



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**AGENDA ITEM NUMBER: 2A**

**AGENDA ITEM SUBJECT: MEETING MINUTES**

**DATE:** June 23, 2016 at 9:30AM  
 Doubletree Hotel – Exhibition Center  
 711 N.W. 72<sup>nd</sup> Avenue  
 Miami, FL 33126

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

<b>OTHER ATTENDEES</b>	
Alexis, Marceline – <i>N/A</i>	Perez, Chris – <i>The Academy</i>
Banks, Theron – <i>Greater Miami Service Corps.</i>	Perez, Marenny – <i>The Academy</i>
Brito, Hilma – <i>Rescare, Inc.</i>	Porro, William – <i>City of Miami</i>
Cooper, Jamie – <i>New Horizons</i>	Quiros, Vivian – <i>Sullivan &amp; Cogliano</i>
Costas, Jorge – <i>Youth Co-Op, Inc.</i>	Rodriguez, Maria – <i>Youth Co-op, Inc.</i> Someillia, Ana – <i>Adults Mankind Organization (AMO)</i>
Farinas, Irene – <i>Adults Mankind Organization (AMO)</i>	Someillan, Ana – <i>Adults Mankind Organization, Inc.</i>
Flores, Oscar – <i>Compu-Med</i>	Stephanowicz, M – <i>Monroe County Schools</i>
Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i>	Torres, Cathy – <i>Florida Keys Community College</i>
Gilbert, David – <i>City of Miami</i>	Urrutia, Humberto – <i>The Academy</i>
Girnun, Arnie – <i>New Horizons</i>	
Jean-Jacques – <i>Evans – N/A</i>	
Mitchel, Carlana – <i>Miami-Dade County Public Schools (M-DCPS)</i>	

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

**1. Call to Order and Introductions**

SFWIB Chairman, Obdulio Piedra called the meeting to order at 9:40a.m and began with introductions. He briefly recognized a group of representatives from City Year that were seated in the audience. Chairman Piedra later verified whether there was quorum and staff confirmed. Mr. Datorre also requested verification of quorum and staff reiterated that quorum had been achieved.

**2.a. Approval of SFWIB Meeting Minutes of February 16, 2016**

Dr. Rolando Montoya moved the approval of SFWIB Meeting Minutes of February 16, 2016. Motion seconded by Mr. Juan Carlos del Valle; **Motion Passed Unanimously**

#### **4. Executive Director's Report**

Executive Director Rick Beasley reviewed with the Board his report and each member received a copy. The report contained information regarding: (1) FEDERAL – Budget (2) LOCAL – Miami Designated as a TechHire Community; and (3) LOCAL – Miami-Dade County First Source Hiring Referral Program; (4) LOCAL – Career Center Performance.

- The White Announced that Miami-Dade County is one of two “TechHire” communities designated in the State of Florida, representing the only TechHire community in Southern Florida.
- The Board of County Commission recently removed the sunset provision for the First Source Hiring Referral Program.

No further questions or discussions.

#### **5. Executive Committee**

##### **5a. Recommendation as to Approval of the 2016-2020 Strategic Plan**

**Chairman Piedra introduced the item and Mr. Beasley further presented the following six strategic goals:**

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

No further questions or discussions.

[Mr. Carlos Manrique stepped out of the meeting room]

##### **5.b. Recommendation as to Approval of the 2016-20 WIOA Local Workforce Plan**

Chairman Obdulio Piedra introduced the item and Mr. Beasley further discussed. He later introduced SFWIB Business Services Manager, Cheri Kavehersi who appeared before the Board and presented the 2016-20 WIOA Local Workforce Plan.

No further questions or discussions.

[Mr. Manrique returned]

Mr. Alvin West moved the approval of the 2016-2020 WIOA Local Workforce Plan. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

##### **5.c. Recommendation as to Approval to Allocate funds for the Summer Youth Employment Program**

Chairman Piedra introduced the item and Mr. Beasley further discussed the Executive Committee's recommendation for the Board's approval to allocate an amount not to exceed \$3,000,000 in Temporary Assistance for Needy Families (TANF) funds for the South Florida Workforce Investment Board Summer Youth Employment Program.

Mr. Datorre recommended an amendment be made to allocate (extend) unexpended funds to summer youth related program activities. However, Mr. Beasley suggested identifying a budgeting component. Chairman Piedra added that staff is currently in the process of preparing next year's (2016-17) budget. Mr. Beasley advised that he will meet with Chairman Piedra to determine the next scheduled budget workshop.

