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	3,170,578.34	
Less Checks/Vouchers Drawn	(4,721,790.94)	314
Plus Deposits		
Checks Voided	2,500.00	1
Deposits	4,595,944.04	45
Plus Other Items	3.37	1
Unreconciled Items:		
Ending Book Balance	3,047,234.81	
Bank Balance	4,028,651.99	
Less Checks/Vouchers Outstanding	(981,417.18)	58
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
Reconciled Bank Balance	3,047,234.81	
Unreconciled difference	0.00	

Prepared by: Odell J. Ford Jr. 5/5/17
Odell J. Ford Jr.

Approved by: [Signature] 5/5/17

**South Florida Workforce Investment Board
Reconcile Cash Accounts**

**Reconciliation Date: 5/31/17
Cash Account: 1102 Cash -General Operating Account**

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	3,047,234.81	
Less Checks/Vouchers Drawn	(4,215,506.34)	347
Plus Deposits		
Checks Voided	2,218.73	2
Deposits	3,287,421.90	37
Plus Other Items	0.00	
Unreconciled Items:		
Ending Book Balance	<u><u>2,121,369.10</u></u>	
Bank Balance	2,483,569.29	
Less Checks/Vouchers Outstanding	(362,200.19)	102
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
Reconciled Bank Balance	<u><u>2,121,369.10</u></u>	
Unreconciled difference	<u><u>0.00</u></u>	

Prepared by: Odeff J. Ford Jr. 6/7/17
Odeff J. Ford Jr.

Approved by: [Signature] 6/7/17



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6C

AGENDA ITEM SUBJECT: ACTIVITY REPORT -- INTERNAL MONITORING RESULTS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

At the request of the SFWIB Audit Committee, SFWIB staff prepared the attached Internal Fiscal Monitoring activity Report for Program Year 2016-2017, for the period of April 1, 2017 through May 25, 2017. The report is a summary of the Service Providers monitored, and the findings resulting from the Internal Fiscal Monitoring activities.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CareerSource South Florida (CSSF) Board of Directors Meeting June 15, 2017
Office of Continuous Improvement (OCI) Fiscal Unit
Fiscal Monitoring Activity Report from April 1, 2017 to May 25, 2017
Program Year 16-17

Programs	Contracts Amount	Disallowed Costs	Findings/Deficiencies	Repeat Findings
Youth Co-Op, Inc. (YCOP)				
Refugee Employment and Training Program (RETP)	\$ 3,416,759	None	All sampled RETP placements were validated by the clients or employers of record; however, recordkeeping issues were noted.	
Greater Miami Services Corp (GMSC)				
Out of School Youth	\$ 529,747	None	Payment to vendors for sampled expenditures were remitted late.	No
			There was no documented evidence annual performance evaluations were done for six (6) sampled staff members.	No
			Procurement policies did not include language as required by the executed contract.	No
			GMSC's electronic recordkeeping policies did not include required elements related to reporting actions of a breach or potential breach of personal information and did not store electronic record backups at an off-site location.	No
			GMSC failed to submit the Self-Assessment tool to OCI within thirty days (30 from contract execution.	No
			GMSC did not submit new enrollments data related to Industry Focus/Career Pathways to the Youth Manager.	No
			GMSC did not submit the monthly supervisory Quality Assurance case reviews required by the executed contract.	Yes
Arbor E & T, LLC (Arbor)				
Workforce Services	\$3,216,443	None	Arbor did not comply with federal regulations, as sampled expenditures were incorrectly allocated and recorded in the general ledger to CSSF's programs.	Yes
			Sampled credit cards and PCards expenditures were over allocated, classified to the incorrect program, and recorded to the incorrect or unapproved general ledger accounts.	Yes
			An authorized user of Arbor's AMEX credit card ending in #1001 was not in compliance with Arbor's Travel policy, as the employee circumvented the established procedures and did not submit the credit card statements to the Finance Department for payment, but paid the outstanding balance herself directly to the credit card company.	No
			Sampled personnel files did not include required documentation at the time of the review, such as Level 2 background screenings, credentials, Tier 1 certifications, current performance evaluations, signed job applications and descriptions.	Yes
			Immigration Services (USCIS) Employment Eligibility Verification Form I-9 (Form I-9), the Employee's Withholding Allowance Certificate Form W-4 (Form W-4), and current performance evaluations, were not completed correctly and/or were incomplete.	Yes
Adults Mankind Organization, Inc. (AMOR)				
Refugee Employment and Training Program (RETP)	\$ 1,945,578	\$ 8,400.00	Sampled clients contacted indicated AMOR did not referred them to jobs; AMOR incorrectly counted self-placements as a valid placements.	Yes
			Recordkeeping deficiencies were noted in the documentation reviewed such as start date, hourly rate, total hours worked and temporary versus permanent employment.	Yes
Miami Beach Latin Chamber of Commerce, Inc. (MBLCC)				
Refugee Employment and Training Program (RETP)	\$ 338,753	None	No findings noted.	N/A
City of Miami				
Workforce Services	\$ 998,587	\$ 24.15	Payment to vendors for sampled expenditures were remitted late.	Yes
			A bi-weekly salary in the approved budget did not agree to the salary on the payroll records.	No
			Did not submit timely, the Self-Assessment tool to the OCI Unit, and the Financial Closeout Package (FCOP) to the Finance Unit within thirty (30) days of contract execution, as required by the executed contract.	Yes
OFFICE OF MANAGEMENT AND BUDGET (OMB) TITLE 2, US CODE OF FEDERAL REGULATIONS (CFR), PART 200 REVIEWED				
Audit Resolution Letters were issued for: Arbor E & T, LLC and Cuban-American National Council, Inc.				
Final Management Decision Letter was issued for: Cuban-American National Council, Inc.				



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6D

AGENDA ITEM SUBJECT: ACCEPTANCE OF STATE OF FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY WORKFORCE INNOVATION AND OPPORTUNITY ACT FUNDS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Finance and Efficiency Council recommends to the Board the approval to accept \$509,721 in Workforce Innovation and Opportunity Act funds from the State of Florida Department of Economic Opportunity, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

The South Florida Workforce Investment Board (SFWIB) received a Notice of Funding Availability from the State of Florida Department of Economic Opportunity (DEO) in the amount of \$509,721 in combined Workforce Innovation and Opportunity Act (WIOA) funds.

The funds can be used for any allowable WIOA activity. Use of the funds must follow all applicable WIOA laws, rules, and regulations and must be consistent with the WIOA program year 2015 Annual Funding agreement between the United States Department of Labor and DEO.

FUNDING: Workforce Innovation and Opportunity Act Adult, Dislocated Worker and Youth

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6E

AGENDA ITEM SUBJECT: FY 2016-17 BUDGET ADJUSTMENT

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Finance and Efficiency Council recommends to the Board the approval to adjust the actual carry-forward amounts for the FY 2016-2017 budget, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On June 23, 2017, the SFWIB approved the fiscal year 2016-2017 budget. The approved budget included an estimated \$18,477,738 in carry-forward funds. Following the end of the financial closeouts with the State of Florida, it was determined that the actual carry-forward dollar amount is \$ 17,032,691.

SFWIB staff requests approval to adjust the actual carry-forward amounts in the FY 2016-2017 budget.

FUNDING: Workforce Innovation and Opportunity Act (WIOA) Adult, Youth and Dislocated Worker Programs; Wagner-Peyser; Refugee Employment Program and Re-employment Assistance Program

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6F

AGENDA ITEM SUBJECT: FISCAL YEAR 2017 - 2018 BUDGET

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Finance and Efficiency Council recommends to the Board approval of the Fiscal Year 2017-2018 Budget, as set forth below.

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The attached "SFWIB Budget - 2017-18" chart is a summary of the annual budgeted revenues and expenditures for the South Florida Workforce Investment Board (SFWIB). The chart is comprised of three major sections:

1. 2017-18 State Funding: The first section's group of columns reflects the new funding awards that SFWIB is anticipating it will receive during the upcoming budget year. The total award dollars are divided into two amounts: the funds that will be utilized during budget year 2017-18 and the amounts that will be reserved for budget year 2018-19.
2. 2017-18 Program Budget: The second section is the funding amounts that comprise the 2017-18 revenue Budget. The amounts shown under the column "Prior Budget Year Reserves" are the amounts that were reserved in the current year's budget and are available for use in the new 2017-18 budget year. The amounts under Prior Budget Year Carryover are the remaining funds available from the previous year's awards. These unexpended amounts roll over to the new budget year. The amounts under the column "New Budget Year Funding" are the new funds that will be utilized in the 2017-18 budget year.
3. 2017-18 Cost Distributions: This section of the budget shows all the proposed expenditures for the 2017-18 budget year. Expenditures are sub-divided into four major cost categories:
 - a. HQ (Programs and Administrative) – this column reflects the anticipated expenditures for operating the SFWIB Headquarter office. Included under this category are all the staffing and occupancy costs associated with operating the SFWIB main office.
 - b. Training – this column reflects the anticipated costs associated with the skills training services offered by SFWIB. Note that only certain grants allow for training expenditures, but all grants require that employment services be offered to participants.

