



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
GLOBAL TALENT AND COMPETITIVENESS (GTC)  
COUNCIL MEETING  
Thursday, June 15, 2017  
8:00 AM**

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 GTC Council Meeting Minutes
  - A. April 20, 2017
3. Information – Employed Worker Training (EWT) Update
4. Recommendation as to Approval of the One-Stop Career Center Certification Requirements Policy
5. Recommendation as to Approval of Workforce Services Contractors
6. Recommendation as to Approval to Allocate Funds for TechHire Summer Bootcamps
7. Recommendation as to Approval of the Take Stock in Children Scholarship Reinvestment Opportunity
8. Recommendation as to Approval to Allocate Funds to the Miami-Dade County Community Action and Human Services Department for a Targeted Opportunity Youth Initiative
9. Recommendation as to Approval of an Employed Worker Training Grant



**SFWIB GLOBAL TALENT AND COMPETITIVENESS COUNCIL**

**AGENDA ITEM NUMBER:**

**DATE: June 15, 2017 at 8:00AM**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

April 20, 2017 at 8:00 A.M.  
 Doubletree Hotel – Exhibition Center  
 711 N.W 72<sup>nd</sup> Avenue  
 Miami, FL 33126

<b>COMMITTEE MEMBERS IN ATTENDANCE</b>	<b>SFWIB STAFF</b>	<b>OTHER ATTENDEES (AUDIENCE)</b>
1. Ferradaz, Gilda– <i>Chairwoman</i> 2. Baldwin, Cheryl 3. Brecheisen, Bruce 4. Brown, Clarence 5. Piedra, Obdulio 6. Roth, Thomas 7. Russo, Monica	Beasley, Rick Graham, Tomara Gilbert, David	Brito, Hilma – Rescare, Inc.  Buttacavoli, Jose – <i>Community Coalition, Inc.</i>  Dorsette, Debrorah – <i>New Horizons, Inc.</i>
<b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>  8. del Valle, Juan Carlos, <i>Vice-Chairman</i> 9. Ludwig, Philipp 10. Gazitua, Luis 11. West, Alvin		Farinas, Irene – <i>Adults Mankind Organizations, Inc. (AMO)</i>  Manning, Ann – <i>Transition, Inc.</i>  Pichardo, Jorge – <i>Youth Co-Op, Inc.</i>  Rodriguez, Maria – <i>Youth Co-Op, Inc.</i>

Agenda items are displayed in the order they were discussed.

**1. Call to Order**

Global Talent and Competitiveness (GTC) Council Chairwoman Gilda Ferradaz called the meeting to order at 8:24am, asked all those present introduce themselves. She noted that a quorum had not been achieved.

**3. Information – Employed Worker Training (EWT) Update**

Chairwoman Gilda Ferradaz introduced the item and Youth Programs Manager Tomara Graham further presented and read the item into record.

Chairwoman Ferradaz asked whether if the program consist of providing training those current employees within the organization. Executive Director Rick Beasley responded, "Yes." He further explained.

Mr. Brecheisen inquired about the number of requests and Mr. Beasley responded.

Chairwoman inquired about the purpose and skills upgrade as a result of receiving EWT. Mr. Beasley explained that the purpose is to improve skills sets within the organization.

Mr. Brecheisen inquired about compensation level and Mr. Beasley further explained.

Mr. Piedra inquired about level of due diligence and Mr. Beasley further explained.

Mr. Brecheisen asked whether the funds are "use it or lose it." Mr. Beasley responded that funds could be carried over.

Mr. Piedra commented on his support of this item and recommended providing success stories.

Mr. Brecheisen recommended verifying any potential violations as a criteria.

Ms. Ferradaz inquired about the entity that would provide the trainings. Mr. Beasley responded that the information is not readily available; however he would provide a scoring sheet.

[Mr. Clarence Brown arrived; Quorum achieved]

Mr. Piedra asked Youth Co-Op, Inc. Executive Director Maria Rodriguez who was seated in the audience regarding the

**2. Recommendation as to Approval August 18, 2016, October 20, 2016, December 15, 2016 and February 16, 2017**

Mr. Brecheisen moved the approval of August 18, 2016, October 20, 2016, December 15, 2016 and February 16, 2017 meeting minutes. Motion seconded by Ms. Cheryl Baldwin; **Motion Passed Unanimously**

**4. Recommendation as to Approval to Allocate Funds to Transition, Inc.**

SFWIB Chairwoman Gilda Ferradaz introduced the item and Adults Program Manager, David Gilbert further presented.