Mr. Alvin West moved the approval to allocate funds for the summer youth employment program. Motion seconded by Mr. Roberto Datorre; **Motion Passed Unanimously**

[Mr. Thomas Roth stepped out of the meeting room]

**5.d. Recommendation as to Approval to Accept and Allocate funds for the City of Miami Gardens Summer Youth Employment Program**

[Mr. Thomas Roth returned to the meeting room]

Chairman Piedra introduced the item and Mr. Beasley further discussed the Executive Committee's recommendation for the Board's approval to accept \$100,000 from the City of Miami Gardens for a Summer Youth Employment Program for the youth of Miami Gardens and provide \$100,000 in matching Temporary Assistance for Needy Families (TANF) funds.

Mr. Albert Huston moved the approval to accept and allocate funds for the City of Miami Gardens Summer Youth Employment Program. Motion Seconded by Mr. Juan Carlos del Valle; **Motion Passed Unanimously**

**5.e. Recommendation as to Approval to Allocate funds for a TechHire Center and YOUMedia Lab for the Digital Learning Center**

Chairman Piedra introduced the item and Mr. Beasley further discussed the Executive Committee's recommendation for the Board's approval to allocate \$250,000 to Big Brother's Big Sisters of Miami to establish a CareerSource TechHire Center and for the creation of the YOUMedia Miami Lab portion of the Digital Learning Center.

Dr. Rolando Montoya moved the approval to Allocate funds for a TechHire Center and YOUMedia Lab for the Digital Learning Center. Motion seconded by Mr. Juan Carlos del Valle; **Motion Passed Unanimously**

**6. Finance and Efficiency Council Meeting**

**6a. Information – Financial Report – February 2016**

Chairman Piedra introduced the item and Mr. Beasley further reviewed with the Board the Financial Report for the period of July 1, 2015 through February 29, 2016 by providing the following highlights:

**Budget Adjustments**

Revenues increased by a total of \$180,380

Expenses (Facility Costs) increase by \$180,380

**Explanation of Significant Variances**

1. Training and Support Services expenditures are low: (21.1% versus 66.67%)
2. Other Programs and Contracts are 12.6% versus 66.67%

Additionally noted on correction that the \$2 million allocation expected be received from Miami-Dade County will be allocated directly to the individual county commission districts for the summer youth employment. As such adjustment would be made. Mr. Beasley later requested a motion to accept the report

Mr. Juan Carlos del Valle moved the approval to receive the February 2016 financial report. Motion seconded by Mr. Alvin West; **Motion Passed Unanimously**

**6b. Information – Bank Reconciliation – February 2016**

Mr. Beasley presented the February 2016 bank reconciliation report then requested a motion by the Board to receive.

Mr. Alvin West moved the approval of February 2016 Bank Reconciliation report. Motion seconded by Mr. Roberto Datorre; **Motion Passed Unanimously**

**6d. Recommendation as to Approval to Accept \$13,124 in WIOA Adult Funds**

Chairman Piedra introduced the item and Finance and Efficiency Council (FEC) Chairman Mr. Charles Gibson further presented the Council's recommendation for the Board's approval to accept \$13,124 in WIOA Adult Funds.

Mr. Roberto Datorre moved the approval to accept \$13,124 in WIOA Adult funds. Motion seconded by Mr. Alvin West; **Motion Passed Unanimously**

**6e. Recommendation as to Approval to Accept \$12,401 in WIOA Dislocated Worker Funds**

Chairman Piedra introduced the item and FEC Chairman Charles Gibson further presented the Council's approval to recommend to the Board to accept \$12,401 in WIOA Dislocated Worker program funds.

Mr. Alvin West moved the approval to accept \$12,401 in WIOA Dislocated Worker Funds. Motion seconded by Mr. Andy Perez; **Motion Passed Unanimously**

**6f. Recommendation as to Approval to Allocate ~~\$3,625,013~~ In WIOA Carry-Over Funds**

Chairman Piedra introduced the item and FEC Chairman Charles Gibson further discussed the Council's approval to Allocate ~~\$3,625,013~~ (Correct Amount: in WIOA Carry-over funds.

Mr. Roberto Datorre moved the approval to allocate ~~\$3,625,013~~ in WIOA Carry-Over funds. Motion seconded by Mr. Juan Carlos del Valle; **Motion Passed Unanimously** (please refer to bottom of page 7)

Prior to proceeding to the next item, Mr. Beasley reviewed with the Board a draft allocation that had been sent to all regional workforce boards by the state of Florida ( refer to Item# 6C for additional details) . He additionally noted that he will work with the Chairman and Vice-chair to identify a date to hold a future budget workshop.

Mr. Manrique inquired about the Board's approval of the 2016-17 budget. Mr. Beasley responded this would take place at the next Board meeting scheduled in June. Mr. Manrique subsequently asked whether all contracts would be heard at that time. Mr. Beasley provided further details.