- c. Career Center Facility Costs – this column reflects the occupancy costs associated with operating the Career Centers. SFWIB leases all of the facilities from third parties, and pays directly for insurance, utilities, and other facility expenditures. SFWIB does not own any of the locations.
- d. Provider Contracts – this column reflects the amounts that will be awarded to the subcontractors that perform employment services on behalf of SFWIB. Currently, SFWIB contracts with approximately 15 community based organizations across Miami Dade and Monroe counties.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

FY2017 – 2018 BUDGET



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6G

AGENDA ITEM SUBJECT: SELECTION OF AN EXTERNAL INDEPENDENT AUDIT FIRM

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Finance and Efficiency Council recommends to the Board the approval to negotiate a contract for external independent auditing services with the successful offeror-firm, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On February 24, 2017, staff released a Request for Qualifications (RFQ) for External Independent Audit Services to the public. The RFQ solicited responses from experienced and capable Certified Public Accounting firms to provide a single audit of the SFWIB in accordance with the Federal Single Audit Act, Office of Management and Budget Circular A-133, Florida Single Audit Act, and Department of Economic Opportunity Final guidance 05-019.

An Offerors Conference held on March 9, 2017, provided respondents with an opportunity to voice questions about the RFQ. Three proposals in total were received by the March 31, 2017 deadline.

The RFQ specifies that the evaluation process consist of both technical and oral presentation reviews. In accordance with the RFQ timetable, a Technical Review Proposal Forum was held on June 12, 2017, during which the raters' scores were announced per offeror. The Technical Review Proposal Forum scoring results are attached. In addition, the top three ranked firms were invited to participate in the Oral Presentation Component of the RFQ process to deliver an oral presentation before the SFWIB Finance and Efficiency Council.

The average of the technical and oral presentation scores will determine the offerors' final score. In the absence of conflict, the Finance and Efficiency Council will select the offeror-firm with the highest final score and recommend that offeror to the Board for approval.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

External Independent Audit Services

Requesting Firm	TECHNICAL REVIEW SCORES					
	Andy Perez	Michelle Maxwell	Roberto Datorre	Charles Gibson	Christine Garcia	Average Score
Anthony Brunson, PA	100.00	100.00	100.00	95.00	100.00	99.00
EFPR Group, CPAs, PLLC	100.00	79.00	73.00	81.00	97.00	86.00
S. Davis & Associates, PA	76.00	85.00	96.00	89.00	90.00	87.20



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7A

AGENDA ITEM SUBJECT: CITY OF KEY WEST EMPLOYED WORKER TRAINING (EWT) UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Partner with economic development**

BACKGROUND:

City Of Key West is a municipality agency in Key West, Fl. The City of Key West services include public works, utilities, parks and recreation, building, planning, engineering, port operations, internal finance support services, human resources, information technology and the protective services law enforcement provides. The City of Key West Police Department is responsible for protecting a city population of 25,755 residents and an estimated amount of 2,662,500 visitors annually. Their police department is a state accredited organization made up of dedicated and professional men and women. All law enforcement individuals possess a certificate of compliance for Law Enforcement Officers.

Due to local hurdles, the City of Key West faces for example high cost of living, no career pathways and scarce training providers in the area they have been facing a shortage in police officers to take care of approximately 25,000 residents and two million visitors annually. In order to serve the local population efficiently the City of Key West is looking to hire new recruits to put through Basic Law Enforcement Academy. This training allows the City of Key West to hire local recruits to be part of the police force, subsequently having new recruits to advance in the law enforcement field while those at retiring age could do so without creating a shortage of officers.

The training will be conducted by Florida Keys Community College. The program will focus on the following training:

- Basic Law Enforcement Academy (BLE 64)

Basic Law Enforcement course prepares students to meet requirements of the Florida Department of Law Enforcement (FDLE), Criminal Justice Standards, and Training Commission (CJSTC). Upon Successful completion of a basic training program, students will be eligible to apply to take the State Officer Certification Exam (SOCE). They will be learning code of ethics, statutory authority of the FDLE CJSTC, investigation knowledge, and skills, knowledge of use of force and traffic control and direction.

The Basic Law Enforcement Course begins May 1st 2017 to September 19, 2017 in which CSSFL will be covering training costs from June 16, 2017 to September 19, 2017. The training hours from June 16, 2017 to September 19, 2017 crosses over fiscal years, which is why the training cost has been allocated per fiscal year.

After completion of the training, the City of Key West will be able to efficiently serve their residents and visitors. Employees who successfully complete the training will receive a State of Florida Law Enforcement Certification. Training is to be completed by September 19, 2017.

The table below sets forth the cost of the project.

Program Year	Project Amount	Number of Employees to be Trained	Cost per Trainee
2016-2017	\$3,995.40	6	\$665.90
2017-2018	\$18,478.80	6	\$3,079.80

FUNDING: WIOA Adult Funding

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7B

AGENDA ITEM SUBJECT: ONE-STOP CAREER CENTER CERTIFICATION REQUIREMENTS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Talent and Competitiveness Council recommends to the Board the approval of the following policies and designation, as set forth below.

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

On February 2, 2017, CareerSource Florida issued Administrative Policy (AP) 93 - One-Stop Career Center Certification Requirements, to provide the minimum certification standards to use in each one-stop career center. The standards are put forth to ensure consistent quality service delivery in all 24 local workforce development areas across the state.

As part of the AP 93 Comprehensive One-Stop Career Center requirements, local workforce development boards must ensure that they have the following policies in place:

- One-Stop Staff Credentialing and Skills Standards policy,
- Limited English Proficiency Policy,
- Customer Service Feedback Policy,
- Services to Individuals with Disabilities Policy, and;
- The designation of a minimum of one career center as a Comprehensive One-Stop Center.

In alignment with the specifications of AP 93, GTCC recommends to the board the approval of the aforementioned policies, an update to the Individuals with Disabilities Policy and the official designation through administrative order of the City of Miami Center as the Comprehensive One-Stop center for local workforce area 23.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

SFWIB CREDENTIALING AND SKILLS STANDARDS POLICY

I. OF INTEREST TO

The Credentialing and Skills Standards Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, and Employees in Region 23 (Miami-Dade and Monroe counties).

II. SUBJECT

Credentialing and Skills Standards

III. PURPOSE

The purpose of the Credentialing and Skills Standards Policy is to provide all SFWIB stakeholders with parameters regarding workforce development professional certifications and information related to skills standards for employees who provide direct customer service.

IV. STATUTORY AUTHORITIES

Workforce Innovation and Opportunity Act, Title I, Public Law 113-128, §§101 and 121.
Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions, Vol. 81, No. 161, Fed. Reg. 55791 (effective October 18, 2016) codified at 20 C.F.R. 676, 677, and 678. DEO Administrative Policy 92

V. BACKGROUND

Under DEO Administrative Policy 92, newly-hired front line staff providing direct customer service must attain Tier I certification within 90 days of their hire date. They must complete the Tier One Certificate curriculum, then take and pass the Tier One Certificate Exam.

For this purpose, front line staff is defined as any individual who works primarily with customers, which includes participants, employers, and partners. Attainment of the Tier I certificate requires the completion of individual course work and successfully passing each test module. Courses may be taken after hours in a manner determined by the CareerSource South Florida.

The comprehensive certificate examination must be completed through the exam process established by Department of Economic Opportunity (DEO). Front-line staff may take the exam up to three times with a 45-day wait between the second and third attempt. Newly-hired staff previously certified through the National Association of Workforce Development Professional, and issued a Certified Workforce Development Professional credential or that have completed Tier I certification through Dynamic Works are not required to complete the Tier I Certificate Program created by DEO within one year of their hire date.

I. DEFINITIONS

Continuing Education Units (CEUs): A CEU is equal to one hour of workforce related training or one hour of academic credit.

Front-line Staff: CareerSource South Florida and DEO staff who work with job seekers, employers and other workforce professionals.