Mr. Bruce Brecheisen moved the approval to Allocate Funds to Transition, Inc. Motion seconded by Mr. Obdulio Piedra; **Further Discussion(s):**

Mr. Brown inquired about status of current performances and Mr. Beasley responded that performances have improved from prior years. He later noted into record a scrivener's error in the language of the item. The amount shown in bullet point (WIOA Adult/ Dislocated Worker \$100,000) should reflect \$200,000.00.

**Motion Passed by Unanimous Consent**

**5. Recommendation as to Approval of Workforce Services Contractors**

Chairwoman Ferradaz introduced the item and Mr. Beasley presented the amendment to this item. Each member received an amended copy.

Mr. Piedra moved the approval of workforce services contractors. Motion seconded by Mr. Bruce Brecheisen; **Further Discussion(s):**

Mr. Piedra asked whether if the scoring system/ criteria will remain the same and Mr. Beasley explained that Request for Proposals (RFP) would be modified. He noted that the process would potentially change, but the tool would remain the same. He provided further details regarding providers being able to request a public record request of prior scores.

Chairwoman asked whether respondents would receive feedback with regards to their scores. Mr. Beasley responded, "Yes." He provided details.

Mr. Brecheisen inquired about the performance ratings. SFWIB Adults Program Supervisor provided details on CSSF's performance tools.

Mr. Piedra inquired about current number of providers that were part of the seven respondents. Mr. Beasley responded four. He additionally noted a total of three new organizations applied.

Mr. Piedra inquired about costs associated for a public records request and Mr. Beasley provided details.

Mr. Piedra recommended waiving costs associated with public records request for providers requesting prior scores. Mr. Beasley explained that it would be possible due to the lack of staff and he explained that didn't want to show any preferences.

Mr. Brecheisen asked whether if the RFP would be rereleased and Mr. Beasley responded, "Yes."

There was continued discussion.

**Motion Passed by Unanimous Consent**

**5. Recommendation as to Approval of Youth Services Contractors**

Mr. Ludwig concurred with Mr. Brecheisen's request and recommended deferring the item.

Chairwoman Gilda Ferradaz inquired about potential process delays/lapse of funding should this item gets deferred. Ms. Kavehersi explained.

Mr. Ludwig inquired about program semester dates and the representative responded that semesters begin in the months February, May, August and October then provided further explanation.

Mr. Brown stated that he didn't feel it was necessary to defer this item.

Ms. Kavehersi explained that staff that if this item does not get differed, staff will verify with legal of proposed stipulations.

Executive Director Rick Beasley briefly shared the process of moving the item based on consensus.

After continued discussion, the consensus of the members present moved the item to the full Board with the terms recommended by the potential training vendor. SFWIB staff will draft a revised policy thereafter.

There being no further business to come before the Committee, the meeting adjourned at 9:23am.



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 3

**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.

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

**FUNDING:** WIOA Adult Funding

**PERFORMANCE:** N/A

*ATTACHMENT*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 4

**AGENDA ITEM SUBJECT:** ONE-STOP CAREER CENTER CERTIFICATION REQUIREMENTS

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

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend 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, staff recommends to the GTCC to recommend 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](mailto: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](mailto: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](mailto: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 10<sup>th</sup> 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](http://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**

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

**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.

<b>Approved By:</b> Rick Beasley, Executive Director	<b>Update to</b>	<b>Issued by:</b> 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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## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES CONTRACTORS

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

**RECOMMENDATION:** SFWIB staff recommends the Global Talent and Competitiveness Council to recommend 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*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** TECHHIRE SUMMER BOOT CAMP PROGRAM

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

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$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
<b>Total:</b>		<b>\$ 395,560</b>	<b>Total:</b>		<b>\$ 398,085</b>

# 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



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** TAKE STOCK IN CHILDREN SCHOLARSHIP REINVESTMENT OPPORTUNITY

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

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to repackage previously awarded unused scholarship 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*





## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 8

**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*



## **SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL**

**DATE:** 6/15/2017

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** EMPLOYED WORKER TRAINING GRANT

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

**RECOMMENDATION:** SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend 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 19<sup>th</sup> 2017 in which CSSFL will be covering training costs from June 16, 2017 to September 19<sup>th</sup>, 2017. The training hours from June 16<sup>th</sup> 2017 to September 19<sup>th</sup> 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 19<sup>th</sup>, 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.

<b>Program Year</b>	<b>Project Amount</b>	<b>Number of Employees to be Trained</b>	<b>Cost per Trainee</b>
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*