



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
Thursday, February 16, 2017
9:30 A.M.

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

AGENDA

1. Call to Order and Introductions
2. Approval of Meeting Minutes
 - a. December 15, 2016
3. Chairman's Report
4. Executive Director's Report
 - a. Executive Director Update
 - b. DEO Appreciation Award Presentation
5. Executive Committee
 - a. Information – 2017/2018 WIOA Planning Estimates
 - b. Information – IT Penetration Audit Services Update
 - c. Information – Fiscal Audit Update
 - d. Recommendation as to Approval to Release a Request for Proposal for the Selection of Workforce Services Providers
 - e. Recommendation as to Approval to Release a Request for Proposal for the Selection of Youth Services Providers
 - f. Recommendation as to Approval to Allocate Funds to the City of Miami
6. Finance and Efficiency Council
 - a. Information - Financial Report - December 2016
 - b. Information - Bank Reconciliation - December 2016
 - c. Information - Fiscal and Programmatic Monitoring Activity Reports
 - d. Recommendation as to Approval to Consider Options for SER Jobs for Progress North Miami Beach Career Center Workforce Services Contract

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"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."

7. Global Talent and Competitiveness Council
 - a. Recommendation as to Approval of the TechHire Training (THT) Policy
 - b. Recommendation as to Approval of New Training Vendors and Programs
8. Performance Council
 - a. Information – Refugee Employment and Training Program Performance Overview
 - b. Information – Workforce Services Regional Performance Overview
 - c. Information – Youth Partners Regional Performance
 - d. Information – Consumer Report Card Update
 - e. Information – DEO Quality Assurance Report for Program Year 2016-2017

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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

AGENDA ITEM NUMBER: 2A

AGENDA ITEM SUBJECT: MEETING MINUTES

DATE: February 16, 2017 at 9:30AM
 Doubletree Hotel – Exhibition Center
 711 N.W. 72nd Avenue
 Miami, FL 33126

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

OTHER ATTENDEES		
<p>Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i></p> <p>Girnun, Arnie – <i>New Horizons</i></p> <p>Llerisson, Fabiah – <i>Apex Training Center</i></p> <p>Llerisson, Stephanie G. – <i>Apex Training Center</i></p> <p>Llerisson, Steppanie W. – <i>Apex Training Center</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Mitchel, Carlana – <i>Miami-Dade County Public Schools (M-DCPS)</i></p>	<p>Quiros, Vivian – <i>Sullivan & Cogliano</i></p> <p>Rodriguez, Maria – <i>Youth Co-op, Inc.</i></p> <p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p> <p>Someillia, Ana – <i>Adults Mankind Organization (AMO)</i></p> <p>Stephanowicz, M – <i>Monroe County Schools</i></p> <p>Torres, Cathy – <i>Florida Keys Community College</i></p> <p>Urrutia, Humberto – <i>The Academy</i></p>	

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

1. Call to Order and Introductions

SFWIB Chairman, Jeff Bridges called the meeting to order at 9:40a.m and began with introductions. Quorum of members present had not been achieved.

4. Executive Director’s Report

4.a. Executive Director Update

Executive Director Rick Beasley presented his report and each member received a copy. The report contained information on (1) STATE- Sector Strategies workshops Aim to Strengthen Regional Employer – Workforce Partnerships; (2) STATE – September Monthly Job Placement Report.

[Commissioner Barbara Jordan arrived; **Quorum Achieved**]

Mr. Beasley noted he would continue his report after approval items are discussed.

2.a. Approval of SFWIB Meeting Minutes of October 20, 2016

Mr. Alvin West moved the approval of SFWIB Meeting Minutes of October 20, 2016. Motion seconded by Mr. Bruce Brecheisen; **Motion Passed Unanimously**

5. Executive Committee

5a. Recommendation as to Approval to Accept \$150,000 in WIOA dollars for a DJJ Youth Offender Pilot Project

Chairman Bridges introduced the item and Mr. Beasley further presented the Executive Committee’s recommendation for the Board’s approval to accept \$150,000 for a DJJ Youth Offender Pilot Project.

Mr. Alvin West moved the approval to accept \$150,000 in WIOA dollars for a DJJ Youth Offender Pilot Project. Motion seconded by Ms. Gilda Ferradaz; **Motion Passed Unanimously**

5.b. Recommendation as to Approval to Authorize SFWIB Staff to Offer a Re-employment Assistance Incentive

Chairman Bridges introduced the item and Mr. Beasley further presented the Executive Committee's recommendation for the Board's approval to authorize SFWIB staff to offer a re-employment assistance incentive.

Mr. Joe Chi moved the approval to authorize SFWIB staff to offer a re-employment assistance incentive; Motion seconded by Ms. Karen Thurman; **Motion Passed Unanimously**

5.c. Recommendation as to Approval to Authorize SFWIB Staff to offer a Wage Rate Incentive

Chairman Bridges introduced the item and Mr. Beasley further presented the Executive Committee's recommendation for the Board's approval to authorize SFWIB staff to offer a Wage Rate Incentive.

Mr. Joe Chi moved the approval to authorize SFWIB staff to offer a Wage Rate Incentive. Motion seconded by Ms. Karen Thurman; **Further Discussion(s);**

Ms. Thurman inquired about a cap and Mr. Beasley explained.

Mr. Scott inquired about the funding recipients and Mr. Beasley explained that the recipients would be SFWIB providers. He provided additional details.

Motion Passed by Unanimous Consent

5.d. Recommendation as to Approval of the South Florida Workforce Investment Board 2017 Meeting Calendar

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

Commissioner Barbara Jordan moved the approval of the South Florida Workforce Investment Board 2017 meeting calendar; Motion Seconded by Mr. Bruce Brecheisen; **Motion Passed Unanimously**

Chairman Bridges requested calendar reminders be sent to all members within the next couple days. Staff assured this would be done.

6. Finance and Efficiency Council Meeting

6d. Recommendation as to Approval to Accept the Fiscal Year 2015-16 Audit Reports

Chairman Bridges introduced the item. Mr. Beasley requested FEC Chairman Charles Gibson further discussed. He read the item into record then introduced representatives, Carsheena Allison and Ronald Thompkins of BCA Watson Rice, LLP to present. Both appeared before the Board and presented the audit reports.

Mr. West inquired about the number of clean of clean audits for this region. Mr. Beasley responded a total of nine (9) years with no material weaknesses or findings. SFWIB Finance Assistant Director Gus Alonso confirmed it as well.

Mr. West asked whether the Auditors had an opportunity to meet with the Finance and Efficiency Council without the presence of SFWIB staff. BCA Watson Rice, LLP representatives responded, "No." However, Mr. Thompkins advised of some of the questions that were asked at today's (12/15/16) FEC meeting. Mr. Thompkins later commended SFWIB monitoring supervisors and management team. He furthermore explained this agency is considered a low risk auditee, of which he defined not having any findings during the current and prior two years. Mr. Beasley recognized Contracts Compliance Supervisor Dulce Quinones who oversees the fiscal monitoring and CSSF Quality Assurance Supervisor Frances Gonzalez who oversees the programmatic monitoring, as well as the entire staff of both monitoring units.

Chairman Bridges commended Mr. Beasley and staff for doing a great job.

Mr. West concurred and especially thanked Mr. Alonso and Assistant Controller Christine Garcia for also doing a great job.

Mr. West moved the approval of item 6d. Motion seconded by Miami-Dade County Commissioner Barbara Jordan; **Further Discussion(s):**

Chairman Bridges requested the members take a vote on both item numbers 6d and 6e.

6e. Recommendation as to Approval to Negotiate an Agreement with BCA Watson Rice, LLP for the Performance of IT Penetration Audit Services

FEC Chairman Gibson read the item into record and noted the Finance and Efficiency Council's recommendation for the Board's approval to authorize SFWIB staff to contract with BCA Watson Rice, LLP for Information Technology (IT) Penetration Audit Services.

Mr. West restated his motion into record for the approval of item numbers 6d and 6e; Motion seconded by Commissioner Barbara Jordan as amended; **Motion Passed Unanimously**

7. Global Talent Competitiveness Council

7.a. Recommendation as to Approval of New Training Vendors and Programs

Chairman Bridges introduced the item and GTC Council Chairwoman Gilda Ferradaz further discussed. She noted into record that today's Council meeting did not have quorum. However, the consensus of the members present moved the approval of the above item.

Mr. Clarence Brown moved the approval of New Training Vendors and Programs. Motion seconded by Mr. Bruce Brecheisen; **Motion Passed Unanimously**

7b. Recommendation as to Approval of a Youth High Poverty Area Recruitment Policy

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

Mr. Clarence Brown moved the approval of a Youth High Poverty Area Recruitment Policy. Motion seconded by Mr. Bruce Brecheisen; **Motion Passed Unanimously**

4. Executive Director's Report (CONTINUED)

4.a. Executive Director Update

Mr. Beasley continued the presentation of his report.

(3) Local – Criminal Justice Reform; (4) Local – Career Center Performance

4.b DEO Annual Performance Presentation

He later introduced Antonio Carter of the Florida Department of Economic Opportunity who appeared before the Council and presented.

6. Finance and Efficiency Council

6a. Information – Financial Report – October 2016

Mr. Beasley presented the item and read into record the following accompanying notes to the Financial Report (unaudited) for the period of July 1, 2016 through October 31, 2016:

Budget Adjustments

None

Explanation of Significant Variances

1. Training and Support Services 15.8% versus 34%
2. Other Program and Contracts 0% versus 34%

No further questions or discussions.

6b. Information – Bank Reconciliation – November 2016

Mr. Beasley presented the item.

No further questions or discussions.

6c. Information – Fiscal and Programmatic Monitoring Activity Reports

Chairman Bridges introduced the item. Mr. Beasley further discussed and reviewed with the Board the Fiscal Monitoring Activity Report from October 1, 2016 to November 28, 2016.

No further questions or discussions.

8. Performance Council

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

Chairman Bridges introduced the above items and Mr. Beasley further presented.

No further questions or discussions.

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

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

Ms. Thurman inquired about the current goal for the individual measures. Mr. Beasley and Adults Program Supervisor responded a minimum goal of 65%.

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

Mr. Beasley presented the item.

No further questions or discussions.

8d. Information – Workforce Services Regional Performance Overview

Mr. Beasley presented the item.

No further questions or discussions.

8e. Information – Youth Partners Regional Performance

Mr. Beasley presented the item.

No further questions or discussions.

8f. Information – Consumer Report Card Update

Mr. Beasley presented the item.

No further questions or discussions.

Prior to meeting adjournment, Mr. Beasley briefly discussed the last portion of his report.

Chairman Bridges thanked all for coming to today's meeting and wished Happy Holidays to all (Merry Christmas, Happy Hanukkah, Happy Kwanza, Happy New Year and Chinese New Year).

There being no further business to come before the Board, the meeting adjourned at 11:10am.