Tier I: Workforce related curriculum created to meet the requirement for LWDBs to ensure that knowledgeable staff, including trained career counselors, are available in each physical career center in the local area. The curriculum is designed to ensure that staff gain basic competencies needed to work in Florida's workforce development system.

Tier I Certificate: Certificate issued to an individual who has met the basic competencies needed to work in Florida's workforce development system.

Direct Customer Service: A service provided to customers, participants, employers, and partners.

II. **ELIGIBILITY**

CareerSource South Florida Center Directors must ensure career center staffs meet the following minimum credentialing standards:

Minimum Skills Standards for Front-Line Staff

Direct customer service staff shall obtain:

- Customer service training;
- Communication skills training;
- Basic computer software skills (e.g. Word, Excel, EFM or OSST) training;
- Specific programmatic training; and
- Tier I Certificate training.

III. **CREDENTIALING AND SKILLS APPLICATION /AGREEMENT**

A. Request for Access for Tier I Certification Modules:

1. The Career Center Director or Supervisor will request access to the Tier I Certification Modules within 5 days of the hire date of the employee.
2. The Career Center Director or Supervisor will inform the employee they have 90 days from their hire date to complete the Tier I modules and pass the exam. It is the responsibility of Career Center Director or Supervisor to ensure the employee completes the modules on time.
3. The request will be submitted using the Adobe Connect Access Request Form and emailed to Tier1certification@careersourcesfl.com.
4. Allow 3 days for the Adobe Connect Access Request Form to be processed
5. The email granting access will be sent directly to the employee and copied to Career Center Director or Supervisor
6. If you do not receive an email after 3 days it is the responsibility of the Center Director or Supervisor to follow up with an email

B. Request for Access for Tier I Exam Modules:

1. Once the employee has completed the Tier One training materials and is ready to take the Tier One Certificate Exam the Career Center Director or Supervisor will immediately request the employee be assigned to complete the Tier One Certificate Exam.
2. The request will be submitted using the Tier One Certificate Exam Request Form and emailed to Tier1certification@careersourcesfl.com.
3. Allow 3 days for the Tier One Certificate Exam Request Form to be processed
4. An email to the link to the exam, the exam proctoring password and the Tier One Examination Administration Form are sent directly to the test proctor.
5. If you do not receive an email after 3 days it is the responsibility of the Center Director or Supervisor to follow up with an email
6. When the test proctor has received the email he/she must print out the Tier One Examination Administration Form. This form will be reviewed with the test taker prior to logging into the Adobe Connect Learning Management System.
7. The test taker will be required to log in to the Adobe Connect Learning Management System with his/her unique user identification and password combination after being instructed to do so by the proctor. To start the actual exam, the proctor will move about the room and enter the exam proctoring password into the appropriate field on the screen for each individual test taker. The exam proctoring password must be kept confidential. Do not provide the exam proctoring password to the test takers or other non-proctoring regional staff.
8. The proctor will send an email stating if the test taker passed or failed and their exam score.

C. Request for Training:

1. The Career Center Director or Supervisor may request training or technical assistance from the CareerSource South Florida Headquarter Staff by using the Request for training form.
2. To request training or technical assistance, please fill out this form and email it to training@careersourcesfl.com. The completion of this form is a formal request.
3. If the training request is for a small number of staff, the training may be hosted over the Internet using Adobe Connect.
4. If the training request is for a larger group of staff or will include over 20 staff from multiple centers, the CareerSource South Florida Headquarter Staff will travel to the center or set up a training venue to help facilitate training.

D. Documentation

Training Reports must be uploaded to the CareerSource South Florida Intranet under the required reports tab by the 10th of each month. Career Centers must use the standardized training reports provided by the CareerSource South Florida to track Tier 1 and CEU's.

IV. EXCEPTIONS

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

SFWIB CUSTOMER COMMENTS AND FEEDBACK POLICY

I. OF INTEREST TO

The Customer Comments and Feedback Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, customers/job seekers and Employees in Region 23 (Miami-Dade and Monroe counties).

II. SUBJECT

Customer Comments and Feedback of Services

III. PURPOSE

The purpose of Customer Comments and Feedback Policy is to provide all SFWIB stakeholders with details providing customers the opportunity to give feedback on services and rate customer satisfaction. Customer feedback on services provides insight used to create effective and practical solutions.

IV. STATUTORY AUTHORITIES

Workforce Innovation and Opportunity Act (WIOA), Public Law (Pub. L.) 113-128 section 101(d)(6) and 121(g)(1), enacted July 22, 2014, supersedes Public Law 105-220, Workforce Investment Act of 1998 (WIA) Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000 Title 20 Code of Federal Regulations (Title CFR 20), DEO Administrative Policy 93

V. BACKGROUND

On February 2, 2017, CareerSource Florida issued Administrative Policy number 93, the purpose of which was to provide the minimum certification standards to be used in each one-stop career center, to ensure consistent quality service delivery in all local workforce development areas (local areas).

Administrative Policy number 93 mandates one-stop career centers maintain a system of continuous improvement in which local areas are required to establish policies and procedures that provide one-stop career center customers the opportunity to provide feedback on services provided and customer satisfaction

VI. CUSTOMER FEEDBACK APPLICATION

All customers can be directed to the "Contact Us" page of the CareerSource South Florida website (www.careersourcesfl.com) to leave their comments, questions or feedback for our services.

Contact can be made via email, phone, fax or mail with the information provided on the webpage. All inquiries will promptly be handled between the hours of 8:00 am and 5:00 pm, Monday through Friday, excluding public holidays

VII. GRIEVANCES AND APPEALS

If there is an issue with the level of service provided, a customer can take the following steps to rectify the grievance within the Center:

1. Address the issue with the Case Manager, Job Developer or an appropriate staff member at the center
2. Address the issue with the Case Manager's Supervisor or the Center Manager and
3. Request a review of your issue with the Center Director.
4. If after following these steps a customer is not satisfied, they can be directed to contact us by calling **305-929-1500**.

After following the steps outlined to rectify a grievance, a customer may click the link on the 'Contact Us' page regarding information to file a formal grievance

VIII. EXCEPTIONS

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

SFWIB LIMITED ENGLISH PROFICIENCY POLICY

I. **OF INTEREST TO**

The Limited English Proficiency Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, customers/job seekers and Employees in Region 23 (Miami-Dade and Monroe counties).

II. **SUBJECT**

Limited English Proficiency (LEP)

III. **PURPOSE**

The purpose of Limited English Proficiency (LEP) Policy is to provide all SFWIB stakeholders with parameters in providing guidelines relative to serving Limited English Proficiency (LEP) job seekers in order to ensure they receive an equal opportunity to obtain information, access services and participate in all programs.

IV. **STATUTORY AUTHORITIES**

Workforce Innovation and Opportunity Act (WIOA), Public Law (Pub. L.) 113-125 enacted July 22, 2014, supersedes Public Law 105-220, Workforce Investment Act of 1998 (WIA)
Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000
Title 20 Code of Federal Regulations (Title CFR 20)

Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. 200d. and Title VI Prohibition against National Origin Discrimination as it affects Persons with Limited English Proficiency

V. **BACKGROUND**

There are many individuals for whom English is not their primary language. Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by the federally funded programs and activities.

Recipients of Federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government funded services; therefore, language assistance for LEP job seekers is required of entities receiving federal funds.

To ensure compliance, CSSF funded service providers shall adhere to the procedures described herein.

VI. **DEFINITIONS**

Job Seeker: Any person who is eligible for and actually participates in a service provider's program(s) and receives services thereunder.

Interpretation: The transfer of a spoken message in one language into a spoken message with the same meaning in another language.

LEP: An acronym for “Limited English Proficiency” or “Limited English Proficient.” When applied to an individual, it means that person, through national origin, does not speak English or speaks English insufficiently to allow meaningful access to services and programs with English speaking providers, thereby depriving the person of an equal opportunity to participate.

LEP Job Seeker: A LEP person who is eligible for, and actually participates in, a provider’s program(s) and receives services thereunder.

LEP Language Group: All LEP job seekers who speak the same language.

LEP Person: A person whose primary language, because of national origin, is non- English speaking, and who does not speak English sufficiently to allow meaningful access to a particular service or program thereby depriving the person of an equal opportunity to participate in that particular service or program.

Service Provider: Any person, entity, corporation, agency or subdivision thereof that, pursuant to agreement or contract, administers programs and/or delivers services funded by the South Florida Workforce.

Translation: The transfer of a written message in one language into a written message (written translation) or into a spoken message (oral translation) with the same meaning in another language.