**7. Global Talent Competitiveness Council**

**7.a. Recommendation as to Approval of a TechHire Initiative for Overtown**

Chairman Piedra introduced the item and Global Talent Competitiveness Council Chairwoman, Gilda Ferradaz further discussed the Council's approval to recommend to the Board to allocate an amount no to exceed \$98,470 in Workforce Innovation and Opportunity Act (WIOA) adult funds for an Overtown TechHire Training Initiative (TechHire).

Mr. Juan Carlos del Valle moved the approval of a TechHire Initiative for Overtown. Motion seconded by Mr. Charles Gibson; **Motion Passed Unanimously**

**7b. Recommendation as to Approval of New Programs for Existing Training Vendors**

Chairman Piedra introduced the item and GTC Chairwoman Ferradaz further discussed the Council's approval to recommend to the Board of new programs for the following existing training vendor(s).

**Florida Vocational Institute, Corp.**

- IT Security and Cloud Professional Engineer – Diploma
- Web Application Development Engineer – Diploma

**Sullivan and Cogliano Training Centers, Inc.**

Request to add new programs(s):

- Computer Applications Technology Business Track – AAS
- Computer Applications Technology Medical Track – AAS
- Help Desk – Diploma
- System Administrator – Diploma
- Computer Repair – Diploma
- Accounting Support Office Specialist – Diploma
- Legal Studies – Diploma
- Organizational Leadership – Diploma
- Medical Office Specialist – Diploma
- Microsoft Office Career Specialist – Diploma

Mr. Andy Perez moved the approval of New Programs for Existing Training Vendors. Motion seconded by Mr. Charles Gibson; **Motion Passed Unanimously**

**7c. Recommendation as to Approval of City Year Miami Pilot Program**

GTC Chairwoman Ferradaz discussed the Council's approval to recommend to the Board the approval to allocate an amount not to exceed \$200,000 in Temporary Assistance for Needy Families (TANF) funds to City Year Miami for a 2015-16 School Year Pilot Program previously awarded to Miami-Dade County Public Schools.

Mr. Juan Carlos del Valle moved the approval of New Programs for Existing Training Vendors. Motion seconded by Mr. Thomas Roth; **Motion Passed Unanimously**

**6.f. Vice-Chairman Bridges noted into record a scrivener's error in the amount of \$3,625,013. He stated the correct amount should reflect \$3,330,371.**

Mr. Bruce Brecheisen moved the approval to amend item 6.f. Motion seconded by Mr. Juan Carlos del Valle. Motion Passed as amended by unanimous consent

**8. Performance Council**

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

**8b. Information – Refugee Employment and Training Program Balanced Scorecard Update**

**8c. Information – Workforce Services Balanced Scorecard and Job Placement Update**

**8d. Information – Workforce Services Regional Performance Overview**

**8e. Information – Youth Partners Regional Performance**

**8f. Information – Consumer Report Card Update**

Chairman Piedra introduced the item and Performance Council Vice-Chairman Cynthia Gaber further discussed the above items (8.a – 8.f.).

Mr. Gibson inquired about the significant variance of 33% for Transition, Inc. Mr. Beasley explained the current performance standards. However, Mr. Gibson commented that he would like to see the entity's numbers improve from its current state. Mr. Beasley advised that he will have staff meet with Transition, Inc. and provided a brief overview of CSSF's Performance Improvement Teams (PIT).

Ms. Ferradaz added that this entity only has 16 performances measures to meet versus the standard total of 18.

Dr. Montoya also commented on how challenging is to place the ex-offender population into jobs. Therefore, he suggested that this particular population should be measured differently. Mr. Beasley also explained the timing issues.

Mr. Beasley noted a scrivener's error into record in item# 8b. He stated that there are three entities that did not meet performance. Therefore, he requested the language be corrected to state that "5 out of 7 have met or exceeded performance."

Chairman Piedra recommended this item to the performance council for further review.

Vice-Chairwoman Gaber continued with her presentation of item numbers 8c to 8d.

No further questions or discussions.

**3. Chairman's Report**

Chairman Piedra shared with the Board regarding his recent participation at a press conference related to youth violence with Miami-Dade County Mayor Carlos Gimenez. He also advised the Board of an eMerge conference that was held in Miami Beach which he announced was an "astounding success." He furthermore announced a recent compliment made by a local reporter regarding this region.

Deferred Item(s):

**6c. Information – PY 2015-16 Potential In-State Allocation**

There being no further business to come before the Board, the meeting adjourned at 10:36am.

**Miami Dade College – Wolfson Campus**  
**The Hospitality Institute**  
**Miami International Hospitality Center – Hospitality Management Program**  
**Proposed Hospitality Certification and Employment Training (HCET)**  
**July 1, 2016 to June 30, 2017**

**Program Overview**

The Hospitality Institute in partnership with the Miami International Hospitality Center is offering a comprehensive Hospitality Certification and Employment Training (HCET) which will: (1) provide qualified eligible individuals with the necessary skills training for entry into a career in the hospitality industry that are consistent with industry needs; (2) help address current and future labor shortages; (3) increase participants' employment opportunities upon course completion. Graduates will be ready to perform the acquired hospitality and customer service skills at a new level of service excellence and will be prepared for entry level employment.