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: SFWIB CHAIRMAN'S REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: SFWIB EXECUTIVE DIRECTOR'S REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5a

AGENDA ITEM SUBJECT: 2017-18 WIOA PLANNING ESTIMATES

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Department of Economic Opportunity released the 2017-2018 planning estimates for the Workforce Innovation and Opportunity Act (WIOA programs). Under the WIOA, the region will experience a \$1.2 million dollar decrease in new funding. The reduction in funding is due to changes in the unemployment figures. The following outlines the new funding amount by programs with the percentage change:

FUNDING	PY17-18	PY16-17	Difference	% DIFFERENCE
WIOA Adult	\$ 6,821,992	\$ 7,150,531	\$ (328,539)	-4.6%
WIOA Dislocated Worker	\$ 5,391,839	\$ 5,992,722	\$ (600,883)	-10.0%
WIOA Youth	\$ 5,956,511	\$ 6,264,648	\$ (308,137)	-4.9%
TOTALS	\$ 18,170,342	\$ 19,407,901	\$ (1,237,559)	-6.4%

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

PY2017 Planning Estimates – Adult

LOCAL WORKFORCE DEVELOPMENT BOARDS		LWDB SHARE	HH *	PY 2017 FINAL ALLOCATION	PY 2016 FINAL ALLOCATION	DIFFERENCE	%
1	CareerSource Escarosa	0.023749680		\$953,577	\$999,500	(\$45,923)	-4.59%
2	CareerSource Okaloosa Walton	0.010233212		\$410,875	\$430,663	(\$19,788)	-4.59%
3	CareerSource Chipola	0.010875773		\$436,675	\$457,705	(\$21,030)	-4.59%
4	CareerSource Gulf Coast	0.011425173		\$458,734	\$480,826	(\$22,092)	-4.59%
5	CareerSource Capital Region	0.021632170		\$868,557	\$910,386	(\$41,829)	-4.59%
6	CareerSource North Florida	0.008509576		\$341,669	\$358,124	(\$16,455)	-4.59%
7	CareerSource Florida Crown	0.007886794		\$316,664	\$331,914	(\$15,250)	-4.59%
8	CareerSource Northeast Florida	0.072882301		\$2,926,309	\$3,067,237	(\$140,928)	-4.59%
9	CareerSource North Central Florida	0.014825673		\$595,268	\$623,935	(\$28,667)	-4.59%
10	CareerSource Citrus Levy Marion	0.031069297		\$1,247,468	\$1,307,545	(\$60,077)	-4.59%
11	CareerSource Flagler Volusia	0.031811446		\$1,277,266	\$1,338,778	(\$61,512)	-4.59%
12	CareerSource Central Florida	0.107266371		\$4,306,869	\$4,514,284	(\$207,415)	-4.59%
13	CareerSource Brevard	0.026765989		\$1,074,685	\$1,126,441	(\$51,756)	-4.59%
14	CareerSource Pinellas	0.042114183		\$1,690,933	\$1,772,367	(\$81,434)	-4.59%
15	CareerSource Tampa Bay	0.062062469		\$2,491,880	\$2,611,886	(\$120,006)	-4.59%
16	CareerSource Pasco Hernando	0.032839904		\$1,318,560	\$1,382,061	(\$63,501)	-4.59%
17	CareerSource Polk	0.035843220		\$1,439,147	\$1,508,455	(\$69,308)	-4.59%
18	CareerSource Suncoast	0.030316595		\$1,217,246	\$1,275,868	(\$58,622)	-4.59%
19	CareerSource Heartland	0.015028649		\$603,418	\$632,478	(\$29,060)	-4.59%
20	CareerSource Research Coast	0.030846361		\$1,238,517	\$1,298,163	(\$59,646)	-4.59%
21	CareerSource Palm Beach County	0.060869989		\$2,444,001	\$2,561,701	(\$117,700)	-4.59%
22	CareerSource Broward	0.084580589		\$3,396,009	\$3,559,557	(\$163,548)	-4.59%
23	CareerSource South Florida	0.169907725		\$6,821,992	\$7,150,531	(\$328,539)	-4.59%
24	CareerSource Southwest Florida	0.056656861		\$2,274,839	\$2,384,393	(\$109,554)	-4.59%
STATEWIDE TOTALS		1.000000000		\$40,151,158	\$42,084,798	(\$1,933,640)	-4.59%

PY2017 Planning Estimates – DLW

LOCAL WORKFORCE DEVELOPMENT BOARDS		LWDB SHARE	HH *	PY 2017 FINAL ALLOCATION	PY 2016 FINAL ALLOCATION	DIFFERENCE	%
1	CareerSource Escarosa	0.020642526		\$724,936	\$805,725	(\$80,789)	-10.03%
2	CareerSource Okaloosa Walton	0.009207284		\$323,347	\$359,381	(\$36,034)	-10.03%
3	CareerSource Chipola	0.004268401		\$149,900	\$166,605	(\$16,705)	-10.03%
4	CareerSource Gulf Coast	0.010952871		\$384,649	\$427,515	(\$42,866)	-10.03%
5	CareerSource Capital Region	0.016770207		\$588,946	\$654,579	(\$65,633)	-10.03%
6	CareerSource North Florida	0.005409583		\$189,977	\$211,148	(\$21,171)	-10.03%
7	CareerSource Florida Crown	0.004314458		\$151,518	\$168,403	(\$16,885)	-10.03%
8	CareerSource Northeast Florida	0.080725324		\$2,834,957	\$3,150,893	(\$315,936)	-10.03%
9	CareerSource North Central Florida	0.009560978		\$335,768	\$373,187	(\$37,419)	-10.03%
10	CareerSource Citrus Levy Marion	0.022919474		\$804,899	\$894,599	(\$89,700)	-10.03%
11	CareerSource Flagler Volusia	0.030878988		\$1,084,426	\$1,205,277	(\$120,851)	-10.03%
12	CareerSource Central Florida	0.126464526		\$4,441,252	\$4,936,198	(\$494,946)	-10.03%
13	CareerSource Brevard	0.028678674		\$1,007,154	\$1,119,394	(\$112,240)	-10.03%
14	CareerSource Pinellas	0.043338954		\$1,522,002	\$1,691,618	(\$169,616)	-10.03%
15	CareerSource Tampa Bay	0.068891228		\$2,419,361	\$2,688,981	(\$269,620)	-10.03%
16	CareerSource Pasco Hernando	0.030742857		\$1,079,645	\$1,199,964	(\$120,319)	-10.03%
17	CareerSource Polk	0.034105755		\$1,197,745	\$1,331,225	(\$133,480)	-10.03%
18	CareerSource Suncoast	0.028414932		\$997,891	\$1,109,099	(\$111,208)	-10.03%
19	CareerSource Heartland	0.009271512		\$325,602	\$361,888	(\$36,286)	-10.03%
20	CareerSource Research Coast	0.031129905	*	\$1,093,237	\$1,215,071	(\$121,834)	-10.03%
21	CareerSource Palm Beach County	0.071727179		\$2,518,955	\$2,799,675	(\$280,720)	-10.03%
22	CareerSource Broward	0.104089257		\$3,655,465	\$4,062,840	(\$407,375)	-10.03%
23	CareerSource South Florida	0.153532504		\$5,391,839	\$5,992,722	(\$600,883)	-10.03%
24	CareerSource Southwest Florida	0.053962623		\$1,895,090	\$2,106,284	(\$211,194)	-10.03%
STATEWIDE TOTALS		1.000000000		\$35,118,561	\$39,032,271	(\$3,913,710)	-10.03%

PY2017 Planning Estimates – Youth

LOCAL WORKFORCE DEVELOPMENT BOARDS		LWDB SHARE	HH * ALLOCATION	PY 2017 FINAL ALLOCATION	PY 2016 FINAL ALLOCATION	DIFFERENCE	%
1	CareerSource Escarosa	0.027435966		\$1,103,969	\$1,161,079	(\$57,110)	-4.92%
2	CareerSource Okaloosa Walton	0.008920305		\$358,938	\$377,506	(\$18,568)	-4.92%
3	CareerSource Chipola	0.009669565		\$389,084	\$409,212	(\$20,128)	-4.92%
4	CareerSource Gulf Coast	0.011141493		\$448,312	\$471,503	(\$23,191)	-4.92%
5	CareerSource Capital Region	0.041386757		\$1,665,322	\$1,751,471	(\$86,149)	-4.92%
6	CareerSource North Florida	0.010553987		\$424,672	\$446,640	(\$21,968)	-4.92%
7	CareerSource Florida Crown	0.009598693		\$386,233	\$406,213	(\$19,980)	-4.92%
8	CareerSource Northeast Florida	0.081183249		\$3,266,655	\$3,435,642	(\$168,987)	-4.92%
9	CareerSource North Central Florida	0.032727837		\$1,316,904	\$1,385,029	(\$68,125)	-4.92%
10	CareerSource Citrus Levy Marion	0.029795719		\$1,198,921	\$1,260,943	(\$62,022)	-4.92%
11	CareerSource Flagler Volusia	0.032815842		\$1,320,445	\$1,388,753	(\$68,308)	-4.92%
12	CareerSource Central Florida	0.113335380		\$4,560,394	\$4,796,307	(\$235,913)	-4.92%
13	CareerSource Brevard	0.024483507		\$985,168	\$1,036,132	(\$50,964)	-4.92%
14	CareerSource Pinellas	0.030333706		\$1,220,569	\$1,283,710	(\$63,141)	-4.92%
15	CareerSource Tampa Bay	0.069976110		\$2,815,702	\$2,961,361	(\$145,659)	-4.92%
16	CareerSource Pasco Hernando	0.030557632		\$1,229,579	\$1,293,187	(\$63,608)	-4.92%
17	CareerSource Polk	0.037337339		\$1,502,381	\$1,580,101	(\$77,720)	-4.92%
18	CareerSource Suncoast	0.024628558		\$991,005	\$1,042,271	(\$51,266)	-4.92%
19	CareerSource Heartland	0.016014247		\$644,382	\$677,716	(\$33,334)	-4.92%
20	CareerSource Research Coast	0.028201424		\$1,134,770	\$1,193,473	(\$58,703)	-4.92%
21	CareerSource Palm Beach County	0.056548255		\$2,275,391	\$2,393,099	(\$117,708)	-4.92%
22	CareerSource Broward	0.072506773		\$2,917,530	\$3,068,457	(\$150,927)	-4.92%
23	CareerSource South Florida	0.148031883		\$5,956,511	\$6,264,648	(\$308,137)	-4.92%
24	CareerSource Southwest Florida	0.052815773		\$2,125,203	\$2,235,142	(\$109,939)	-4.92%
STATEWIDE TOTALS		1.000000000		\$40,238,040	\$42,319,595	(\$2,081,555)	-4.92%



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5b

AGENDA ITEM SUBJECT: IT PENETRATION AUDIT SERVICE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

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

BACKGROUND:

On December 15, 2016, the Board approved an allocation of \$56,050 for the procurement of Information Technology (IT Penetration Testing Audit Services). Following Board approval, SFWIB staff negotiated a contract with BCA Watson Rice, LLP for the performance of the IT audit services.

The Contractor's methodology shall encompass the following Phases:

- Phase I: Project Initiation and Planning - the Contractor will plan for the successful execution of the engagement.
- Phase II: Field Work and Testing - the Contractor will perform all of the IT penetration testing and tasks required to accomplish the scope of the audit beginning with the external assessment and penetration testing, moving to the internal assessment, and finally, the remote assessment.
- Phase III: Report Preparations - the Contractor shall prepare the penetration testing report. The report shall contain a list of prioritized vulnerabilities ranked by degree of impact on the infrastructure, and remediation procedures necessary to improve y security standing.
- Phase IV: Deliverables - the Contractor will complete and deliver the final report within five business days, but no later May 30, 2017, of receiving comments/input from the SFWIB.