Vital documents: Documents written with the primary purpose of: 1) describing LEP job seekers’ rights, responsibilities, or benefits; 2) requesting information or a response from LEP job seekers; 3) notifying LEP job seekers of a service provider’s action which may adversely affect them; 4) requiring LEP job seekers’ informed consent or acknowledgement; 5) notifying LEP job seekers of the opportunity for free language assistance.

Vital information: Information describing LEP job seekers’ rights, responsibilities, or benefits; notifying LEP job seekers of a service provider’s action which may adversely affect them or notifying LEP job seekers of the opportunity for free language assistance

VII. ELIGIBILITY

1).At a minimum, LEP job seekers shall be notified, in a language LEP persons will understand, that:

- Upon request, they will be offered language assistance at no cost to the job seekers and
- Vital documents required to receive funded services will be translated at no cost.

2).The staff determining eligibility, the career advisor, or appropriate staff who is the first point of contact with the LEP job seeker, shall complete the “Determination of need for Language Assistance” form, for all job seekers and file at the top of Section I in the case file.

VIII. LIMITED ENGLISH PROFICIENCY APPLICATION /AGREEMENT

Effective methods must be utilized to communicate to LEP job seekers their opportunity to receive language assistance. The service provider must:

- Post and maintain signs in LEP job seekers' language(s) in waiting rooms, reception area and other initial contact points, informing LEP job seekers of their opportunity to free language assistance and inviting LEP job seekers to identify themselves as persons needing such services;
- Use language "identification cards" which allow LEP job seekers to identify their language needs to the provider's staff. The cards will be written in the LEP job seeker's language(s), and placed in initial contact locations. These cards will invite the job seekers to identify, by handing the card to the staff, their preferred language(s).
- Include in brochures, booklets, websites, outreach and recruitment information and other materials routinely disseminated to, or available to, the LEP community, statements in LEP job seekers' languages about their opportunities for free language assistance. Note: any marketing literature must be approved by the CSSF Headquarters.
- Using a telephone voice mail menu. The menu should be in the most common languages encountered. It also must provide information about available language assistance service and how to get them.

To ensure effective delivery of services to LEP job seekers, the service provider should educate staff in public contact positions through training programs which include, but are not limited to:

- Appropriate training in serving LEP job seekers including, but not limited to, educating new employees in LEP policies and procedures, during new employee orientation, but no later than within one-month of their starting date. The CSSF LEP train-the-trainer module must be used.
- Additional training for employees in job seeker contact positions, especially initial contact positions, educating them to work effectively with LEP job seekers, in-person interpreters, telephone interpreters, translators and
- Annual reviews of LEP language assistance practices and procedures, updating staff on more effective ways to serve LEP job seekers and the laws, rules and regulations pertaining to LEP job seekers.
- Maintaining a "training registry" that records the names, dates and type of employee training.

Management staff, even if they do not interact regularly with LEP persons, must be fully aware of and understand the LEP process so they can reinforce its importance and ensure its implementation by staff.

IX. GRIEVANCES AND APPEALS

Grievance procedures shall be made available to LEP job seekers in their language. CSSF will make available Grievance procedures in Spanish and Haitian Creole, the two languages regularly encountered in Miami-Dade and Monroe counties. The need for translation of grievance procedures and other vital documents into other languages will be monitored through the annual assessment.

Each service provider is required to complete the “Limited English Proficiency Survey” form that is used to compile the information required to estimate the number and languages of LEP job seekers. This form must be prepared at the initial point of job seeker contact at each One Stop Career Center, in most cases by the greeter, on an annual basis.

X. EXCEPTIONS

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

SFWIB SERVICES TO INDIVIDUALS WITH DISABILITIES POLICY

I. **OF INTEREST TO**

The Services to Individuals with Disabilities Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, customers/job seekers and Employees in Region 23 (Miami-Dade and Monroe counties).

II. **SUBJECT**

Services to Individuals with Disabilities

III. **PURPOSE**

The purpose of Services to Individuals with Disabilities Policy is to provide all SFWIB stakeholders with parameters in providing contracted service providers with the standard operating procedures in serving Individuals with Disabilities that utilize CareerSource South Florida job seeker services.

IV. **STATUTORY AUTHORITIES**

Workforce Innovation and Opportunity Act (WIOA), Public Law (Pub. L.) 113-125 enacted July 22, 2014, supersedes Public Law 105-220, Workforce Investment Act of 1998 (WIA)

Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000

Title 20 Code of Federal Regulations (Title CFR 20)

Section 188 Workforce Innovation and Opportunity Act (WIOA) Non-discrimination and Equal Opportunity Regulations (29 CFR Part 38) prohibits discrimination against individuals in any program or activity that receives financial assistance under Title I of WIOA as well as by the one-stop partners listed in WIOA Section 121(b) that offer programs or activities through the One-Stop / American Job Center (AJC) system.

V. **BACKGROUND**

Section 188 prohibits discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, citizenship status or because of an individual's participation in a program or activity that receives financial assistance under Title I of WIOA.

VI. **ELIGIBILITY**

These legal requirements ensure the One-Stop Career Center systems across the country provide equal opportunities for employment, retention, self-sufficiency, earnings and occupational skill attainment for persons with disabilities. CareerSource South Florida (CSSF) service providers shall:

1. Provide WIOA activities in a manner that promotes the informed choices of job seekers with disabilities and actively involves the job seekers in decisions affecting their participation in such activities;
2. Eliminate training disincentives for hard-to-serve populations by effectively utilizing community programs, services and agencies; and

3. Increase the employment, retention and earnings of individuals with disabilities

VII. SERVICE TO INDIVIDUALS WITH DISABILITIES APPLICATION /AGREEMENT

Job seeker services are delivered in an integrated manner within the center. Service providers shall provide effective and meaningful opportunities for people with disabilities to participate in or benefit from employment services set forth in the WIOA alongside other job seekers.

Job seekers with disabilities are to be served like all other job seekers. However, when a job seeker with a disability needs additional assistance, the following steps should occur:

General

- If interpretive services are required, staff will follow the CSSF Interpretive Service Request Procedures.
- Where individual circumstances require disability-specific types of assistance that center staff would routinely assist a job seeker with, however, are not able to provide, the designated center Disability Coordinator shall be contacted.

Adaptive Equipment

- Each center has been equipped with the following adaptive equipment: Zoom Text, JAWS for Windows, Patriot Eagle Video Magnifier, large trackball mouse, adjustable workstation, and Florida Relay services.
- People with disabilities may already be familiar with this equipment and just need to be directed to the location of the adaptive equipment.
- If the person requires assistance with the equipment that other staff members are not able to provide, the center Disability Coordinator shall be contacted for further assistance.

Individualized Assessment

- An individualized assessment is conducted to determine whether the job seeker would benefit from specialized services.
- The job seeker will then have the option to choose which services are most desirable.
- The center Disability Coordinator and/or appropriate staff will make appropriate referrals and follow-up.

VIII. EXCEPTIONS

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



ADMINISTRATIVE ORDER

SUBJECT:	Comprehensive One-Stop Designation	Administrative Order No. AO1
APPLIES TO:	All SFWIB Staff, Career Center Staff, Workforce Contracted Staff and Youth Contracted Staff	Effective Date: Immediate
		Revised Date: 06/01/2017
		Expiration Date: Indefinite
REFERENCE	One-Stop Career Center Certification Requirements: DEO Administrative Policy 93	

A. PURPOSE

To designate the City of Miami Career Center operated under the guidance of South Florida Workforce Investment Board (SFWIB) as the Comprehensive One-Stop Center for Local Workforce Area 23.

B. BACKGROUND

WIOA requires that there be at least one physical, comprehensive one-stop career center in each local area with access to partner (all required and any approved additional one-stop career center partners) programs, services, and activities. "One-stop career center partner" means any of the required partners who carry out the programs and activities described in Section 121(b)(1), WIOA Public Law. It also includes the additional partners described in Section 121(b)(12), WIOA Public Law who have the approval of the local board and chief elected official to participate as a partner in the local one-stop delivery system.

Required one-stop partner programs must provide access services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers. They must also provide access to programs, services, and activities through electronic means, if applicable and practicable. The use of electronic methods such as web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site, if the partner is participating in an affiliated site. Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and it's implementing regulations at 29 CFR part 38.

Approved By: Rick Beasley, Executive Director	Update to	Issued by: David Gilbert
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C. AUTHORITY

Workforce Innovation and Opportunity Act, Title I, Pub. L. No 113-128, §§101 and 121

Joint Rule for Unified and Combined State Plans, 20 CFR Parts 676, 677 and 678 published in vol. 81, no. 161 of the Federal Register (81 FR 55792, August 19, 2016).