HCET consists of a total of 4 weeks / 80 hours of instruction in one of four targeted hospitality positions, customer service and job skills training: 20 hours in week one of orientation and workforce readiness training; 60 hours in weeks two to four of classroom instruction, hands-on training, customer service training, and industry related job skills training.

The training will take place at an outsourced fully equipped hospitality hands-on training facility located at 420 SW 12 Avenue, Miami, Florida until such time that The Hospitality Institute relocates to Culmer Center (date to be determined). Classes will be taught by experienced Miami Dade College instructors and contracted hospitality trainers.

The American Hotel & Lodging Educational Institute START (Skills, Tasks and Results Training) will be used to structure curriculum components. The START programs offer training in the following four line positions that are considered by AHLEI to be the most relevant in today's hospitality industry and the most useful for finding employment: Guestroom Attendant, Restaurant Server, Front Desk Representative, and Maintenance Employee. Guest Service Gold customer service training has been added to the curriculum in response to industry feedback. To enhance participants' work readiness, an essential part of the overall program will be job skills training.

HCET will target, train and prepare up to one hundred fifty (150) South Florida Workforce Investment Board (SFWIB) qualified, eligible participants to successfully complete training, receive certifications and practical experience in one of the four targeted hospitality positions, to become employable and placed in entry level positions within the industry.

**Main Program Components**

- Orientation and workforce readiness training (week one of each cohort, 20 hours)
- Classroom instruction, hands-on hospitality training, customer service training, industry related job skills training (weeks two to four, 60 hours)
- AHLEI Guest Service Gold Certification (for all participants)
- Safe Staff Certification (for Restaurant Server cohorts only)
- AHLEI Certification in one hospitality position (if participant achieves a score of 70% or better on the written exam graded by AHLEI)
- Job placement assistance in coordination with CareerSource South Florida



### **Program Summary**

- Number of participants: 25 participants per cohort / 150 participants maximum
- Participant cost: \$1,390.00 cost per participant
- Expected number of cohorts: 6 cohorts
- Cohort length: 4 weeks / Monday through Friday from 9:00 am to 1:00 pm daily
- Program term: July 1, 2016 to June 30, 2017

### **Program Offerings**

- One week orientation and workforce readiness
- Classroom training based on American Hotel and Lodging Association Education Institute (AHLEI) START Certification Curriculums
- Classroom instruction and skills training in one targeted hospitality position and related industry operations
- Customer service skills training
- Hands on experience and participation in industry and college events
- Increased vocabulary and terminology in the hospitality industry
- Employability skills, professionalism and work ethics
- Enhanced communication and interview skills
- Instruction on the proper dress code and industry code of professionalism
- Safe Staff Training, testing and certification (for Restaurant Server cohorts only)
- AHLEI Guest Service Gold Training, testing and certification
- Miami Dade College Certificate of Completion
- AHLEI testing and certification in one hospitality position (if the participant achieves a score of 70% or better on the written exam graded by AHLEI)

### **Program Costs (detailed budget attached)**

- Outsourced Training Facility (Agreement for Service/ER Multiservices or Culmer Center/Date TBD)
- Full-time Program Manager annual salary and fringe benefits
- Full-time Secretary annual salary and fringe benefits
- Instructional Hours/Prep and fringe benefits
- Job Skills Instructor/Prep and fringe benefits
- Training Consultant
- Office supplies / Printing
- Drug Testing Fees
- Promotional Materials
- Instructional Materials
- AHLEI Student Book and Certification
- Guest Service Gold Certification
- Safe Staff Certification (Restaurant Server cohorts only)
- Completion Showcase & Luncheon
- Polo Shirts (uniform) for Participants
- Transportation and Field Trips
- Freight and Postage
- Industry Outreach / Networking