The IT audit penetration testing began on Monday, February 6, 2017.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5c

AGENDA ITEM SUBJECT: 2015-16 FISCAL AUDIT UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG, TIMELY REPORTING STANDARDS**

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

BACKGROUND:

On December 15, 2016, BCA Watson Rice, LLP presented to the Board the final financial statements and audit reports for approval. A financial audit is required to include a Audit Inquiry Letter response from the County Attorney's regarding loss contingencies. The Attorney's "Response Letter" serves as a reporting of pending and threatened litigation, claims and assessments pertaining to the SFWIB and/or management. The Response Letter apprises the auditor of any pending litigation against the SFWIB that could result in financial loss and/or impact to the agency's balance sheet and cash flow.

The auditor has since received the Response Letter. Upon review, BCA Watson Rice, LLP determined that the contents contained therein did not warrant changes to the financial statements or audit reports.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5d

AGENDA ITEM SUBJECT: RECOMMENDATION AS TO APPROVE THE AUTHORIZATION FOR CSSF STAFF TO RELEASE AN RFP FOR THE SELECTION OF WORKFORCE SERVICE PROVIDERS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval authorizing staff to release a Request for Proposal (RFP to provide Workforce Services for Program Year (PY 2017-2018, as set forth below.

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

STRATEGIC PROJECT: **Enhance CSSF performance system**

BACKGROUND:

The current Workforce Services Providers were competitively procured to provide Workforce Services in Workforce Development Area 23 for PY 2014 to 2015. Pursuant to certain contract language allowing renewal contingent on availability of funds for up to two program years, those Service Providers also delivered Workforce Services for PY2015 to 2016. The current Workforce Services contracts were renewed a final year for PY2016 to 2017 and will expire on June 30, 2017.

Therefore, staff recommends to the Executive Committee to recommend to the Board the approval for staff to issue a RFP to solicit Workforce Services for PY2017 to 2018.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5e

AGENDA ITEM SUBJECT: RECOMMENDATION AS TO APPROVE THE AUTHORIZATION FOR STAFF TO RELEASE AN RFP FOR THE SELECTION OF YOUTH SERVICE PROVIDERS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to authorize staff to release a Request for Proposal (RFP to provide Workforce Innovation and Opportunity Act (WIOA Youth Services for Program Year (PY 2017-2018, as set forth below.

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

STRATEGIC PROJECT: **Enhance CSSF performance system**

BACKGROUND:

The current Youth Services Providers were competitively procured to provide Youth Services in Workforce Development Area 23 for PY 2014 to 2015. Pursuant to certain contract language allowing renewal contingent on availability of funds for up to two program years, those Youth Service Providers also delivered In-School and Out-of-School services to Youth for PY 2015 to 2016. The current Youth Services contracts were renewed a final year for PY 2016 to 2017 and will expire on June 30, 2017.

Therefore, staff recommends that the Executive Committee recommend to the Board the approval for staff to issue a RFP to solicit Youth Services for PY2017 to 2018.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 5f

AGENDA ITEM SUBJECT: ALLOCATION OF TRAINING FUNDS TO THE CITY OF MIAMI

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Executive Committee recommends to the Board the approval to allocate an amount not to exceed \$250,000 in Workforce Innovation and Opportunity Act (WIOA) training funds to the City of Miami, as set forth below.

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

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

BACKGROUND:

On June 23, 2016, the Board approved the fiscal year 2016-17 SFWIB budget. The budget included an allocation of \$472,397 in training funds to the City of Miami (COM). The COM informed the SFWIB that the initial funding level awarded for program year 2016-17 has been depleted; therefore is requesting additional training funds in the amount of \$250,000.

SFWIB staff recommends the following supplemental allocations to the City of Miami:

- WIOA Adult \$109,288.00
- WIOA Dislocated Worker \$119,564.00
- WIOA Rapid Response \$ 21,148.00

The proposed allocation awarded from carryover funds.

FUNDING: Workforce Innovation and Opportunity (WIOA) Adult, Dislocated Worker and Rapid Response

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 6a

AGENDA ITEM SUBJECT: FINANCIAL REPORT

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The Finance and Efficiency Council's primary goal is to work to ensure that the Board is in good financial health, its assets are protected, and its resources are used appropriately and accounted for sufficiently. Accordingly, the attached un-audited financial report for the month of December 2016 is being presented for review by the Board members.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 6b

AGENDA ITEM SUBJECT: BANK RECONCILIATION

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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

Based on the Internal Control Procedures recommended by the Department of Economic Opportunity of the State of Florida, the Finance Committee, at its April 2, 2009 meeting, requested a monthly cash reconciliation report be provided at every committee meeting. Accordingly, the attached cash reconciliations for the months of December 2016 and January 2017 are being presented for review by the Council members.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

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

**Reconciliation Date: 12/31/16
Cash Account: 1102 Cash -General Operating Account**

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	3,526,089.35	
Less Checks/Vouchers Drawn	(4,369,099.61)	395
Plus Deposits		
Checks Voided	13,594.67	9
Deposits	9,178,264.04	40
Plus Other Items	(90.79)	3
Unreconciled Items:		
Ending Book Balance	8,348,757.66	
Bank Balance	8,804,500.66	
Less Checks/Vouchers Outstanding	(455,743.00)	41
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
Reconciled Bank Balance	8,348,757.66	
Unreconciled difference	0.00	

Prepared by: Odell J. Ford Jr. 1/10/17
Odell J. Ford Jr.

Approved by: [Signature] 1/10/17

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

Reconciliation Date: 1/31/17

Cash Account: 1102 Cash -General Operating Account

	<u>Amount (\$)</u>	<u>Number of Transactions</u>
Beginning Book Balance	8,348,757.66	
Less Checks/Vouchers Drawn	(7,414,845.09)	351
Plus Deposits		
Checks Voided	26,751.62	4
Deposits	3,505,307.85	19
Plus Other Items	0.00	
Unreconciled Items:		
Ending Book Balance	<u><u>4,465,972.04</u></u>	
Bank Balance	5,131,305.40	
Less Checks/Vouchers Outstanding	(665,333.36)	66
Other Items:		N/A
Plus Deposits In Transit		
Transfer to operating		N/A
Unreconciled Items:		N/A
Reconciled Bank Balance	<u><u>4,465,972.04</u></u>	
Unreconciled difference	<u><u>0.00</u></u>	

Prepared by: Odell J. Ford Jr. 2/7/17
Odell J. Ford Jr.

Approved by: [Signature] 2/7/17



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 6c

AGENDA ITEM SUBJECT: ACTIVITY REPORT -- INTERNAL FISCAL MONITORING RESULTS

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

At the request of the SFWIB Audit Committee, SFWIB staff prepared the attached Internal Fiscal Monitoring Activity Reports for Program Year 2016-2017 for the period of December 1, 2016 through January 27, 2017. The report is a summary of the Service Providers monitored, and the findings resulting from the Internal Fiscal Monitoring activities.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CareerSource South Florida (CSSF) Board of Directors Meeting February 16, 2017
Office of Continuous Improvement (OCI) Fiscal Unit
Fiscal Monitoring Activity Report from December 1 to January 27, 2017
Program Year 16-17

Programs	Contracts Amount	Disallowed Costs	Findings/Deficiencies	Repeat Findings
Take Stock in Children, Inc. (TSIC)				
Scholarships	\$ 1,683,098	None	Did not enroll in the U.S. Department of Homeland Security's E-Verify system.	No
			Sampled personnel files did not include required documentation such as Employee's Withholding Allowance Certificate Form W-4, evidence of credentials, Level 2 background screenings and signed job descriptions.	No
			Did not complete the Individual Non-Disclosure and Confidentiality Certification form.	No
			The Employee Policy Manual did not include language addressing reporting suspicion of abuse, neglect of a child, aged person or disabled adult, or information related to sanctions for failure to comply with privacy policies.	No
			OCI was unable to verify if transactions appearing on sampled bank statements.	No
			Budget modifications were not submitted timely to CSSF.	No
			Staffing levels on the invoices submitted to CSSF were incorrect.	No
			Credit Card Transactions forms and reconciliations were not completed for sampled months.	No
			Finance charges incurred were not recorded as unallowable costs.	No
			There was no documented evidence electronic records were backed up regularly.	No
			The Self-Assessment Tool was not completed and submitted to OCI within thirty (30) days of contract execution.	No
Early Learning Coalition of Miami-Dade and Monroe Counties				
Child Care Services	\$ 1,000,000	None	The review and tests of sampled TCC eligible customers' electronic case files and supporting documentation did not reveal any discrepancies.	No
Florida Memorial University (FMU)				
Black Male College Explorers (BMCE)	\$ 120,000	\$ 74,410.33	Only one (1) student out of the twenty (20) funded met eligibility requirements. FMU did not assess students based on four (4) criteria required to determine eligibility for the Temporary Assistance for Needy Families (TANF) program. As a result, sampled operating expenditures associated with nineteen (19) ineligible students, for scholarships, housing and field trips were disallowed.	No
			Non-compliance and recordkeeping issues were noted during the review.	Yes
			Sampled expenditures were consistently overstated and incorrectly allocated to CSSF.	No
			CSSF approved a budget line item for miscellaneous educational supplies for the purchase of textbooks, portfolios, pens, etc.; however, FMU purchase gift cards instead and did not maintain records, receipts or a list of students/persons who received the gift cards.	No
			The Cost Allocation Plan (CAP) was not developed and submitted to CSSF's Finance Unit	No
			Charges for salaries and wages were based on budget estimates, not actuals as required, which do not qualify as support to federal awards.	No
			As of 5/31/16, the bank reconciliation for the Bank of America (BOA) Accounts Payable Bank Account ending in #0890, showed eighteen (18) checks totaling \$20,541.87 outstanding over 90 days.	No

CareerSource South Florida (CSSF) Board of Directors Meeting February 16, 2017
Office of Continuous Improvement (OCI) Fiscal Unit
Fiscal Monitoring Activity Report from December 1 to January 27, 2017
Program Year 16-17

Programs	Contracts Amount	Disallowed Costs	Findings/Deficiencies	Repeat Findings
			The Financial Closeout Package (FCOP) was not submitted to CSSF within thirty (30) calendar days after the expiration of the contract, not in compliance with requirements of the executed contract.	No
			Did not submit the required Monthly Supervisory Quality Assurance (QA) Case Reviews and Program Activity Reports by the 10 th of each month.	Yes
			Did not provide a copy of the policies and procedures addressing HIPAA.	Yes
			FMU did not provide supporting documentation demonstrating it backs up its electronic data.	Yes
City Year, Inc. Miami Program (MP)				
Academic and Social Services	\$ 200,000	\$ 22,070	City Year failed to provide verifiable/credible documentation evidencing students enrolled in the program met eligibility criteria.	No
			City Year's Cysecure Intranet system did not include required documentation such as: background screenings, performance evaluations, and educational credentials.	No
			City Year did not comply with federal regulations as Personnel Activity Reports (PARs) to support the distribution of salaries were not provided to OCI for review.	No
			Contract required that 860 students be served. CSSF paid City Year for 806 students, but City Year only served and collected documentation for 504.	No



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 6d

AGENDA ITEM SUBJECT: APPROVAL TO CONSIDER OPTIONS FOR SER JOBS FOR PROGRESS WORKFORCE SERVICES CONTRACT

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Finance Committee recommends to the Board one of the options set forth below regarding the SER Jobs for Progress Workforce Services contract for the North Miami Beach Career Center.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The CareerSource South Florida (CSSF) staff conducted a region-wide verification of participants' direct job placements (DJP) at its Career Centers for program year (PY) 15-16. Participants' placement data was derived from the Balanced Scorecard Report and forwarded to the Department of Economic Opportunity (DEO), who then forwarded the data to the Florida Department of Revenue to facilitate its wage match process by comparing Career Center placement data with unemployment records. During the verification process, SFWIB staff matched the same data with data provided from the Unemployment Insurance (UI) wages database and The New Hire Report from DEO. Those participants who did not have any wages reported in the quarter they began employment or the quarter following the start of employment were flagged as "unverified." Employment verification forms were requested from the Centers for the unverified placements.