D. ORDER

Pursuant to the requirements set forth by WIOA and accompanying regulations, SFWIB will ensure that the comprehensive one-stop career center at the City of Miami Career Center meets the following minimum standards:

1. Provides the career services described in section 134(c) (2), WIOA.
2. Provides access to training services as described in section 134(c)(3), WIOA, including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G), WIOA.
3. Provides access to the employment and training activities carried out under section 134(d), WIOA, if any.
4. Provides access to programs and activities carried out by one-stop career center partners. For the purposes of this policy, access means having either program staff physically present at the location or having appropriate partner staff physically present at the one-stop career center to provide information to customers about the programs, services, and activities available through partners' programs, or providing direct linkage through technology to program staff who can provide meaningful information or services.
5. Provides access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act and access to all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act.
6. Provides knowledgeable staff, including trained career counselors, as outlined in [Administrative Policy 92](#), available for assistance. Professional team members providing direct customer service must comply with the minimum skill standards for front-line staff outlined in [Administrative Policy 92](#) and have a basic orientation to all required one-stop career center partners' programs. There must be at least one WIOA Title I person physically present.
7. Provides access to the general public during regular business days (Monday through Friday). After-hours accesses to services (physical or technology based) are encouraged.
8. Provides physical and programmatic access to individuals with disabilities.

Approved By: Rick Beasley, Executive Director	Update to	Issued by: David Gilbert
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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7C

AGENDA ITEM SUBJECT: WORKFORCE SERVICES CONTRACTORS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Talent and Competitiveness Council recommends to the Board to authorize staff to negotiate contracts with Workforce Services RFP respondents based on available funding, as set forth below.

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

STRATEGIC PROJECT: **Enhance CSSF performance system**

BACKGROUND:

At its April 20, 2017 meeting, the SFWIB approved the Global Talent and Competitiveness Council's recommendation to authorize staff to re-release a Request for Proposals (RFP) for Workforce Services due to a failed Workforce Services RFP issued on February 24, 2017.

Staff released a Workforce Services RFP to the public on April 28, 2017, soliciting proposals from organizations capable of providing Workforce Services within Region 23. Ten organizations responded by the prescribed deadline.

The proposals submitted were evaluated based on the criteria detailed in the RFP. A Public Review Forum was held on June 12, 2017 wherein respondents' preliminary scores were disclosed. The attached table indicates the results of the Public Review Forum.

SFWIB staff recommends the Global Talent and Competitiveness Council to recommend to the Board the authorization for staff to negotiate contracts with the Workforce Services RFP respondent(s) that have the highest score over the 80-point threshold, and have met the due diligence and other requirements for the location(s) requested, based on available finding.

Respondents that satisfied the minimum 80-point threshold but did not meet due diligence, a contract award is contingent upon the respondent meeting the required due diligence. Respondents will have the opportunity to provide documentation to the SFWIB Office of Continuous Improvement to meet the due diligence requirement.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7D

AGENDA ITEM SUBJECT: TECHHIRE SUMMER BOOT CAMP PROGRAM

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Talent and Competitiveness Council recommends to the Board the approval to allocate an amount not to exceed \$793,645 in Temporary Assistance for Needy Families (TANF) for the CareerSource South Florida TechHire Summer Boot Camps Program, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

On May 24, 2017, CareerSource South Florida (CSSF), in partnership with Miami-Dade County Public Schools, launched its first TechHire Summer (THS) Boot Camp initiative. The TechHire Summer Bootcamps will provide 560 youth ages 15-22, with the skills to become entry-level professionals in high demand Information Technology (IT) careers.

Between 2016 –2024, more than 3,200 new tech jobs are projected to become available in Miami-Dade County, with an additional 2,409 jobs opening due to attrition. The TechHire summer boot camp program offers youth participants the fastest paths to these jobs, by providing them with the skills they will need in months, not years.

TechHire summer boot camps are designed to enhance our future workforce in the IT Industry by connecting youth participants to both traditional and nontraditional educational resources. This includes a mix of accelerated learning programs, such as gaming and coding, web development, Comp TIA A+, Auto CAD, and other innovative channels for learning.

The TechHire Summer boot camps will be offered in two, five-week sessions. The first session is June 19, 2017 through July 28, 2017; and the second session from June 26, 2017 through August 4, 2017. The boot camps will be held throughout Miami-Dade County at various Miami-Dade County Public Schools.

Youth participants completing the program, will receive a \$300.00 stipend; and upon passing the certification exam and obtaining a credential will provided an additional, \$200.00 stipend.

FUNDING: Temporary Assistance for Needy Families (TANF)

PERFORMANCE: N/A

ATTACHMENT

TechHire Summer Boot Camp Training Provider Cost Summary

Training Provider	Session 1 June 19- July 28, 2017	Cohort Cost	Training Provider	Session 2 June 26- Aug. 4, 2017	Cohort Cost
FVI/New Horizon	Gaming Development	\$ 28,995	FVI/New Horizon	Cyber Security	\$ 28,995
FVI/New Horizon	Gaming Development	\$ 28,995	FVI/New Horizon	Gaming Development	\$ 28,995
FVI/New Horizon	Cyber Security	\$ 28,995	FVI/New Horizon	Cyber Security	\$ 28,995
The Academy	Networking Training Specialist	\$ 30,000	The Academy	Cyber Security	\$ 30,000
The Academy	Web Application Developer	\$ 30,000	The Academy	Networking Training Specialist	\$ 30,000
The Academy	Web Application Developer	\$ 30,000	The Academy	Networking Training Specialist	\$ 30,000
Wyncode	Immersive Web Development	\$ 50,000	Wyncode	Immersive Web Development	\$ 50,000
MDC	AutoCAD	\$ 22,700	MDC	Hardware Fundamentals/ Comp TIA A+	\$ 25,225
MDC	AutoCAD	\$ 22,700	MDC	Gaming Development	\$ 15,375
MDC	Gaming Development	\$ 15,375	MDC	AutoCAD	\$ 22,700
Compu Design	Web Application Developer	\$ 30,000	Compu Design	Hardware Fundamentals/ Comp TIA A+	\$ 30,000
Compu Design	Hardware Fundamentals/ Comp TIA A+	\$ 30,000	Compu Design	Web Application Developer	\$ 30,000
MDCPS	Hardware Fundamentals/ Comp TIA A+	\$ 23,900	MDCPS	Hardware Fundamentals/ Comp TIA A+	\$ 23,900
MDCPS	Hardware Fundamentals/ Comp TIA A+	\$ 23,900	MDCPS	Hardware Fundamentals/ Comp TIA A+	\$ 23,900
Total:			Total:		
\$ 395,560			\$ 398,085		

Florida Vocational Institute (FVI)

Coding and Gaming Technology Bootcamp:

Cost Per Program 12- 16 students - \$24,995 or 17-24 students - \$28,995

Students will **learn how to code and create their own web applications**. Students will prepare for a Microsoft Certification in programming and will learn the basic skills of Computer Science through **project based learning under expert guidance**.

The Coding and Gaming Technology Bootcamp is perfect for aspiring **gamers, programmers, entrepreneurs**, or anybody who simply wants to be part of the technology powering the world. In this program, students will become familiar with block based programming languages. We will teach these skills through fun educational projects that will include projects such as the ones our students created below:

1. Make a musical keyboard:
2. Make a pong game. (use your arrow keys)
3. Learn the basis of game development by building a simple interactive character from scratch:

FVI will provide classroom and lab instruction to prepare students to gain the knowledge and prepare for a certification from Microsoft- Microsoft Introduction to Programming Using Block-Based Languages.

This innovative block programming course and related certification is well designed to introduce students to Coding in a fun and engaging way. Students will learn principles of programming using modern programming tools and techniques. The students will also be prepared to take the Microsoft MTA Exam 98-380. FVI will provide classroom and lab instruction to prepare students to gain the knowledge and prepared for a certification from Microsoft.

Program Certificate: Certificate of Completion and MTA Block-Based Programming Exam

CyberSecurity Bootcamp:

Cost Per Program 12- 16 students - \$24,995 or 17-24 students - \$28,995

Students will receive a broad understanding of the internet, computer networks, networking protocols, hardware, and software. Students will be equipped with the advanced knowledge of a cybersecurity-aware end user, such as recognizing social engineering, maintaining physical security of devices, identifying and mitigating malware, secure usage of wireless devices, secure web browsing and email usage, and using cloud storage securely. Students will learn about career pathways to jobs in cybersecurity.