## **Training Overview**

- Six four-week cohorts of Hospitality Certification and Employment Training are scheduled within the program term that aligns with CareerSource South Florida's fiscal year from July 1, 2016 to June 30, 2017 (schedule attached).
- The specific targeted training to be offered for each cohort will be identified based on industry demand and input from CareerSource South Florida. Certain targeted trainings may be offered more frequently than others.
- CareerSource participants will be required to complete Neighbors and Neighbors Association (NANA) Work Readiness Program before beginning a Hospitality Certification and Employment Training. The NANA Work Readiness Program is a separate program with its own administration and funding sources. Upon successful completion of the NANA Work Readiness Program (including meeting attendance and classroom conduct requirements and passing a drug test) participants will progress to Hospitality Certification and Employment Training.
- The first week of each Hospitality Certification and Employment Training will consist of orientation and work readiness training to prepare participants to successfully complete the entire four-week training. Participants will be on probation during week one. Upon successful completion of week one (including meeting attendance and classroom conduct requirements) participants will progress to week two of the training.
- Participants that pass a drug test and reside in specified zip codes will be eligible to receive a stipend (contingent on funding) from NANA upon successful completion of a four-week Hospitality Certification and Employment Training.
- CareerSource South Florida will recruit an adequate number of participants to ensure that twenty-five (25) qualified eligible participants are enrolled per cohort.
- CareerSource South Florida will send the list of enrolled participants to The Hospitality Institute five (5) days prior to the first day of each cohort. Participants must be enrolled as Miami Dade College students before beginning class.
- Before each cohort, during breaks between cohorts, and after each cohort, the Program Manager and Secretary will continue to work case management, recruitment and screening of new participants, job referrals and job placement tracking, curriculum development, record-keeping, reporting, ordering supplies, scheduling, and other matters pertaining to the management of the Hospitality Certification and Employment Training program.

## **JULY to DECEMBER 2016 – TRAINING SCHEDULE**

### **NANA Work Readiness**

Monday July 18, 2016 – Friday August 12, 2016

### **Hospitality Certification & Employment Training (HCET 1)**

Monday August 15, 2016 - Friday September 9, 2016

### **NANA Work Readiness**

Tuesday September 6, 2016 – Friday September 30, 2016

*Monday September 5, 2016 is Labor Day holiday*

### **Hospitality Certification & Employment Training (HCET 2)**

Monday October 3, 2016- Friday October 28, 2016

### **NANA Work Readiness**

Monday October 24, 2016 – Friday November 18, 2016

### **Hospitality Certification & Employment Training (HCET 3)**

Monday November 21, 2016 - Friday December 16, 2016

## **JANUARY to JUNE 2017 – TRAINING SCHEDULE**

### **NANA Work Readiness**

Tuesday January 3, 2017 - Friday January 27, 2017

### **Hospitality Certification & Employment Training (HCET 4)**

Monday January 30, 2017 - Friday February 24, 2017

### **NANA Work Readiness**

Tuesday February 21, 2017 – Friday March 17, 2017

*Monday February 20, 2017 is President's Day holiday*

### **Hospitality Certification & Employment Training (HCET 5)**

Monday March 20, 2017 - Friday April 14, 2017

### **NANA Work Readiness**

Monday April 17, 2017 – May 12, 2017

### **Hospitality Certification & Employment Training (HCET 6)**

Monday May 15, 2017 - Friday June 9, 2017



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 6/23/2016

**AGENDA ITEM NUMBER:** 7f

**AGENDA ITEM SUBJECT:** HOSPITALITY CERTIFICATION TRAINING (HOMESTEAD)

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the board the approval to allocate an amount not to exceed \$150,000 in Workforce Innovation and Opportunity Act (WIOA) funds to Miami Dade College (Miami International Hospitality Center) for a Hospitality Certification Training, as set forth below.

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

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

### **BACKGROUND:**

The Hospitality Institute in partnership with the Miami International Hospitality Center has begun offering a comprehensive Hospitality Certification and Employment Training (HCET) in Homestead to provide qualified individuals with the necessary skills training for entry into a career in the hospitality industry. This training will help further address the entry level labor and skills readiness shortages for residents living in South Miami Dade County, while providing access to training for those in underserved communities. It is a critical tool in helping close the gap between the improving economy and those facing economic challenges in the region.

The HCET is a collaborative partnership between the South Florida Workforce Investment Board (SFWIB) and Miami Dade College (MDC) that will assist program participants in entering or returning to the workforce. The training is a part of the Employ Miami-Dade Initiative. The SFWIB will provide training and training-related funding; and MDC will provide relevant training services.

The HCET consists of 4 weeks of instruction in one of four targeted hospitality positions, customer service and job skills training. The program will provide a total of 80 of targeted training that is portable, stackable and culminates in industry-recognized certifications that provide participants with tangible recognition for their skills and knowledge, and make them more marketable to hospitality employers.

The American Hotel & Lodging Educational Institute START (Skills, Tasks and Results Training) will be used to structure curriculum components. The START programs offer training in the following four line positions that are considered by AHLEI to be the most relevant in today's hospitality industry and the most useful for finding employment. To enhance participants' work readiness, an essential part of the overall program will be customer service and job skills training.

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 SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award to Miami Dade College (Hospitality Institute - Miami International Hospitality Center) an allocation not to exceed \$150,000 in Workforce Investment (WIOA) funds for Hospitality Certification Training.