On July 29, 2016 CSSF Staff made a request to SER Jobs for Progress to submit employment verifications as required by their contract to validate their placements. On August 4, 2016, SER Jobs submitted documentation to support only 57 of the 352 placements that were requested. As a result of which, CSSF then began a full review of 100 percent of SER Jobs DJP's. Subsequent request were made to SER Jobs on August 8th and 29th for the additional documentation. Final submission was submitted to CSSF Staff on September 1, 2016. During the review, the Office of Continuing Improvement (OCI) determined that were significant findings regarding the integrity of the supporting documentation submitted by SER Jobs and consequently entered in the Employ Florida Marketplace (EFM) system. OCI was unable to verify the validity of the data through direct contact with employers and/ or participants documents. The following is brief synopsis of their findings:

1. Verification attempts by OCI were unsuccessful with the employers of record and/or participants.

- In fifty-three (53) instances or 17.97% of the 295 unverified DJPs, attempts by OCI to verify the placement information were unsuccessful. As a result, costs paid to SER associated with these placements are being disallowed.
 - In twenty-six (26) of these instances, the attempts to contact the participant were unsuccessful because of wrong numbers, phone disconnected, or no phone numbers listed in the EFM system.
 - In seven (7) of these instances, either the employer listed closed its business or the phone number listed was not in service.
 - In five (5) of these instances, the employer will only verify through the Work Number, yet SER did not provide this documentation.
 - In four (4) of these instances, all prior services/activities entered in the EFM system were provided by CareerSource Broward or other centers.
 - In two (2) of these instances, the social security number entered into the Employ Florida Marketplace (EFM) system was invalid. Further, there were two WP applications with the same contact information and/or birthdate.
 - In two (2) of these instances, the telephone numbers listed in EFM were for taxi companies.
 - In one (1) of these instances, the contact information entered in EFM was for a bootcamp.
2. Employer and/or participant responses revealed the participants had never worked for the employer of record, which is not in compliance with the executed contract, Exhibit A, Sections, II, V, and VI.
- In forty (40) instances or 13.56% of the 295 unverified DJPs, the responses from the employers and/or participants indicated the participants never worked for the employer of record. As a result, costs paid to SER associated with these placements are being disallowed.
 - In eighteen (18) of these instances, the participants indicated they have never been to the North Miami Beach center or contacted by staff from the center.
 - In eight (8) of these instances, participants indicated they have been to the center; however, never worked for the employer of record or were referred to the position reported.
 - In five (5) of these instances, the participants have only been to CareerSource Broward since they reside in Broward County.
 - In one (1) of these instances, the participant has only been to a center located in Ft. Myers.
 - In one (1) of these instances, the participant has been in prison for five years and worked for the employer in 2005.
 - In one (1) of these instances, the participant indicated they only went to the Carol City center.
 - In one (1) of these instances, the social security number entered in EFM was invalid.
3. Participant responses revealed they were never issued staff referrals by the North Miami Beach Center and acquired the position on their own or by another center, which is not in compliance with the executed contract, Exhibit A, Sections, II, V, and VI.
- In forty (40) instances or 13.56% of the 295 unverified DJPs, the participants indicated never receiving a staff referral from the North Miami Beach center and acquired the position on their own or by another center. As a result, costs paid to SER associated with these placements are being disallowed.
 - In twenty (20) of these instances, the participants had never been to the North Miami Beach center or contacted by staff from the center.
 - In six (6) of these instances, the participants have only been to CareerSource Broward since they reside in Broward County.
 - In two (2) of these instances, the participants confirmed receiving a staff referral from the Transition center.
4. OCI verified placement through an email from employers of record; however, these are questionable DJPs given the lack of full registration in EFM and/or IAA system log-in. This is not in compliance with DEO FG 03-035 revised May 8, 2012 related to WP Job Seeker Registration and Employer Services Procedures.

- In one hundred twenty-four (124) instances or 41.36% of the 295 unverified DJPs, OCI was able to verify placements through an email from employers of record; however, these are questionable DJPs given the lack of full registration in EFM and/or IAA system log-in. As a result, costs paid to SER associated with these placements are being disallowed.
 - In one hundred five (105) of these instances, participants did not have full registrations in the EFM system, to include an updated resume.
 - In nineteen (19) instances there was a full registration in EFM, yet no IAA log-in. It should be noted these participants have received the majority of services/activities through CareerSource Broward or other centers.
 - In ninety-nine (99) of these instances, participants' contact information in EFM was outside of the Miami-Dade County area, i.e. Broward, Lee, Gainesville, Clewiston, Tampa, etc.
 - In ninety-four (94) of these instances, the employer of record is Xpand Staffing.
 - In twenty-eight (28) of these instances, the employer of record is Accessible Home Health Care of Aventura.
 - In two (2) of these instances, the employer of record is Metro One Loss Prevention Services Group, Inc.

Observations:

OCI was able to validate thirty-eight (38) DJPs or 12.88% of the total placements categorized as “unverified” through verification with employers of record and/or participants.

Conclusion:

SER is in Breach of Contract, under Article II, Section E, Items 1, 4, and 17 as detailed below:

1. Failed to provide services as set forth in the Statement of Work, Exhibit A of the contract.
14. Attempted to meet contract obligations through material misrepresentation of the information entered into the EFM system related to direct job placements.
17. Did not submit or submitted incomplete or incorrect required reports or proof of compliance with reporting requirements.

Recommendation:

A revised total of 170 direct job placements for an amount of \$65,775 paid to SER associated with unverified placements and unacceptable supporting documentation are being disallowed.

Option 1: The SFWIB terminates the North Miami Beach Career Center Workforce Services contract with SER Jobs for Progress, Inc. for the remainder of the PY2016-17.

Option 2: The SFWIB terminates the North Miami Beach Career Center Workforce Services contract with SER Jobs for Progress, Inc. and the SFWIB declines any request from SER Jobs for Progress for future Workforce Services Contracts.

Option 3: The SFWIB places SER Jobs for Progress, Inc. on a Corrective Action Plan.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



**South Florida Workforce Investment Board (SFWIB)
d/b/a CareerSource South Florida (CSSF)
Office of Continuous Improvement (OCI)
Direct Job Placement (DJP) Validation**

**SER-Jobs for Progress, Inc. (SER)
North Miami Beach Center
October 25, 2016**

DJP Types: Workforce Investment and Opportunity Act (WIOA)
Adult and Dislocated Workers
Career Advancement Program (CAP)
Reemployment Assistance (RA)
Wagner-Peyser (WP) Universal
Offender

Contract Number: WS-CC-PY'15-04-00
Contract Period: July 1, 2015 to June 30, 2016
Contract Amount: \$1,546,310
Index Code: 11504

Period Reviewed: July 1, 2015 to June 30, 2016

Monitoring Staff: Maria Mauriz, Quality Assurance Specialist
Teresa Hechavarria, Quality Assurance Specialist
Travis Kelly, Quality Assurance Specialist
Giovanni Martinez, Quality Assurance Specialist
Concepcion Portela, Validation Specialist
Frances González-Lago, Quality Assurance Coordinator

Distribution: Major Daniel Llano-Montes, Chairman of the Board, SER
Jose L. Cela, President and CEO, SER
Rick Beasley, Executive Director, SFWIB/CSSF
Robert Smith, Adult Programs Supervisor, SFWIB/CSSF
Yian Perrin, DEO Programs Manager, SFWIB/CSSF
Roxanne Soto, Contracts Administrator, SFWIB/CSSF

Type of Agency: Non-Profit

I. Introduction

The SFWIB staff has conducted a region-wide verification of participants' direct job placements (DJP) at its Career Centers for program year (PY) 15-16. Participants' placement data was derived from the Balanced Scorecard Report and forwarded to the Department of Economic Opportunity (DEO), who then forwarded the data to the Florida Department of Revenue to facilitate its wage match process by comparing Career Center placement data with unemployment records. The type of DJPs reviewed included Reemployment Assistance (RA), Offender, WP Universal, Workforce Investment and Opportunity Act (WIOA) Adult and Dislocated Worker, and Career Advancement Program (CAP). The executed contract under Exhibit A – Statement of Work, Section VI – Employment/Placement Verification requires Employment Verification forms, and/or Work Number printouts, and pay stubs be maintained for the WIOA, CAP, and WP programs to verify the placement of participants in employment.

During the verification process, SFWIB staff matched the Balanced Scorecard data with data provided from the Unemployment Insurance (UI) wages database, which is maintained by the State of Florida Department of Revenue. Additionally, the Balanced Scorecard was also matched with data provided from The New Hire Report from DEO. Those participants who did not have any wages reported in the quarter they began employment or the quarter following the start of employment were flagged as “unverified.” Employment verification forms were requested from the Centers for the unverified placements.

The Career Centers were notified of the review and granted five (5) business days to provide supporting documentation to corroborate each unverified placement.

II. Methodology

A total of 1,618 direct job placements were recorded by the North Miami Beach Center operated by SER for the period reviewed; of which, 352 were flagged as “unverified” during the wage match process, representing 21.76% of total direct job placements. Employment verification forms were requested for the 352 unverified placements on July 29, 2016; however, SER provided acceptable employment verification forms for only 57 of the 352 unverified placements on August 4, 2016. Therefore, subsequent requests for SER to submit employment verification forms for the remaining 295 direct job placements or 83.81% of the total unverified placements was requested on August 8 and August 29, 2016. SER submitted the pending employment verification forms on September 1, 2016.

Given the amount of unverified placements and SER unable to submit adequate employment verifications timely, OCI and DEO staff attempted to contact the 295 participants with the unverified DJPs via telephone and/or email. Furthermore, OCI attempted verification with the employer of record utilizing faxed confirmation forms, telephone calls, and e-mails.

III. Overall Summary of Findings and Results of the Review

Findings:

1. Verification attempts by OCI were unsuccessful with the employers of record and/or participants.

- In fifty-three (53) instances or 17.97% of the 295 unverified DJPs, attempts by OCI to verify the placement information were unsuccessful. As a result, costs paid to SER associated with these placements are being disallowed.
 - In twenty-six (26) of these instances, the attempts to contact the participant were unsuccessful because of wrong numbers, phone disconnected, or no phone numbers listed in the EFM system.
 - In seven (7) of these instances, either the employer listed closed its business or the phone number listed was not in service.
 - In five (5) of these instances, the employer will only verify through the Work Number, yet SER did not provide this documentation.
 - In four (4) of these instances, all prior services/activities entered in the EFM system were provided by CareerSource Broward or other centers.
 - In two (2) of these instances, the social security number entered into the Employ Florida Marketplace (EFM) system was invalid. Further, there were two WP applications with the same contact information and/or birthdate.
 - In two (2) of these instances, the telephone numbers listed in EFM were for taxi companies.
 - In one (1) of these instances, the contact information entered in EFM was for a boot camp.

2. Employer and/or participant responses revealed the participants had never worked for the employer of record, which is not in compliance with the executed contract, Exhibit A, Sections, II, V, and VI.