This program prepares students to sit for either the CyberSafe (Securing Assets for End-users) Exam CBS-111 or the Microsoft MTA 98-367 Security Fundamentals Exam.

Program Certificate: Certificate of Completion and CyberSAFE Exam

The Academy

Networking Training Specialist

Cost Per Program \$2,115/per student

This program offers a hands on, project based learning approach to teaching STEM concepts in a fun and engaging way. This program helps to prepare future generations of network engineers as well as technology enthusiast. Also, known as computer network architects, network engineers work with a company's computer network, using information technology to make network systems for all employees to use. These data networks can include local area networks (LANs), wide area networks (WANs), intranets and extranets.

This program prepares students to sit for the Microsoft Technology Associate (MTA): IT Infrastructure Networking Fundamentals - MTA Exam 98-366

Program Certificate:

Certificate of Completion and Microsoft Technology Associate (MTA): IT Infrastructure Networking Fundamentals - MTA Exam 98-366

CyberSecurity

Cost Per Program \$2,115/per student

Students will enhance your cyber security knowledge and learn what it takes to begin a career as a Cybersecurity professional. Cybersecurity is the body of technologies, processes and practices designed to protect networks, computers, programs and data from attack, damage or unauthorized access. In a computing context, security includes both cybersecurity and physical security.

Program Certificate:

Certificate of Completion and Microsoft Technology Associate (MTA): IT Infrastructure Networking Fundamentals - MTA Exam 98-366

Web Application Developer

Cost Per Program \$2,115/per student

Students will learn the basics of coding languages like HTML, JavaScript, and CSS through a series of web projects and design challenges.

Program Certificate: Certificate of Completion and Microsoft Technology Associate (MTA): IT Infrastructure Networking Fundamentals - MTA Exam 98-366

Wyncode Academy

Immersive Web Development

Cost Per Program \$ 2,500 per student

Students will be empowered to build the solutions to the problems they see in the world. Each week students will face new challenges, exploring details and patterns that get right at the heart of what professional web developers do every day. During the student course, students will go from beginner to building deployable web apps which they will present to technology leaders at Wyncamp Pitch Day. The course will offer Beginning Ruby, Advanced Ruby, Ruby Projects, HTML, CSS, JavaScript, and Final Projects.

Program Certificate: Certificate of Completion from Wyncode Academy

COMPU-DESIGN USA

Web Application Developer

Cost Per Program \$ 1,500 per student

Students will begin this entry level training in both web application and Windows Store apps. The student will be able to develop dynamic websites using the latest Microsoft Visual Studio platform.

Program Certificate: Diploma and Microsoft 70-480 Certification Exam

Hardware Fundamentals CompTIA+

Cost Per Program \$ 1,500 per student

Students will be able to fix, build, install, and troubleshoot a computer or computer system professionally and efficiently. In addition, students will learn to configure and troubleshoot computer networks. This course will prepare students to work as Helpdesk Specialist with the following competencies: managing, maintaining, troubleshooting, installing, and configuring basic network infrastructure.

Program Certificate: Diploma and CompTIA+ Certification Exam

Miami- Dade College

CompTIA+ Essentials

Cost Per Program: \$25,225 per cohort

Students will learn how a computer operates and what each component inside a PC does in the grand scheme of things. Students will be able to identify, configure and install a computer from ground up, and perform upgrades with confidence. Students will also examine expansion boards, storage systems and peripheral devices. This course prepares participants for the CompTIA A+ Essentials 220-901 Certification Exam.

Program Certificate: Certificate of Completion and CompTIA + Exam

AutoCAD

Cost Per Program: \$22,700 per cohort

This program will offer students the critical knowledge and technical skills to compete for technology related positions in commercial computer aided design (CAD) as well as drafting software applications. AutoCAD is used by professionals such as graphic designers, engineers, project managers, and architects. The five-week program has three components: direct instruction, hands-on lab workshop, and test preparation instruction.

The content is aligned to the topics and objectives of the:

Applying Basic Drawing Skills, Drawing Objects, Drawing with Accuracy, Modifying Objects, Using Additional Drawing Techniques, Organizing Objects, Reusing Existing Contents, And Layouts and Printing.

Program Certificate: Certificate of Completion and AutoCAD Certified User Exam

Unity Video Game Development

Cost Per Program \$ 15,375 per cohort

Unity is the leading global game industry software engine. It offers a platform for creating beautiful and engaging 2D, 3D, VR, and AR games and apps. A powerful graphics engine and full-featured editor users to deliver content to virtually any media or device.

The Unity Certification Program provides a clear path for learning, preparing, and assessing key skills in game design and development, ensuring that students are equipped with the UNITY skills and knowledge valued by game studios and industry employers to give them the best chance of successfully transitioning into a career in game development.

Program Certificate: Certificate of Completion and Unity Certification

Miami-Dade County Public Schools

Hardware Fundamentals/ CompTIA+

Cost Per Program: \$1,179 per student

Students will be able to fix, build, install, and troubleshoot a computer or computer system professionally and efficiently. In addition, students will learn to configure and troubleshoot computer networks. This course will prepare students to work as Helpdesk Specialist with the following competencies: managing, maintaining, troubleshooting, installing, and configuring basic network infrastructure.

Program Certificate: Certificate of Completion and CompTIA+ and Network+ Exam



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7E

AGENDA ITEM SUBJECT: TAKE STOCK IN CHILDREN SCHOLARSHIP REINVESTMENT OPPORTUNITY

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Talent and Competitiveness Council recommends to the Board the approval to repackage previously awarded unused scholarships funds for the Take Stock in Children Scholarship Reinvestment Opportunity, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

In April 2016, the SFWIB and Take Stock in Children (TSIC) performed a program audit of all Florida Prepaid Scholarship accounts previously awarded to students from 2005 through 2015. The process was initiated as a result of communication with the Florida Prepaid College Foundation that identified a number of unused credit hours from the scholarships awarded that were about to expire.

During the auditing process, SFWIB staff and TSIC first identified the scholarships and contacted the affected students through a letter and email. Students currently enrolled in school will be extended a semester or more to utilize the scholarship funds based on need and proof of attendance. Those who had credit hours remaining upon graduating, funds were added to the total audited amount. Upon completion, TSIC submitted a list to Florida Prepaid in order to begin the process to repackage the scholarships that were unused.

Florida Prepaid notified TSIC that there is a total of \$214,604.88 available for repackaging. The amount will be applied to the Scholarship Reinvestment Opportunity (SRO) for the next purchase. The SRO allows unused, expired, or cancelled scholarships to be refunded and applied to an organization's next purchase.

As a result of this opportunity, the SFWIB will use the repackaged funds to reinvest and provide 28, two-year Florida Pre-paid Scholarships to the 5000 Role Models of Excellence Project. The SRO is vitally important because it ensures that none of the credit hours goes unused.

FUNDING: Temporary Assistance for Needy Families

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7F

AGENDA ITEM SUBJECT: MIAMI-DADE COUNTY COMMUNITY ACTION AND HUMAN SERVICES DEPARTMENT TARGETED OPPORTUNITY YOUTH INITIATIVE

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$571,233 in Workforce Innovation and Opportunity Act Youth funds to the Miami-Dade County Community Action and Human Services Department for a Targeted Opportunity Youth Initiative, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

The Community Action and Human Services Department (CAHSD) is Miami-Dade County's largest provider of comprehensive social and human services. CAHSD covers the lifetime spectrum, from children to the elderly, relieving hardship and helping residents become self-sufficient, productive, and independent. Programs are designed to target low-income individuals and families. The service delivery model is client-centered and results oriented.

CAHSD provides services to Miami Dade County's youth ages 25 and under. The program includes counseling, job development, retention, job placement, information and referral, employability skills training and guidance, employment orientation.

Therefore, staff recommends to the Global Talent and Competiveness Council to recommend to the Board the approval to contract with CAHSD for program year 2017-2018, to provide the employment and training services to 500 targeted Opportunity Youth, between the ages of 16-24, to independence and self-sufficiency. The program will place emphasis on preparing these youth to enter the workforce through education, work experience, internship, job placement, post program follow-up, and placement retention.

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommend that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of the SFWIB. A two-third (2/3) vote of quorum present is required to waive the competitive procurement process and award the Miami-Dade County Community Action and Human Services Department an allocation not to exceed 571,233 in Workforce Innovation and Opportunity Act (WIOA) Youth funds for a Targeted Opportunity Youth Initiative.