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

**PERFORMANCE:**

Number of Participants:	up to 100
Number of Cohorts:	4
Cost per Participant:	\$1,500.00
Return-On-Investment:	\$12.87

*ATTACHMENT*

**Miami Dade College – Wolfson Campus**  
**The Hospitality Institute**  
**Miami International Hospitality Center – Hospitality Management Program**  
**Proposed Hospitality Certification and Employment Training (HCET) for Homestead**  
**July 1, 2016 to June 30, 2017**

**Program Overview**

The Hospitality Institute in partnership with the Miami International Hospitality Center is proposing to start offering a comprehensive Hospitality Certification and Employment Training (HCET) in Homestead which will: (1) provide qualified eligible individuals with the necessary skills training for entry into a career in the hospitality industry that are consistent with industry needs; (2) help address current and future labor shortages; (3) increase participants' employment opportunities upon course completion. Graduates will be ready to perform the acquired hospitality and customer service skills at a new level of service excellence and will be prepared for entry level employment.

HCET consists of a total of 4 weeks / 80 hours of instruction in either Guestroom Attendant or Restaurant Server plus Guest Service Gold training: 20 hours in week one of orientation and workforce readiness training: 60 hours in weeks two to four of classroom instruction, hands-on training, customer service training, and industry related job skills training.

The training will take place on Miami Dade College Homestead Campus located at 500 College Terrace, Homestead, Florida, 33030. Classes will be taught by experienced Miami Dade College instructors and contracted hospitality trainers.

The American Hotel & Lodging Educational Institute START (Skills, Tasks and Results Training) will be used to structure curriculum components. The START programs offer training in hospitality line positions that are considered by AHLEI to be the most relevant in today's hospitality industry and the most useful for finding employment. For the 2016-17 funding cycle, Guestroom Attendant and Restaurant Server training will be offered, along with Guest Service Gold customer service training that has been added to the curriculum in response to industry feedback. To enhance participants' work readiness, an essential part of the overall program will be job skills training.

HCET will target, train and prepare up to one hundred (100) South Florida Workforce Investment Board (SFWIB) qualified, eligible participants to successfully complete training, receive certifications and practical experience in one of the two targeted hospitality positions, to become employable and placed in entry level positions within the industry.

**Main Program Components**

- Orientation and workforce readiness training (week one of each cohort, 20 hours)
- Classroom instruction, hands-on hospitality training, customer service training, industry related job skills training (weeks two to four, 60 hours)
- AHLEI Guest Service Gold Certification (upon passing the certification exam)
- Safe Staff Certification (for Restaurant Server cohorts only)
- AHLEI Certification in one hospitality position (if participant achieves a score of 70% or better on the written exam graded by AHLEI)
- Job placement assistance in coordination with CareerSource South Florida

### **Program Summary**

- Number of participants: 25 participants per cohort / 100 participants maximum
- Participant cost: \$1,500.00 cost per participant
- Expected number of cohorts: 4 cohorts
- Cohort length: 4 weeks / Monday through Friday from 9:00 am to 1:00 pm daily
- Program term: July 1, 2016 to June 30, 2017

### **Program Offerings**

- One week orientation and workforce readiness
- Classroom training based on American Hotel and Lodging Association Education Institute (AHLEI) START Certification Curriculums
- Classroom instruction and skills training in one targeted hospitality position and related industry operations
- Customer service skills training
- Hands on experience and participation in industry and college events
- Increased vocabulary and terminology in the hospitality industry
- Employability skills, professionalism and work ethics
- Enhanced communication and interview skills
- Instruction on the proper dress code and industry code of professionalism
- Safe Staff Training, testing and certification (for Restaurant Server cohorts only)
- AHLEI Guest Service Gold Training, testing and certification (upon passing the certification exam)
- Miami Dade College Certificate of Completion
- AHLEI testing and certification in one hospitality position (if the participant achieves a score of 70% or better on the written exam graded by AHLEI)

### **Program Costs (detailed budget attached)**

- Classroom Rental
- Hands on Training Equipment
- IT Equipment
- Full-time Program Coordinator annual salary and fringe benefits (pro-rated 10 mths)
- Part-time Case Manager and fringe benefits (10 mths)
- Part-time Office Clerk and fringe benefits (10 mths)
- Instructional Hours/Prep and fringe benefits
- Office supplies / Printing
- Drug Testing Fees
- Promotional Materials
- Instructional Materials
- Student Book and Certification Costs
- Safe Staff Certification (Restaurant Server cohorts only)
- Completion Showcase & Luncheon
- Polo Shirts (uniform) for Participants
- Transportation and Field Trips
- Freight and Postage
- Industry Outreach / Networking