- In forty (40) instances or 13.56% of the 295 unverified DJPs, the responses from the employers and/or participants indicated the participants never worked for the employer of record. As a result, costs paid to SER associated with these placements are being disallowed.
 - In eighteen (18) of these instances, the participants indicated they have never been to the North Miami Beach center or contacted by staff from the center.
 - In eight (8) of these instances, participants indicated they have been to the center; however, never worked for the employer of record or were referred to the position reported.
 - In five (5) of these instances, the participants have only been to CareerSource Broward since they reside in Broward County.
 - In one (1) of these instances, the participant has only been to a center located in Ft. Myers.
 - In one (1) of these instances, the participant has been in prison for five years and worked for the employer in 2005.

- In one (1) of these instances, the participant indicated they only went to the Carol City center.
- In one (1) of these instances, the social security number entered in EFM was invalid.

3. *Participant responses revealed they were never issued staff referrals by the North Miami Beach Center and acquired the position on their own or by another center, which is not in compliance with the executed contract, Exhibit A, Sections, II, V, and VI.*

- In forty (40) instances or 13.56% of the 295 unverified DJPs, the participants indicated never receiving a staff referral from the North Miami Beach center and acquired the position on their own or by another center. As a result, costs paid to SER associated with these placements are being disallowed.
 - In twenty (20) of these instances, the participants had never been to the North Miami Beach center or contacted by staff from the center.
 - In six (6) of these instances, the participants have only been to CareerSource Broward since they reside in Broward County.
 - In two (2) of these instances, the participants confirmed receiving a staff referral from the Transition center.

4. *OCI verified placement through an email from employers of record; however, these are questionable DJPs given the lack of full registration in EFM and/or IAA system log-in. This is not in compliance with DEO FG 03-035 revised May 8, 2012 related to WP Job Seeker Registration and Employer Services Procedures.*

- In one hundred twenty-four (124) instances or 41.36% of the 295 unverified DJPs, OCI was able to verify placements through an email from employers of record; however, these are questionable DJPs given the lack of full registration in EFM and/or IAA system log-in. As a result, costs paid to SER associated with these placements are being disallowed.
 - In one hundred five (105) of these instances, participants did not have full registrations in the EFM system, to include an updated resume.
 - In nineteen (19) instances there was a full registration in EFM, yet no IAA log-in. It should be noted these participants have received the majority of services/activities through CareerSource Broward or other centers.
 - In ninety-nine (99) of these instances, participants' contact information in EFM was outside of the Miami-Dade County area, i.e. Broward, Lee, Gainesville, Clewiston, Tampa, etc.
 - In ninety-four (94) of these instances, the employer of record is Xpand Staffing.
 - In twenty-eight (28) of these instances, the employer of record is Accessible Home Health Care of Aventura.
 - In two (2) of these instances, the employer of record is Metro One Loss Prevention Services Group, Inc.

Observations:

- 1. OCI was able to validate thirty-eight (38) DJPs or 12.88% of the total placements categorized as “unverified” through verification with employers of record and/or participants.*

IV. Recommendations

Based on the findings resulting from this review, OCI recommends the performance standards billed by SER and paid by SFWIB for each unverified direct job placement, or 257 placements, be disallowed for a total amount of **\$106,350.00**. Refer to **Exhibit A** for details.

V. Conclusion

Based on the review by OCI, it was evident SER failed to adhere to the requirements of the executed contract, Code of Federal Regulations, and State and local policies, procedures and directives.

SER is in Breach of Contract, under Article II, Section E, Items 1, 4, and 17 as detailed below:

1. Failed to provide services as set forth in the Statement of Work, Exhibit A of the contract.
4. Attempted to meet contract obligations through material misrepresentation of the information entered into the EFM system related to direct job placements.
17. Did not submit or submitted incomplete or incorrect required reports or proof of compliance with reporting requirements.

Therefore, placement performance standards billed by SER and paid by SFWIB totaling \$106,350.00 are being disallowed. Refer to **Exhibit A** for details.

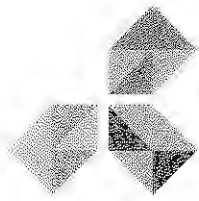
The identified disallowed costs in the amount of **\$106,350.00** should be returned to SFWIB within **ten (10) business days from the receipt of this report**. Alternate arrangements to have the amount deducted from future payments may be requested in writing to SFWIB’s Executive Director.

As a result of the significant deficiencies and disallowances noted during this verification process, OCI recommends the SFWIB consider termination of its Career Center contract with SER.

Respectfully submitted,

Frances González -Lago, FCWP-1
Quality Assurance Coordinator, SFWIB

Yian Perrin, FCWP-1
DEO Programs Manager, SFWIB



January 26, 2016

Mr. Jose L. Cela
President and CEO
SER-Jobs for Progress, Inc.
P.O. Box 661597
Miami, FL 33266

Re: Direct Job Placement (DJP) Validation Review for PY15-16

Dear Mr. Cela:

Thank you for your responses to the program year 2015-2016 DJP Validation report dated October 31, 2016 and December 8, 2016 for the North Miami Beach Center operated by SER-Jobs for Progress, Inc. (SER). We appreciate the time and effort you and your staff devoted to addressing the unverified placements indicated in the report.

The South Florida Workforce Investment Board (SFWIB) Office of Continuous Improvement (OCI) has reviewed the supporting documentation provided related to disallowances identified during the monitoring. As a result, the disallowances have been reduced to 170 direct job placements for a total amount of **\$65,775.00** in disallowed costs. Please refer to the attached **Exhibit A** for details. SER is scheduled to repay the identified disallowed costs totaling \$65,775.00 through six (6) monthly deductions of \$10,962.50, beginning with the January 2017 invoice.

Please feel free to contact me at (305) 594-7615 at extension 1501 or Frances González-Lago at extension 1520, should you have any questions.

Sincerely,

Rick Beasley
Executive Director
South Florida Workforce Investment Board

Attachment

Pc: Major Daniel Llano-Montes, Chairman of the Board, SER
Gustavo Alonso, Assistant Director of Finance, SFWIB/CSSF
Robert Smith, Adult Programs Supervisor, SFWIB/CSSF
Yian Perrin, DEO Programs Manager, SFWIB/CSSF
Frances González-Lago, Quality Assurance Coordinator, SFWIB/CSSF
Audit file

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

p: 305-594-7615 | f: 305-470-5629



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 7a

AGENDA ITEM SUBJECT: TECHHIRE TRAINING POLICY

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Competitiveness Council recommends to the Board the approval of a TechHire Training Policy, as set forth below.

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

STRATEGIC PROJECT: **Close the digital skills gap**

BACKGROUND:

On March 10, 2015, President Obama announced plans for a new, multi sector workforce development program known as the “TechHire Initiative”. TechHire was launched as a campaign to expand local tech sectors by building tech talent pipelines in communities across the country.

In March 2016, the White House announced Miami-Dade County as one of two “TechHire” communities designated in the State of Florida; representing the only TechHire community in South Florida. The designation is the result of an aggressive push by the South Florida Workforce Investment Board (SFWIB), County Government, local economic development organizations, a group of employers, and accelerated training providers who worked together to enhance the talent supply within the Technology industry.

In an effort to further progress the TechHire initiative, CSSF staff met with Training Providers whose focus is Information Technology (IT) training to discuss best practices and processes, as well as to solicit feedback. The common goal of the SFWIB and the Training Providers is to ensure job seekers in the region is equipped through accelerated to acquire the skills required for successful employment in the Technology Industry.

The resulting policy, in alignment with the SFWIB 2016-2020 Strategic Goals Operational Plan, is put forth to guide Training Providers in the delivery of customized accelerated IT training for eligible individuals, to help fill the employment gap in the area of technology.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

SFWIB TECHHIRE TRAINING (THT) POLICY

I. **OF INTEREST TO**

The TechHire Training (THT) Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB) dba CareerSource South Florida (CSSF), SFWIB staff, Training Providers, Contractors (Service Providers), Businesses, and Job Seekers in Workforce Development Area (WDA) 23 (Miami-Dade and Monroe counties).

II. **SUBJECT**

TechHire Training (THT)

III. **PURPOSE**

The purpose of the THT Policy is to provide all SFWIB stakeholders with parameters regarding the use of training funds for purposes of recruitment and the delivery of customized accelerated Information Technology (IT) training and employment services for eligible individuals that will help fill the employment gap in the area of technology.

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)

WIOA of 2014 Title 20 Code of Federal Regulations (Title 20 CFR)

U.S. Department of Labor, Employment and Training Administration 03-15

"Tech Hire." *National Archives and Records Administration*. National Archives and Records Administration, 10 Mar. 2015. Web. 27 Jan. 2017.

<<https://obamawhitehouse.archives.gov/issues/technology/techhire>>

Florida Statutes, Title XXXI, Chapter 445

CareerSource Florida Administrative Policies FG-OSPS 89, January 11, 2016, and 90, March 1, 2016

Scott, L. (n.d.). WIOA–Youth Living in High Poverty Areas and Poverty Rate Map [Memorandum]. Tallahassee, FL: Department of Economic Opportunity

BACKGROUND

On March 10, 2015, President Obama announced plans for a new, multi sector workforce development program known as the “TechHire Initiative”. TechHire was launched as a campaign to expand local tech sectors by building tech talent pipelines in communities across the country.

In March 2016, the White House announced Miami-Dade County as one of two “TechHire” communities designated in the State of Florida; representing the only TechHire community in South Florida. The designation is the result of an aggressive push by the South Florida Workforce Investment Board (SFWIB), County Government, local economic development organizations, a group of employers, and accelerated training providers who worked together to solidify WDA 23’s standing as an information technology training and hiring hub.

The WIOA § 2(1)(3)(4)(5)(6) recognizes that individuals, specifically those with barriers to employment, may require assistance in order to obtain high skill/high wage jobs that lead to self-sufficiency. SFWIB provides THT in the form of customized short term training via cohorts with a business (public, private non-profit or private for-profit), Training Provider, and an eligible participant. Through THT, eligible training providers may receive funding to deliver IT skills training to participants that will foster self-sufficiency opportunities to enter the technology field and to meet the industry's growing demand for skilled workers.

V. DEFINITIONS

A. *TechHire Training (THT)*

1. A multi-sector initiative and call to action to empower Americans with skill sets necessary to meet the demands of the technology industry, "Tech Hire." National Archives and Records Administration. National Archives and Records Administration, n.d. Web. 10 March 2015.
2. Put forth to create economic opportunity and upward mobility through training and placement in technology jobs, with a specific focus on individuals who have the capacity and drive to succeed, but lack the traditional credentials.
3. Provides IT training delivered by universities and education institutions, through high-quality nontraditional approaches such as "coding boot camps" that can rapidly train workers for high growth/high wage jobs within a few months.
- 4.

B. *Self-Sufficiency*

Self-Sufficiency is an SFWIB-identified wage that allows an individual to provide for oneself without assistance. The local definition of "self-sufficiency" may be different for adult and dislocated workers, and should take into account individuals with barriers.