FUNDING: Workforce Innovation and Opportunity Act

PERFORMANCE:

Number of Opportunity Youth Served - 500

Number of Opportunity Youth Employed within/yr - 150

Number of Opportunity Youth with Credential within/yr - 150

Cost Per Service - \$1,142

Cost Per Placement - \$3,808

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7G

AGENDA ITEM SUBJECT: EMPLOYED WORKER TRAINING GRANT

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Talent and Competitiveness Council recommends to the Board the approval of an Employed Worker Training Grant for the Monroe County Sheriff's Department, in an amount not to exceed \$14,982.80 in Workforce Innovation and Opportunity Act Adult funds, as set forth below.

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

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

The Monroe County Sheriff's Office is a 650 person agency responsible for providing law enforcement and correctional facilities for the Florida Keys from Key Largo down to Key West. The Monroe County Sheriff's Office has a deep water recovery dive team, SWAT team, Bomb squad, crisis intervention team and is responsible for staffing and maintaining the county's only fleet of air ambulances.

Due to Monroe County Sheriff's Office is facing a severe staffing shortage. The high cost of housing has generated limited success with past attempts to recruit certified deputies from other areas of the state. As such, MCSO has focused its current recruitment strategy on offering training assistance to targeting qualified, local citizens in which creating career pathway for locals.

The training will be conducted by Florida Keys Community College. The program will focus on the the following training:

- Basic Law Enforcement Academy (BLE 64)

Basic Law Enforcement course prepares students to meet requirements of the Florida Department of Law Enforcement (FDLE), Criminal Justice Standards and Training Commission (CJSTC). Upon Successful completion of a basic training program, students will be eligible to apply to take the State Officer Certification Exam (S.O.C.E.). They will be learning code of ethics, statutory authority of the FDLE CJSTC, investigation knowledge and skills, knowledge of use of force and traffic control and direction.

The Basic Law Enforcement Course begins May 1st 2017 to September 19th 2017 in which CSSFL will be covering training costs from June 16, 2017 to September 19th, 2017. The training hours from June 16th 2017 to September 19th 2017 crosses over fiscal years which is why the training cost has been allocated per fiscal year.

After completion of the training, Monroe County will be able to efficiently serve the people they are responsible for.

Employees who successfully complete the training will receive a State of Florida Law Enforcement Certification. Training is to be completed by September 19th, 2017.

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of the SFWIB. A two-third (2/3) vote of quorum present is required to waive the competitive procurement process and award the Monroe County Sheriff's Department an allocation not to exceed \$14,982.80 in Workforce Innovation and Opportunity Act (WIOA) Adult funds for Employed Worker Training.

The table below sets forth the cost of the project.

Program Year	Project Amount	Number of Employees to be Trained	Cost per Trainee
2016-2017	\$2,663.60	4	\$665.90
2017-2018	\$12,319.20	4	\$3,079.80

FUNDING: As described within the background section

PERFORMANCE: As described within the background section

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8A

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 6,185 refugee job seekers into employment from October 1, 2016 through May 26, 2017, as compared to 6,135 for the same period in the previous PY. This is an overall placement increase of 1 percent.

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

- 13,998 refugee job seekers enrolled in the RET Program
- 3,373 refugees are still working after 90 days of hire
- 2,557 refugees are still working after 180 days of hire
- 2,676 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 5/25/2017

Regional

Regional		
	Measure	Region
1	Entered Employment Rate	20.196% 
2	Employed on the 90th Day	80.024% 
3	Employed on the 180th Day	84.389% 
4	Health Benefits	45.877% 
5	Placements	6,185
6	Intakes (YTD)	13,998
7	EFM Placements (YTD)	83.201% 

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 5/25/2017

AMO

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	24.328%	↑
2	Employed on the 90th Day	80.024%	88.533%	↓
3	Employed on the 180th Day	84.389%	90.868%	↓
4	Health Benefits	45.877%	50.386%	↑
5	Placements	6,185	1,094	
6	Intakes (YTD)	13,998	2,094	
7	EFM Placements (YTD)	83.201%	72.072%	↓

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 5/25/2017

Arbor E&T, LLC

Per Provider			
	Measure	Region	Center
1	Entered Employment Rate	20.196%	26.17%
2	Employed on the 90th Day	80.024%	83.784%
3	Employed on the 180th Day	84.389%	93.651%
4	Health Benefits	45.877%	40.659%
5	Placements	6,185	576
6	Intakes (YTD)	13,998	1,877
7	EFM Placements (YTD)	83.201%	82.857%

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 5/25/2017

CANC

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	13.667%	↑
2	Employed on the 90th Day	80.024%	84.79%	↓
3	Employed on the 180th Day	84.389%	82.143%	↑
4	Health Benefits	45.877%	54.581%	↑
5	Placements	6,185	563	
6	Intakes (YTD)	13,998	1,480	
7	EFM Placements (YTD)	83.201%	85.106%	↓

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 5/25/2017

Community Coalition

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	14.985%	↑
2	Employed on the 90th Day	80.024%	78.502%	↓
3	Employed on the 180th Day	84.389%	80.319%	↓
4	Health Benefits	45.877%	42.947%	↓
5	Placements	6,185	538	
6	Intakes (YTD)	13,998	969	
7	EFM Placements (YTD)	83.201%	76.19%	↑

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 5/25/2017

Lutheran Services

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	17.656%	↑
2	Employed on the 90th Day	80.024%	81.057%	↓
3	Employed on the 180th Day	84.389%	88.889%	↓
4	Health Benefits	45.877%	43.502%	↓
5	Placements	6,185	1,368	
6	Intakes (YTD)	13,998	2,932	
7	EFM Placements (YTD)	83.201%	73.826%	↓

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 5/25/2017

Miami Beach Latin Chamber

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	33.656%	↑
2	Employed on the 90th Day	80.024%	84.615%	↓
3	Employed on the 180th Day	84.389%	78.788%	↓
4	Health Benefits	45.877%	73.333%	↓
5	Placements	6,185	174	
6	Intakes (YTD)	13,998	271	
7	EFM Placements (YTD)	83.201%	66.667%	↓

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 5/25/2017

Youth Co-Op

Per Provider				
	Measure	Region	Center	
1	Entered Employment Rate	20.196%	21.952%	↑
2	Employed on the 90th Day	80.024%	72.765%	↓
3	Employed on the 180th Day	84.389%	77.391%	↓
4	Health Benefits	45.877%	42.626%	↑
5	Placements	6,185	1,872	
6	Intakes (YTD)	13,998	4,375	
7	EFM Placements (YTD)	83.201%	57.746%	↓

ND = No data

NA = Region performance not applicable for this measure

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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8B

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 statics for the Region during the period of July 1, 2016 through April 30, 2017:

- 45,275 job seekers placed into jobs exited the system as compared to 44,553 for the same period during the previous PY. This is a 1.6 percent increase.
- The Wagner-Peyser Entered Employment Rate (EER) is 54.5 percent and is ranked 5th.
- The Veterans Program EER is 57.5 percent and is ranked 5th.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is 43.2 percent and is ranked 8th.
- The CAP / WT Program EER is 35.1 percent and is ranked 8th.

The Monthly Job Placement Report, developed by the Florida DEO and CareerSource Florida, shows the Region placed 71,991 job seekers into jobs for PY 2016-2017 from July through April as compared to 69,407 for the same period in PY 2015-2016. This is a 3.7 percent increase. Region 23 (CareerSource South Florida) makes up 23.2 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 April 30, 2017 (Year-to-Date)

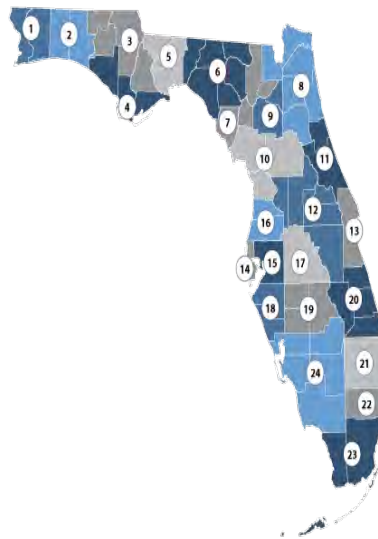
Wagner-Peyser Entered Employment Rate					
Rank	Prev. Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	3	14	15,635	22,178	70.5 %
2	2	9	2,793	3,993	69.9 %
3	1	15	25,015	37,004	67.6 %
4	5	16	6,649	12,082	55.0 %
5	4	23	45,274	83,031	54.5 %
6	6	13	5,879	12,067	48.7 %
7	7	19	2,294	5,082	45.1 %
8	9	24	7,596	18,334	41.4 %
9	8	7	1,274	3,177	40.1 %
10	1	10	4,145	10,474	39.6 %
		SW	186,125	415,727	44.8 %