## **Training Overview**

- 4 four-week cohorts of Hospitality Certification and Employment Training are scheduled within the program term that aligns with CareerSource South Florida's fiscal year from July 1, 2016 to June 30, 2017 (schedule attached).
- The specific targeted training (either Guestroom Attendant or Restaurant Server) to be offered for each cohort will be identified based on industry demand and input from CareerSource South Florida. Certain targeted trainings may be offered more frequently than others.
- CareerSource participants will be required to complete Neighbors and Neighbors Association (NANA) Work Readiness Program before beginning a Hospitality Certification and Employment Training. The NANA Work Readiness Program is a separate program with its own administration and funding sources. Upon successful completion of the NANA Work Readiness Program (including meeting attendance and classroom conduct requirements and passing a drug test) participants will progress to Hospitality Certification and Employment Training. **Dates for NANA Work Readiness Program are indicated in red on the training schedule.**
- The first week of each Hospitality Certification and Employment Training will consist of orientation and work readiness training to prepare participants to successfully complete the entire four-week training. Participants will be on probation during week one. Upon successful completion of week one (including meeting attendance and classroom conduct requirements) participants will progress to week two of the training.
- Participants that pass a drug test and reside in specified zip codes will be eligible to receive a stipend (contingent on funding) from NANA upon successful completion of a four-week Hospitality Certification and Employment Training.
- CareerSource South Florida will recruit an adequate number of participants to ensure that twenty-five (25) qualified eligible participants are enrolled per cohort.
- CareerSource South Florida will send the list of enrolled participants to The Hospitality Institute five (5) days prior to the first day of each cohort. Participants must be enrolled as Miami Dade College students before beginning class.
- Before each cohort, during breaks between cohorts, and after each cohort, the Program Coordinator and Case Manager will continue to work case management, recruitment and screening of new participants, job referrals and job placement tracking, curriculum development, record-keeping, reporting, ordering supplies, scheduling, and other matters pertaining to the management of the Hospitality Certification and Employment Training program.





## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 6/23/2016

**AGENDA ITEM NUMBER:** 7g

**AGENDA ITEM SUBJECT:** CULINARY SKILLS TRAINING

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the Board the approval to allocate an amount not to exceed \$188,000 in Workforce Investment (WIOA) funds to Miami Dade College (Miami International Hospitality Center) for a Culinary & Catering Skills Training, as set forth below.

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

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

### **BACKGROUND:**

At its August 20, 2015 meeting, the SFWIB approved a Basic Culinary Skills Training to help address the entry level labor and skills readiness shortages faced by the Hospitality and Tourism industry. The training was put forth as a bridge to help close the gap between the underserved population and the workforce deficit faced by the industry; specifically in the areas of accommodations, food service and retail.

The Culinary & Catering Employment Training (CCET) program is another collaborative partnership for the Employ Miami-Dade Initiative between the South Florida Workforce Investment Board (SFWIB) and Miami Dade College (MDC). A catering component has been added to the curriculum due to the high demand for event and banquet catering in South Florida; thereby further enhancing a participant's ability to return to the workforce. The SFWIB will provide training and training-related funding; and MDC will provide relevant training services.

The American Culinary Federation curriculum foundation will be used to structure the curriculum components. Participants will receive an extensive overview of the food and beverage industry and training that will involve an in depth look at the most common entry/line level skills necessary for the position of entry/line level cook in restaurants and food and beverage divisions. Participants will be required to complete The Hospitality Institute's Job Readiness Training prior to beginning; which is an essential part of the overall training program.

The four CCET cohorts will consists of 10 weeks of instruction in culinary and job skills training for a total of 250 hours. The program will prepare up to 80 SFWIB eligible participants to successfully complete the course and receive practical experience in culinary and catering skills with associated certifications to become employable and placed in entry level positions within the industry.

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 SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award to Miami Dade College (Hospitality Institute - Miami International Hospitality Center) an allocation not to exceed \$188,000.00 in Workforce Investment (WIOA) funds for Basic Culinary Skills Training.

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

**PERFORMANCE:**

Number of Participants:	up to 100
Number of Cohorts:	4
Cost per Participant:	\$1,500.00
Return-On-Investment:	\$12.87

*ATTACHMENT*

**Miami Dade College – Wolfson Campus**  
**The Hospitality Institute**  
**Miami International Hospitality Center – Hospitality Management Program**  
**Proposed Culinary & Catering Employment Training (CCET)**  
**July 1, 2016 to June 30, 2017**

**Program Overview**

The Hospitality Institute in partnership with the Miami International Hospitality Center is offering a comprehensive Culinary & Catering Employment Training (CCET) which will: (1) provide qualified eligible individuals with the necessary skills training for entry into a career in the hospitality industry; (2) help address current and future labor shortages; (3) increase participants' employment opportunities upon course completion. Graduates will be ready to perform the acquired culinary and catering skills at a new level of service excellence and will be prepared for entry level employment.

CCET consists of a total of 10 weeks / 250 hours of instruction in culinary, catering and job skills training: 50 hours in weeks one and two of orientation and workforce readiness training; 200 hours in weeks two to ten of classroom instruction, hands-on kitchen lab training, food safety and sanitation training, and industry related job skills training.

The training will take place at Miami Dade College – Wolfson Campus, Building One, Room 1260, in a fully equipped training kitchen. Classes will be taught by a professional culinary instructor.

The American Culinary Federation curriculum foundation will be used to structure the curriculum components. Participants will get an extensive overview of the food and beverage industry and the training will involve an in-depth look at the most common entry/line level skills necessary for the position of entry/line level cook in restaurants and food and beverage divisions. A catering component has been added to the curriculum due to the high demand for events and banquet catering in South Florida. To enhance participants' work readiness, an essential part of the overall training program will be job skills training.

CCET will target, train and prepare up to eighty (80) South Florida Workforce Investment Board (SFWIB) qualified eligible participants to successfully complete training and receive practical experience in culinary and catering skills with associated certifications to become employable and placed in entry level positions within the industry.

**Main Program Components**

- Orientation and workforce readiness training (weeks one and two of each cohort, 50 hours)
- Classroom instruction, hands-on kitchen lab training, food safety and sanitation training, industry related job skills training (weeks two to ten, 200 hours)
- Specialized catering training
- State mandated Florida Safe Staff Food Handler Certification
- Job placement assistance in coordination with CareerSource South Florida

### **Program Summary**

- Number of participants: 20 participants per cohort / 80 participants maximum
- Participant cost: \$2,350.00 cost per participant
- Expected number of cohorts: 4 cohorts
- Cohort length: 10 weeks / Monday through Friday from 9:00 am to 2:00 pm daily
- Program Term: July 1, 2016 to June 30, 2017

### **Program Offerings**

- Two week orientation and workforce readiness
- Classroom training based on American Culinary Federation standards and curriculum and aligned with Miami Dade College Miami Culinary Institute curriculum
- Classroom instruction and skills training in cooking, food service, food safety and sanitation, catering and related industry operations
- Customer service skills training
- Hands on experience and participation in industry and college events
- Increased vocabulary and terminology in the culinary industry
- Employability skills, professionalism and work ethics
- Enhanced communication and interview skills
- Instruction on the proper dress code and industry code of professionalism
- Safe Staff Training, testing and certification
- Testing during and at the end of the instructional period
- Florida Safe Staff Food Handler Training, Testing and Certification
- Miami Dade College Certificate of Completion

### **Program Costs (detailed budget attached)**

- Training Kitchen rental
- Maintenance
- Cleaning and chemicals
- Smallwares
- Kitchen Equipment
- Equipment Repair
- Culinary Instructor annual salary and fringe benefits
- Part-time Kitchen Assistant annual salary and fringe benefits
- Job Skills Instructor & Prep and fringe benefits
- Part-time Administrative Clerk annual salary and fringe benefits
- Food Costs
- Safe Staff Certification
- Drug Testing Fees
- Office supplies / Printing
- Promotional materials
- Safety Shoes

- 2 Chef Uniforms per participant
- Aprons and Hats
- Linens
- Disposables (gloves, etc.)
- First Aid supplies
- Transportation and Field Trips
- Freight and Postage
- Industry Outreach / Networking
- Professional Chef Knives
- Completion Showcase & Luncheon

### **Training Overview**

- Four ten-week cohorts of Culinary & Catering Employment Training are scheduled within the program term that aligns with CareerSource South Florida's fiscal year from July 1, 2016 to June 30, 2017 (schedule attached).
- Participants will be required to complete The Hospitality Institute's Job Readiness Training before beginning a Culinary & Catering Employment Training.
- The first two weeks of each Culinary & Catering Employment Training will consist of orientation and work readiness training to prepare participants to successfully complete the entire ten-week training. Participants will be on probation during weeks one and two. Upon successful completion of weeks one and two (including meeting attendance and classroom conduct requirements and passing a drug test) participants will progress to week three of the training.
- Participants that pass a drug test and reside in specified zip codes will be eligible to receive a stipend (contingent on funding) from Neighbors and Neighbors Association (NANA) upon successful completion of a ten-week Culinary & Catering Employment Training.
- CareerSource South Florida will recruit an adequate number of participants to ensure that twenty (20) qualified eligible participants are enrolled per cohort.
- CareerSource South Florida will send the list of enrolled participants to The Hospitality Institute five (5) days prior to the first day of each cohort. Participants must be enrolled as Miami Dade College students before beginning class.
- Before each cohort, during breaks between cohorts, and after each cohort, the Culinary Instructor and Kitchen Assistant will continue to work on case management, recruitment and screening of new participants, job referrals and job placement tracking, curriculum development, record-keeping, reporting, kitchen maintenance and repairs, ordering supplies, scheduling and other matters pertaining to the management of the Culinary & Catering Employment Training.