C. *Conflict of Interest*

1. SFWIB will not favor a grant application/proposal from and/or for a member of the SFWIB over another training provider or business in the community. THT shall be made based upon what will be most beneficial to the participant and business.
2. The SFWIB shall be notified whenever a THT application/proposal is connected to a SFWIB member, Training Provider or employee.
3. Training Providers are prohibited from recommending a THT grant application/proposal, or making THT referrals to individuals/businesses who are members of their immediate family or members of families of other Training Provider staff or SFWIB staff.
4. The contracted THT training provider shall not train a participant who is a relative (member of the family) of the Training Provider. Relative is defined as: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister. (Florida Statutes § 112.3135)

D. Credentials

A formalized recognition (i.e., certification, license, certificate) of an individual's attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation, the technical or occupational skills being generally based on standards developed and /or endorsed by employers. A credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway, or up a career ladder. A "work readiness" certificate is not included in this definition as it does not document measurable technical or occupational skills necessary to gain employment or advance within an occupation.

E. Employed Worker

WIOA § 134(c)(3)(A), § 3(36), and FS-OSPS 89 § IV, describes an employed worker as:

1. An individual currently working who has been determined by the one-stop operator to be in need of employment and services in order to obtain employment that allows for self-sufficiency in accordance with locally established definition of that term.
2. Provides training for an employed worker who currently meets the local definition of self-sufficiency, but needs services in order to retain their self-sufficient employment, and may also be served if documentation is obtained from the business that the employee will not be retained unless additional training or services are received.
3. Dislocated workers who have become re-employed in "income maintenance" jobs (a job with a lower rate of pay than the job of dislocation) if training is determined necessary in order to obtain or retain employment that leads to economic self-sufficiency.
4. The individual must have the skills and qualifications to successfully participate in the selected program of training services.

F. Youth

WIOA § 3(18), defines Youth as an individual who is either In-School or Out-of-School between 14-24 years of age at the time of eligibility determination. Both in-school youth (ISY) and out-of-school youth (OSY), are eligible for youth services. (WIOA § 129(a)(1)(B) and 129(a)(1)(C)).

G. High Poverty Area (HPA)

A high poverty area is a Census tract, a set of contiguous Census tracts, an American Indian Reservation, Oklahoma Tribal Statistical Area (as defined by the U.S. Census Bureau), Alaska Native Village Statistical Area or Alaska Native Regional Corporation Area, Native Hawaiian Homeland Area, or other tribal land as defined by the Secretary in guidance or county that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey (ACS) 5-Year data, (Scott, n.d.).

H. Targeted Occupations List (TOL)

A Statewide Demand Occupations list identifies the labor market needs of Florida’s business community and encourages job training based on those needs, with emphasis on jobs that are both high demand and high skill/high wage and is used as a baseline for establishing Regional Targeted Occupations Lists (RTOLs).

WDA 23’s TOL is developed and used to identify occupations for which eligible adults, dislocated workers, and youth may receive training assistance under the WIOA. For purposes of this policy, the focus will be for technology based occupations and training.

I. Guaranteed Placements

A pre-negotiated number of graduate participants a company will hire and provide paid on-the-job training, internship or apprenticeship at the completion of the training in the form of an executed agreement between the training provider and the employer.

J. Supply/Demand Matrix

A system created by the Florida Department of Economic Opportunity, Bureau of Labor Market Statistics which shows the gaps between occupational supply and demand, based on long-term and short-term demand indicators.

K. Poverty Rate Map

A map developed by the Department of Economic Opportunity which allows an individual to identify if an area qualifies as a high poverty area based on the 30 percent threshold using the most recent ACS five-year data. (Scott, n.d.).

L. On-the-Job Training (OJT)

Placement of participant graduates with a local technology, or other company, after the successful completion of training through a paid OJT, internship, or Apprenticeship with the potential of long term full-time employment.

M. Eligible Provider of Training Services

Under WIOA §§ 122 (a) (1-3) and 133(b), a provider of training services programs who has met the eligibility requirements to receive WIOA Title I-B funds for the provision of training services for eligible adult/dislocated worker participants. Eligible training providers may also receive WIOA Title I Youth funds through an Individual Training Account (ITA) to provide training to older, out-of-school youth, ages 18 to 24. The eligible training provider shall be:

1. An institution of higher education that provides a program that leads to a recognized postsecondary credential; or
2. An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, Chapter 663; 29 U.S.C. 50 et seq.); or
3. Other public or private providers of a program of training services, which may include joint labor-management organizations, pre-apprenticeship programs and occupational/technical training, and eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; and

4. Compliant, with the exception of Registered Apprenticeship training providers, all other training providers' programs shall be for training for occupations on the applicable Local Board TOL, current at the time of training, to be eligible to receive training funds under WIOA § 133(b).

VI. ELIGIBILITY

A. *Employed and Unemployed Adult and Dislocated Workers*

Under WIOA § 134(c)(3)(A), training services may be made available to employed and unemployed adults and dislocated workers who meet the applicable eligibility criteria under the definition, subject to available funding, may receive THT through an approved SFWIB Training Provider awarded funding to deliver said services.

Underemployed individuals who meet the definition of low-income may also be considered for THT, TEGL 03-15:

1. Individuals employed less than full-time who are seeking full-time employment;
2. Individuals who are employed in a position that is inadequate with respect to their skills and training;
3. Individuals who are employed who meet the definition of a low-income individual in WIOA § 3(36); and
4. Individuals who are employed, but whose current job's earnings are not sufficient as compared to previous job's earnings from their previous employment, per State and/or local policy.

B. *Youth*

Individuals that meet the eligibility criteria under WIOA Youth § 129(a)(3)(A)), subject to available funding, may receive THT through an approved SFWIB Training Provider awarded funding to deliver said services. A youth participant who lives in an HPA is automatically considered to be a low-income individual, and does not have to prove income for purposes of receiving WIOA services.

C. *Training Providers*

Technology-based educational entities listed on the SFWIB Eligible Training Provider List (ETPL) may provide THT services through a Board approved grant application/proposal. Said entities are eligible to receive WIOA funding for the delivery of short-term training cohorts. An SFWIB Eligible Training Provider is defined in Section VI (M) (1-4) of this Policy.

D. *Service Providers*

A public, private non-profit or private for-profit entity contracted to operate and provide career and support services to job seekers through the one-stop delivery system (CareerSource centers) located through Miami Dade and Monroe counties.

VII. Recruitment

Training providers may work with SFWIB authorized representatives, Service Providers, and/or other entities to promote, identify and assist in providing qualified candidates to participate in the THT initiative. Recruitment of participants for the THT shall also include individuals residing in a HPA and those with barriers to employment.

Training providers should utilize the Poverty Rate Map when recruiting individuals' residing in an HPA to ensure accuracy. Proof of recruitment from an HPA should be provided to the SFWIB and/or its designated representative.

VIII. Assessment

Eligible training providers and service providers shall work together to ensure participants referred for THT are qualified to receive funding for the training and possess the aptitude for successful completion of the program.

A. *Service Providers*

An initial assessment for funding and training eligibility shall be performed by the Service Provider that includes an evaluation of a participants skill levels (that may include literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.

A service provider is not required to conduct a new interview, evaluation, or assessment of a participant if it is determined to be appropriate to use a recent interview, evaluation, or assessment of the participant conducted pursuant to another education or training program, WIOA § 134(c)(3)(A)(ii).

B. *Training Providers*

In cooperation with the service provider, the training provider shall interview and assess eligible participants to ensure only individuals with the aptitude to succeed are enrolled in a THT. The THT assessment and interview process must be administered in a manner consistent with the training providers established practices for students not funded by the SFWIB, and shall be impartial so as not to unfairly preclude any qualified SFWIB participant.

A training provider found to violate this section of the policy shall result in termination of the provider and its program from future THT training for no less than a period of two years. If the violation is found to be particularly egregious, the training provider and its program may be barred from delivering THT indefinitely.

IX. THT APPLICATION/AGREEMENT

A. *Conditions*

1. Individuals may not commence training and training providers may not make training-related purchases prior to SFWIB approval of the THT application/proposal. The agreement is executed when signed by **all** required parties, i.e., SFWIB and the Training Provider.

2. THT funds may not be used or proposed to be used for:
 - a. The encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location;
 - b. Customized training, skill training, or on-the-job training or company specific assessments of job applicants or employees of a business or a part of a business that has relocated from any location in the United States, until the company has operated at that location for 120 days, if the relocation has resulted in any employee losing his or her jobs at the original location.
3. The following three sections must be pre-negotiated and included in the THT agreement:
 - a. Cost per participant;
 - b. Number of guaranteed placements;
 - c. Timeframe for the delivery of training;
 - d. Timeframe for the achievement of credentials;
 - e. Frequency of compensation
4. Participants selected for training must be eligible as determined by an authorized SFWIB representative or Service Provider contractor as indicated in Section VII (A-B) of this Policy. THT applications must be submitted to SFWIB as outlined in the SFWIB THT Procedures.
5. THT is available to training providers that meet the eligibility requirements stated in Section VII (C) of this policy, and the entity and its program must maintain active eligibility status to be approved for new trainings.
6. The appropriate signatory for the training provider shall be either the owner where the business is incorporated; a partner where the business is a partnership; or an officer if the business is a corporation. Corporations sometimes designate signatories other than their officers. In such instances, written authority transferring signatory responsibilities must be obtained by the individual responsible for developing the agreement.
7. The participant's credential attainment must be adequately documented by the Training Provider in the participant's file. The Training Provider should also provide a copy to the authorized SFWIB representative and/or Service Provider contractor for placement in the participant's file.
8. Training providers shall establish and maintain records with respect to all matters covered by the THT agreement. Training providers shall retain such records for at least five (5) years from the date of final payment, or until all related federal and state audits or litigation is completed, whichever is later. Training providers shall allow public inspection of all documents, papers, letters or other materials made or received by the training provider in conjunction with the THT agreement, unless the records are exempt under Federal or State law.

9. Training Providers must certify that all information provided is true and accurate for the purposes of requesting compensation and reporting.
10. Training providers must agree to comply with the provisions of the Certification Regarding Lobbying, Certification Regarding Debarment, Suspension and Other Matters, Public Entity Crime, Florida Clean Indoor Air Act and the Certification regarding a Drug-Free Workplace.
11. Training providers shall comply with the nondiscrimination and equal opportunity provisions of Federal or State law.

B. Proposal Review

1. The SFWIB Executive Director will have the authority to approve proposal requests \$50,000 or less. Awards will be included in the Executive Director's report to the SFWIB.
2. Requests exceeding \$50,000 must be approved by the SFWIB and/or appropriate Council at the next meeting.
3. Proposals that fail the SFWIB review process shall not be recommended for approval.

C. Duration

A THT agreement shall be limited to the period of time required for an individual to obtain the skills necessary for credential attainment as proposed in the proposal/application and/or as negotiated with SFWIB or the Training Provider.

D. Funding and Compensation

For purposes of the provision of THT under this policy, the following shall apply:

1. SFWIB will set aside a pool of training funds that will be utilized for THT initiatives.
2. The SFWIB will compensate the Training Provider for costs associated with the provision of services provided in accordance with the terms and conditions outlined in the THT agreement.
3. Compensation may occur upon the completion of the training, credential attainment, and when proper documentation has been provided to the SFWIB.
4. Compensation amounts will be based upon the relevant funding stream requirements and any waivers at the time of the agreement. As seen in Section X of this policy, Training Providers may submit a written request to the SFWIB Executive Director to approve an exception to the compensation process.

E. Training Completion and Outcomes

All THT initiatives shall be performance-based with specific measurable outcomes, including, but not limited to, the:

1. Total number of training completions and the overall number of employees trained.
2. Guaranteed placements - number of businesses engaged and committed, through a pre-established agreement with the Training Provider, for hiring THT participant graduates.
3. Total number of participant graduates placed with an employer and the average wage rate at the time of hire. The training provider must demonstrate proof of employment outcomes by providing the SFWIB and/or its designated representative(s) with supporting documentation (e.g., employment verification form completed by the employer of record, other forms as designed by the SFWIB) for all placements.
4. Training must result in the attainment of a credential that leads to self-sufficiency, as established during contract negotiations.
5. Recruitment of individuals from an HPA and of those with barriers to employment.

X. GRIEVANCES AND APPEALS

- A. Training Providers shall advise individuals of their right of appeal using either the entity's grievance procedures, or those of the SFWIB, if previously agreed with the training provider. If a training provider elects to use its own grievance procedures, the training provider must agree to provide information to SFWIB as to actions taken under those procedures. If the participant is not satisfied with the outcome after using the training provider's grievance procedures, then he/she may elect to file a grievance with SFWIB under the SFWIB grievance procedures.
- B. If the application is not approved, the appropriate SFWIB staff shall notify the training provider in writing. Training providers may appeal an application denial by the SFWIB in accordance with the SFWIB appeals process.

XI. EXCEPTIONS

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

XI. PROHIBITIONS/LIMITATIONS

- A. A training provider or its programs may be removed for failing to comply with this Policy, WIOA, and/or State of Florida requirements, or when the training program is no longer needed or desired, or for cause. "For cause" shall include, but not be limited to, engaging in fraud or other criminal acts, incapacity, unfitness, neglect, incompetence, irresponsibility, misfeasance, malfeasance, nonfeasance or lack of performance.

- B. A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).
- C. A participant in a program or activity under Title I of WIOA may not be employed in or assigned to a job if:
 - 1. Any other individual is on layoff from the same or any substantially equivalent job;
 - 2. The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the WIOA participant; or
 - 3. The job is created in a promotional line that infringes in any way on the promotional opportunities of individuals.
- D. Participants shall not be employed to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).
- E. Training Providers that fail to meet the conditions as outlined in the executed agreement may not be considered for future THT.
- F. No officer, employee, agent, or representative of the Business or Training Provider may charge a participant a fee for the placement of such individuals in or to a training funded under a THT agreement or amendments thereof.
- G. THT funded agreements must not impair existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the agreement is initiated.
- H. THT funds shall not be used for any political activity, lobbying of federal, state or local legislators, or to promote or oppose unionization.
- I. THT funds may not be used to directly or indirectly assist, promote or deter union organizing.
- J. THT may not be delivered online. Training must be provided in person at the training provider's location or as determined by the SFWIB.



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 7b

AGENDA ITEM SUBJECT: NEW TRAINING PROVIDERS AND PROGRAM

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: The Global Competitiveness Council recommends to the Board the approval of New Training Providers and Programs, and New Programs for Existing Training Providers, as set forth below.

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

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

BACKGROUND:

Federal and state law permit regional workforce boards to independently develop criteria for the selection and maintenance of Training Providers and Programs. In Region 23, the current process to become an approved Training Provider requires staff to evaluate an applicant's programmatic capabilities. The Training Provider program documentation passed the SFWIB staff review process and is presented to the GTC Council for a recommendation for Board approval. Below are the request(s) to become a Training Provider and program additions for review and approval of the Council.

Request(s) to be added as a Training Provider and Program:

1. South Florida Academy of Air Conditioning LLC
New program(s):
 - HVAC: Residential and Light Commercial Technician

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Prospective Training Vendor Program Information for: South Florida Academy of AC

Note: ITAs are issued in accord with the SFWIB ITA Policy, the initial ITA may cover up to and including 50 percent of the program's maximum ITA amount; the subsequent ITA is issued upon the participant's arrival at the midpoint of the training program's life and may cover up to and including the remaining 50 percent of the program's maximum ITA amount. **Pell Grants:** All participants are required to apply for the Pell Grant and if Pell eligible and the program is a Pell eligible program, then the Pell Grant must deducted from the total ITA amount. ITAs only cover up to one year of training and neither A.A. nor Bachelor degrees. **Refunds:** For guidance on issuing refunds, refer to the SFWIB Standardized Refund Policy. **Notice:** Case Managers shall advise participants that they may be required to obtain student loans and/or other grants to cover the cost of the program that they wish to enroll in if the ITA amount and the Pell Grant, if eligible for Pell, does not cover the full cost of the program. **SFWIB will not be responsible for any debts that the participant incurs.**

																		2016-2017 TOL Wage Rate		
Proposed Training Program	Credential	Location/ Campus	Credit Hours	Clock Hours	Course Length (estimated in months)	Tuition Cost	Application Registration Fees Cost	Books Cost	Materials Cost	Uniforms Cost	Tools Cost	Testing Fees Cost	Certification Fees Cost	Licensing Fees Cost	Pell Eligible (Yes/No)	CIP Code	2016-2017 TOL Related Occupations (SOC & Name)	Entry	Mean	Quadrant Category
Diploma/Certificate Programs																				
HVAC: Residential and Light Commercial Technician	Diploma	3343 W Commercial Blvd. Ste.105 Ft. Lauderdale FL 33309	N/A	185	one month	\$6,995.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	647020101	499021 Heating, AC, and refrigeration mechanics and installers	\$12.04	\$19.30	High Growth/Low Wage



COMMISSION FOR INDEPENDENT EDUCATION
ANNUAL LICENSE

This is to certify that
South Florida Academy of Air Conditioning
3343 W. Commercial Boulevard, Suite 105
Fort Lauderdale, Florida 33309
Is hereby licensed to offer postsecondary program(s) of instruction

Under the provisions of Chapter 1005, Florida Statutes and Chapter 6E, Florida Administrative Code for the period beginning:

8/1/2016

Samuel Ferguson
Executive Director

4564
License Number

John Mulholland
Commission Chairperson

This license is non-transferable, non-assumable, and shall be rendered null and void upon any change in ownership of the licensee.



Commission for Independent Education

Approved Data

South Florida Academy of Air Conditioning (ID# 4564)

Corporation Data

Name: South Florida Academy of Air Conditioning, LLC
Foreign or Domestic: Domestic **Profit or Non Profit:** Profit

Address Data

3343 W. Commercial Boulevard, Suite 105
Fort Lauderdale, FL 33309
Broward County

Contact Data

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License Data

Lic #: 4564 **Campus Type:** Main
Lic Status: Annual
Program Specialist: Angela Harvell
Annual Review Date: 7/31/2017

Program Title as Licensed:	Hours:		Degree Type:	Credential:
	Clock	Credit		
HVAC Technician	370			Diploma
HVAC: Maintenance Technician	60			Diploma
HVAC: Residential and Light Commercial Technician	185			Diploma
Residential and Light Commercial Technician (Blended Program)	200			Diploma

Angela Harvell
Program Specialist
Commission for Independent Education



South Florida Academy of Air Conditioning (#4564)

3343 W. Commercial Boulevard, Suite 105
Fort Lauderdale, FL 33309

[Map](#)

Contact: Stephan Buckley

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Website: www.hvacjobs.biz

License Status: Annual

Licensed Since: 4/30/2012

Programs Offered

Program Title	Credential	Clock Hours	Credit Hours	CIP Code
HVAC Technician	Diploma	370		0647020101
HVAC: Maintenance Technician	Diploma	60		0647020110
HVAC: Residential and Light Commercial Technician	Diploma	185		0647020101
Residential and Light Commercial Technician (Blended Program)	Diploma	200		0647020101

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Florida Limited Liability Company
SOUTH FLORIDA ACADEMY OF AIR CONDITIONING LLC

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Principal Address

21621 Magdalena Terrace
BOCA RATON, FL 33433

Changed: 01/08/2014

Mailing Address

21621 Magdalena Terrace
BOCA RATON, FL 33433

Changed: 11/17/2014

Registered Agent Name & Address

BUCKLEY, STEPHAN S
21621 Magdalena Terrace
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Address Changed: 01/08/2014

Authorized Person(s) Detail**Name & Address**

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Title MGR

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Annual Reports

Report Year	Filed Date
2016	03/15/2016
2016	08/24/2016
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Standard Occupational Code	Occupational Title	# of Persons in EFM w / Qualifications	# of Persons in Training based on PY14-15	# of Jobs in EFM PY14-15	Help Wanted Jobs	Annual Openings Base on LMI Data 2014-2022	Demand / Supply Rate (Short-Term)	Demand / Supply Rate (Long-Term)	Annual Growth Percentage Change	PY14-15 Average Hourly Wage	Quadrant Category		
											Growth Category	Wage Category	Education Level
473015	Helpers - Plumbers, Pipefitters, and Steamfitters	68	-	-	8	81	N/A	0.84	40.5%	14.65	High Growth	Low Wage	Less than High School
473019	Helpers - Construction Trades, All Other	111	-	-	6	12	N/A	9.25	11.7%	11.74	High Growth	Low Wage	Less than High School
474011	Construction and Building Inspectors	58	-	16	46	134	0.94	0.43	17.5%	30.18	High Growth	High Wage	Postsecondary Vocational
474021	Elevator Installers and Repairers	21	-	-	1	11	N/A	1.91	15.3%	27.02	High Growth	High Wage	Postsecondary Vocational
474041	Hazardous Materials Removal Workers	13	-	-	-	8	N/A	1.63	24.2%	14.52	High Growth	Low Wage	Associate Degree
474051	Highway Maintenance Workers	16	-	-	1	12	N/A	1.33	6.2%	17.20	Low Growth	Low Wage	Postsecondary Vocational
474061	Rail-Track Laying and Maintenance Equipment Operators	2	-	-	-	6	N/A	0.33	9.4%	0.00	Low Growth	Low Wage	High School Diploma
474071	Septic Tank Servicers and Sewer Pipe Cleaners	5	-	-	-	20	N/A	0.25	24.7%	15.03	High Growth	Low Wage	High School Diploma
474099	Construction and Related Workers, All Other	281	-	-	1	28	N/A	10.04	13.1%	20.94	High Growth	High Wage	Less than High School
491011	First-Line Superv. of Mechanics, Installers, and Repairers	144	-	27	250	229	0.52	0.63	8.0%	30.20	Low Growth	High Wage	Postsecondary Vocational
492011	Computer, ATM, and Office Machine Repairers	86	-	-	3	-33	N/A	N/A	-3.4%	16.08	Low Growth	Low Wage	Postsecondary Vocational
492022	Telecommunications Equipment Installers and Repairers	248	-	34	106	116	1.77	2.14	4.0%	23.14	Low Growth	High Wage	Postsecondary Vocational
492091	Avionics Technicians	58	-	11	12	16	2.52	3.63	8.9%	27.81	Low Growth	High Wage	Postsecondary Vocational
492093	Electronics Installers & Repairers, Transportation Equip.	26	-	-	-	12	N/A	2.17	8.2%	30.91	Low Growth	High Wage	Postsecondary Vocational
492094	Electronics Repairers, Commercial and Industrial Equip.	105	1	21	11	-11	3.31	N/A	-5.2%	27.46	Low Growth	High Wage	Postsecondary Vocational
492095	Electrical Repairers, Powerhouse, Substation, and Relay	18	-	-	1	7	N/A	2.57	11.7%	27.26	High Growth	High Wage	Postsecondary Vocational
492096	Electronics Installers & Repairers, Motor Vehicles	19	-	-	-	2	N/A	9.50	3.2%	13.96	Low Growth	Low Wage	Postsecondary Vocational
492097	Home Entertainment Electronics Installers and Repairers	40	-	2	8	140	4.00	0.29	15.1%	17.61	High Growth	Low Wage	Postsecondary Vocational
492098	Security and Fire Alarm Systems Installers	43	-	21	49	144	0.61	0.30	22.3%	18.39	High Growth	Low Wage	Postsecondary Vocational
493011	Aircraft Mechanics and Service Technicians	160	8	34	23	199	2.95	0.84	6.9%	26.76	Low Growth	High Wage	Postsecondary Vocational
493021	Automotive Body and Related Repairers	101	-	-	42	61	N/A	1.66	5.6%	18.48	Low Growth	Low Wage	Postsecondary Vocational
493023	Automotive Service Technicians and Mechanics	340	38	122	216	368	1.12	1.03	5.9%	17.20	Low Growth	Low Wage	Postsecondary Vocational
493031	Bus and Truck Mechanics and Diesel Engine Specialists	47	1	31	93	105	0.39	0.46	7.7%	23.63	Low Growth	High Wage	Postsecondary Vocational
493042	Mobile Heavy Equipment Mechanics, Except Engines	46	2	16	37	45	0.91	1.07	6.3%	22.07	Low Growth	High Wage	Postsecondary Vocational
493051	Motorboat Mechanics	10	-	-	2	92	N/A	0.11	12.9%	17.25	High Growth	Low Wage	Postsecondary Vocational
493053	Outdoor Power Equipment and Small Engine Mechanics	12	-	-	14	13	N/A	0.92	8.9%	15.44	Low Growth	Low Wage	Associate Degree
493093	Tire Repairers and Changers	54	-	-	14	27	N/A	2.00	2.7%	9.03	Low Growth	Low Wage	Less than High School
499011	Mechanical Door Repairers	7	-	-	16	7	N/A	1.00	10.5%	20.43	High Growth	Low Wage	High School Diploma
499012	Control and Valve Installers and Repairers, Except Door	9	-	-	1	0	N/A	N/A	0.0%	22.76	Low Growth	High Wage	High School Diploma
499021	Heating, A.C., and Refrigeration Mechanics and Installers	189	16	70	119	737	1.08	0.28	29.8%	19.73	High Growth	Low Wage	Postsecondary Vocational
499031	Home Appliance Repairers	30	-	5	15	32	1.50	0.94	3.3%	17.89	Low Growth	Low Wage	Postsecondary Vocational
499041	Industrial Machinery Mechanics	77	-	31	18	210	1.57	0.37	19.8%	21.93	High Growth	High Wage	Postsecondary Vocational
499043	Maintenance Workers, Machinery	103	-	41	-	36	2.51	2.86	11.2%	17.23	High Growth	Low Wage	Postsecondary Vocational
499051	Electrical Power-Line Installers and Repairers	38	-	13	8	126	1.81	0.30	15.2%	26.05	High Growth	High Wage	Postsecondary Vocational
499052	Telecommunications Line Installers and Repairers	134	-	-	11	36	N/A	3.72	6.6%	22.80	Low Growth	High Wage	Postsecondary Vocational
499062	Medical Equipment Repairers	23	-	1	11	121	1.92	0.19	28.7%	18.02	High Growth	Low Wage	Postsecondary Vocational
499071	Maintenance and Repair Workers, General	1,140	-	-	417	910	N/A	1.25	9.0%	15.52	Low Growth	Low Wage	Postsecondary Vocational
499091	Vending and Amusement Machine Servicers & Repairers	27	-	-	7	0	N/A	N/A	0.0%	15.50	Low Growth	Low Wage	High School Diploma

2016-17 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 23 - Miami-Dade and Monroe Counties

Workforce Estimating Conference Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 25 annual openings and positive growth
- 3 Mean Wage of \$14.39/hour and Entry Wage of \$11.70/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$22.54/hour and Entry Wage of \$14.39/hour

SOC Code†	HSHW††	Occupational Title†	Annual	Annual	2015 Hourly Wage		FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
			Percent Growth	Openings	Mean	Entry			
113031	HSHW	Financial Managers	1.25	88	68.10	40.91	5	Yes	R
332011	HSHW	Fire Fighters	1.22	150	36.48	27.04	3	No	R
371012		First-Line Superv. Landscaping & Groundskeeping Workers	1.38	36	19.84	13.11	3	No	R
471011	HSHW	First-Line Superv. of Construction and Extraction Workers	2.92	183	32.07	20.14	4	No	R
331021	HSHW	First-Line Superv. of Fire Fighting and Prevention Workers	1.22	31	54.29	46.19	3	No	R
371011		First-Line Superv. of Housekeeping & Janitorial Workers	1.78	556	17.41	11.67	3	No	S
531031	HSHW	First-Line Superv. of Material-Moving Vehicle Operators	1.25	60	27.12	15.70	3	Yes	R
491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	1.07	121	29.83	19.18	3	No	R
431011	HSHW	First-Line Superv. of Office and Admin. Support Workers	1.27	466	26.34	17.40	4	Yes	R
511011	HSHW	First-Line Superv. of Production and Operating Workers	0.02	46	26.79	16.95	3	Yes	R
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.09	80	44.66	21.85	4	Yes	R
391021		First-Line Supervisors of Personal Service Workers	1.11	57	21.36	12.96	3	No	R
331012	HSHW	First-Line Supervisors of Police and Detectives	0.84	30	52.70	40.97	4	No	R
411011		First-Line Supervisors of Retail Sales Workers	0.69	424	21.45	14.39	3	No	R
119051	HSHW	Food Service Managers	0.61	47	36.41	21.85	4	No	R
111021	HSHW	General and Operations Managers	1.43	388	65.97	33.72	4	Yes	R
251191		Graduate Teaching Assistants	NR	NR	NR	NR	5	No	R
271024		Graphic Designers	0.71	69	20.95	12.61	4	Yes	R
292099		Health Technologists and Technicians, All Other	2.37	240	19.87	12.77	3	Yes	S
499021		Heating, A.C., and Refrigeration Mechanics and Installers	2.09	161	19.30	12.04	3	No	R
499031		Home Appliance Repairers	0.68	34	18.11	11.80	3	No	R
492097		Home Entertainment Electronics Installers and Repairers	NR	NR	17.93	12.44	3	No	R
434161		Human Resources Assistants, Exc. Payroll	0.46	33	18.39	13.78	3	No	R
113121	HSHW	Human Resources Managers	1.68	25	54.12	35.85	5	Yes	R
131071	HSHW	Human Resources Specialists	1.19	111	28.63	17.93	5	No	R
172112	HSHW	Industrial Engineers	0.71	34	32.41	21.07	5	Yes	R
499041		Industrial Machinery Mechanics	2.32	54	21.97	14.41	3	Yes	R
151122	HSHW	Information Security Analysts	3.63	202	40.54	25.67	3	Yes	S
413021	HSHW	Insurance Sales Agents	1.01	107	34.57	17.99	3	Yes	R
271025		Interior Designers	1.54	28	23.61	12.16	4	Yes	R
252012	HSHW	Kindergarten Teachers, Except Special Education	2.61	72	28.78	22.34	5	No	R
436012		Legal Secretaries	0.05	50	21.82	14.30	3	Yes	R
254031		Library Technicians	1.74	184	17.21	11.98	4	No	S
292061		Licensed Practical and Licensed Vocational Nurses	2.89	247	21.10	16.73	3	Yes	R
434131		Loan Interviewers and Clerks	0.77	30	19.17	12.86	3	Yes	R
132072	HSHW	Loan Officers	0.73	96	47.19	20.79	4	Yes	R
119081	HSHW	Lodging Managers	0.36	31	47.27	19.16	4	No	R
131081	HSHW	Logisticians	4.21	56	30.22	21.35	5	Yes	R
131111	HSHW	Management Analysts	2.56	230	41.29	21.83	5	Yes	R
131161	HSHW	Market Research Analysts and Marketing Specialists	3.22	154	28.97	17.13	5	Yes	R
112021	HSHW	Marketing Managers	2.01	38	53.27	27.07	5	Yes	R
319011		Massage Therapists	1.71	41	20.51	12.03	3	No	R
292012		Medical and Clinical Laboratory Technicians	2.33	35	17.58	12.03	4	Yes	R
292011	HSHW	Medical and Clinical Laboratory Technologists	0.76	41	27.77	20.48	4	Yes	R
119111	HSHW	Medical and Health Services Managers	2.36	68	59.00	34.40	5	Yes	R
319092		Medical Assistants	3.20	2,145	14.44	11.65	3	Yes	S
499062		Medical Equipment Repairers	4.08	30	18.70	13.48	3	Yes	R
292071		Medical Records and Health Information Technicians	2.20	456	18.53	12.26	4	Yes	S
436013		Medical Secretaries	3.22	124	15.00	11.72	3	Yes	R



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 8a

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Improve employment outcomes**

BACKGROUND:

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

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

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

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

FUNDING: N/A







PERFORMANCE: N/A

ATTACHMENT

CSSF Refugee Balanced Scorecard Report

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

Regional

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

AMO

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

Arbor E&T, LLC

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

CANC

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

Community Coalition

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

Lutheran Services

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

ND = No data

NA = Region performance not applicable for this measure

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CSSF Refugee Balanced Scorecard Report

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

Miami Beach Latin Chamber

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

ND = No data

NA = Region performance not applicable for this measure

1/31/2017 5:48:10 PM

CSSF Refugee Balanced Scorecard Report

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

Youth Co-Op

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

ND = No data

NA = Region performance not applicable for this measure

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SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 8b

AGENDA ITEM SUBJECT: WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

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

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

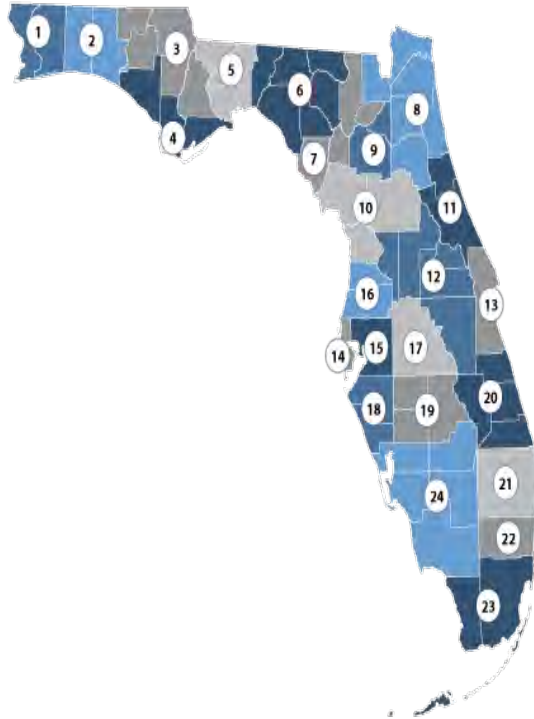
Veterans Entered Employment Rate					
Rank	Prev. Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	2	9	115	178	64.6 %
2	1	16	299	476	62.8 %
3	3	23	475	797	59.6 %
4	4	14	479	820	58.4 %
5	5	15	590	1,093	54.0 %
6	8	13	386	893	43.2 %
7	7	20	179	437	41.0 %
8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

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

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

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

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





SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 8c

AGENDA ITEM SUBJECT: YOUTH PARTNERS AND REGIONAL PERFORMANCE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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

The details are as follows:

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

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

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



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 8d

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

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

BACKGROUND:

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2016 - 06/30/2017

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



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 2/16/2017

AGENDA ITEM NUMBER: 8e

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

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

DEO 2016-2017 Programmatic Monitoring Results

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

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