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	1	9	171	252	67.9 %
2	2	14	755	1,228	61.5 %
3	5	15	964	1,586	60.8 %
4	3	16	440	742	59.3 %
5	4	23	693	1,206	57.5 %
6	6	13	547	1,176	46.5 %
7	9	22	550	1,347	40.8 %
8	7	3	109	271	40.2 %
9	8	20	234	586	39.9 %
10	13	17	250	705	35.5 %
		SW	9,235	22,975	40.2 %

Welfare Transition Participation Rate (All Family)					
Rank	Prev. Rank	Region	Work Engaged	Received TANF	Performance
1	1	21	1,077	1,848	58.3 %
2	2	22	3,135	5,487	57.1 %
3	3	14	1,644	3,116	52.8 %
4	4	11	1,847	3,603	51.3 %
5	5	15	2,002	4,078	49.1 %
6	6	16	970	2,003	48.4 %
7	7	17	982	2,217	44.3 %
8	9	23	4,608	10,661	43.2 %
9	8	12	3,059	7,100	43.1 %
10	11	6	139	343	40.5 %
		SW	25,492	61,017	41.8 %

Welfare Transition Entered Employment Rate					
Rank	Prev. Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	1	14	710	1,556	45.6 %
2	3	15	920	2,156	42.7 %
3	2	22	999	2,376	42.0 %
4	4	17	457	1,092	41.8 %
5	6	11	497	1,286	38.6 %
6	5	16	341	903	37.8 %
7	7	12	1,202	3,383	35.5 %
8	8	23	1,635	4,658	35.1 %
9	9	9	126	360	35.0 %
10	10	21	305	895	34.1 %
		SW	10,058	28,307	35.5 %

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





SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8C

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 May 30, 2017, 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:

- 115/115 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%.
- 836/986 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 85%.
- 84/84 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%.
- 41/41 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 - May 30, 2017

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%	180	146	81%	9	9	100%			
Cuban National Council	44	44	100%	124	104	84%	44	44	100%			
Youth Co-Op Monroe	3	3	100%	14	14	100%	3	3	100%			
Youth Co-Op Miami-Dade	18	18	100%	174	162	93%	28	28	100%			
YEAR-TO-DATE PERFORMANCE	74	74	100%	492	426	87%	84	84	100%			
<i>OUT-OF-SCHOOL PROGRAM</i>												
Adult Mankind Organization	3	3	100%	97	60	62%				3	3	100%
Community Coalition	1	1	100%	68	63	93%				1	1	100%
Cuban American National Council	N/D	N/D	N/D	72	52	72%				N/D	N/D	N/D
Greater Miami Service Corps	3	3	100%	60	54	90%				3	3	100%
Youth Co-Op Monroe	3	3	100%	21	20	95%				3	3	100%
Youth Co-Op Miami-Dade	31	31	100%	176	161	91%				31	31	100%
YEAR-TO-DATE PERFORMANCE	41	41	100%	494	410	83%				41	41	100%
REGIONAL PERFORMANCE	115	115	100%	986	836	85%	84	84	100%	41	41	100%



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8D

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 table, dated May 25, 2017, indicates that the South Florida Workforce Investment Board generated \$5,348,457.66 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$3.87. Ninety percent of training services participants completed classroom training. Of those completing training, 85 percent have obtained employment with an average wage of \$17.78. Eighty-five percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$29,387.13.

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		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Advanced Technical Centers	8	7	3	42.86 %	2	66.67 %	\$ 2,819.54	\$ 19,736.78	\$ 6,578.93	\$ 11.25	\$ 23,400.00	\$ 16,821.07	\$ 2.56
Compu-Med Vocational Career Corp - Hialeah	3	3	3	100.00 %	3	100.00 %	\$ 780.72	\$ 2,342.17	\$ 780.72	\$ 9.17	\$ 19,066.67	\$ 18,285.94	\$ 23.42
Dade Institute of Technology - Main Campus	11	11	8	72.73 %	7	87.50 %	\$ 7,774.97	\$ 85,524.72	\$ 10,690.59	\$ 13.08	\$ 27,206.40	\$ 16,515.81	\$ 1.54
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	4	100.00 %	4	100.00 %	\$ 3,421.01	\$ 13,684.05	\$ 3,421.01	\$ 9.70	\$ 20,176.00	\$ 16,754.99	\$ 4.90
Life-Line Med Training -Main Campus	11	10	3	30.00 %	2	66.67 %	\$ 3,905.91	\$ 39,059.09	\$ 13,019.70	\$ 10.33	\$ 21,493.33	\$ 8,473.64	\$ 0.65
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	21	14	12	85.71 %	10	83.33 %	\$ 1,159.71	\$ 16,236.00	\$ 1,353.00	\$ 12.80	\$ 26,627.47	\$ 25,274.47	\$ 18.68
Miami-Dade College	9	7	2	28.57 %	2	100.00 %	\$ 2,376.88	\$ 16,638.16	\$ 8,319.08	\$ 17.50	\$ 36,400.00	\$ 28,080.92	\$ 3.38
New Horizons	56	55	52	94.55 %	48	92.31 %	\$ 9,910.71	\$ 545,089.29	\$ 10,482.49	\$ 19.47	\$ 40,493.20	\$ 30,010.71	\$ 2.86
Sullivan & Cogliano Training Centers, Inc. Kendall	38	35	31	88.57 %	25	80.65 %	\$ 5,860.95	\$ 205,133.16	\$ 6,617.20	\$ 15.63	\$ 32,514.43	\$ 25,897.23	\$ 3.91
The Academy -- Fort Lauderdale Campus	1	1	1	100.00 %	1	100.00 %	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 20.40	\$ 42,432.00	\$ 32,432.00	\$ 3.24
The Academy -- Miami Campus	52	49	47	95.92 %	42	89.36 %	\$ 8,908.46	\$ 436,514.42	\$ 9,287.54	\$ 22.49	\$ 46,786.28	\$ 37,498.74	\$ 4.04
The CDL School, Inc.	14	14	13	92.86 %	13	100.00 %	\$ 2,410.71	\$ 33,750.00	\$ 2,596.15	\$ 14.22	\$ 29,576.00	\$ 26,979.85	\$ 10.39
	237	213	182	85.45 %	162	89.01 %	\$ 6,494.83	\$ 1,383,399.48	\$ 7,601.10	\$ 17.78	\$ 36,988.23	\$ 29,387.13	\$ 3.87



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8E

AGENDA ITEM SUBJECT: MODIFICATIONS TO THE BALANCED SCORECARD

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Performance Council and Executive Committee recommends to the Board the approval to make the following Process and Outcome Measure changes to the Balanced Scorecard, as set forth below.

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

STRATEGIC PROJECT: **Improve service delivery outcomes**

BACKGROUND:

The region's Balanced Scorecard is a tool that is used to measure and monitor the daily performance of the contracted service providers for the current program year. The tool currently consists of nineteen (19) measures that are a combination of performance and process measures. In an effort to improve performance and closely monitor the efficiency of our current processes, SFWIB Staff is recommending the following changes to the Balanced Scorecard.

1. The new Balance Scorecard will be divided into two sections, items 1 through 13 will focus on Process/Quality Measures and items 14 through 19 will focus on Performance Outcomes measures
2. The following measures are recommended for removal / replaced on the Balance Scorecard:
 - a. Level of Service
 - b. Job Opening Index
 - c. SNAP Enter Employment Rate
3. The following measures are recommended for inclusion on the Balance Scorecard:
 - a. Average Days to Employment: This measure will indicate the number of days from job seeker registration to the date the job seeker entered employment. The established benchmark goal is set at the following:
 - i. Overall Regional Job Placement - 145 Days
 - ii. Direct Job Placement (DJP) - 60 Days
 - iii. Obtain Employment (OEs) - 167 Days

- b. Job Openings Fill Rate: This measure will indicate the number of positions filled as apposed to the total number of positions that were available within those job orders. This measure is calculated from the number of job orders that have been closed and will not contain job orders that are still open and available. This should provide a snapshot of how many CSSF job seekers are being placed into the job openings vice outside candidates.
- c. Referral Average Job Skills Match: The measure will indicate the match ratio between the job seeker who is being referred by the service provider as apposed to the requested job skills that are listed/required in the job order. The goal of this measure is to ensure service providers are making quality referrals.

These new measures will help monitor how efficient the service providers are in their process and provide an indicator when a process may need to be adjusted in order to maintain a quality level of service.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT