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

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

AGENDA

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

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"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."
g. Recommendation as to Approval of the Selection of an External Independent Audit Firm

7. Global Talent and Competitiveness Council
   a. Information – Employed Worker Training (EWT) Update
   b. Recommendation as to Approval of the One-Stop Career Center Certification Requirements Policy
   c. Recommendation as to Approval of Workforce Services Contractors
   d. Recommendation as to Approval to Allocate Funds for TechHire Summer Boot Camps
   e. Recommendation as to Approval of the Take Stock in Children Scholarship Reinvestment Opportunity
   f. Recommendation as to Approval to Allocate Funds to the Miami-Dade County Community Action and Human Services Department for a Targeted Opportunity Youth Initiative
   g. Recommendation as to Approval of an Employed Worker Training Grant

8. Performance Council
   a. Information – Refugee Employment and Training Program Performance Overview
   b. Information – Workforce Services Regional Performance Overview
   c. Information – Youth Partners Regional Performance
   d. Information – Consumer Report Card Update
   e. Recommendation as to Approval to Accept Process and Performance Revisions to the Balance Scorecard
## SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

**AGENDA ITEM NUMBER:** 2A

**AGENDA ITEM SUBJECT:** MEETING MINUTES

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

<table>
<thead>
<tr>
<th>SFWIB MEMBERS IN ATTENDANCE</th>
<th>SFWIB MEMBERS NOT IN ATTENDANCE</th>
<th>SFW STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bridges, Jeff <em>Chairperson</em></td>
<td>20. Adrover, Bernardo</td>
<td>Beasley, Rick</td>
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<tr>
<td>2. Perez, Andre, <em>Vice-Chairman</em></td>
<td>21. Chi, Joe</td>
<td>Alonso, Gus</td>
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<tr>
<td>3. Baldwin, Cheryl</td>
<td>22. del Valle, Juan Carlos</td>
<td>Almonte, Ivan</td>
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<tr>
<td>5. Brown, Clarence</td>
<td>24. Davis-Raiford, Lucia</td>
<td>Butkowski, Dennis</td>
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<tr>
<td>7. Ferradaz, Gilda</td>
<td>26. Garza, Maria</td>
<td>Gilbert, David</td>
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<tr>
<td>8. Gaber, Cynthia</td>
<td>27. Gibson, Charles</td>
<td>Gomez, Maria</td>
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<tr>
<td>10. Jordan, Barbara</td>
<td>29. Ludwig, Philipp</td>
<td>Graham, Tomara</td>
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<tr>
<td>11. Manrique, Carlos</td>
<td>30. West, Alvin</td>
<td>Jean-Baptiste, Antoinette</td>
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<tr>
<td>12. Maxwell, Michelle</td>
<td></td>
<td>Kavehersi, Cheri</td>
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<tr>
<td>13. Piedra, Obdulio</td>
<td></td>
<td>Perrin, Yian</td>
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<tr>
<td>14. Regueiro, Maria C.</td>
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<td>Smith, Marian</td>
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<td>15. Rod, Denis</td>
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<td>Smith, Robert</td>
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<td>16. Roth, Thomas</td>
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<td>17. Russo, Monica</td>
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<td>18. Scott, Kenneth</td>
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<td>19. Thurman, Karen</td>
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**Assistant County Attorney (s)**

Shanika Graves - Miami-Dade County Attorney’s office – SFWIB’s Legal Counsel
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 9:39 a.m., began with introductions and noted that a quorum of members present had been achieved.

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

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

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

   Chairman Bridges introduced the item.

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### OTHER ATTENDEES

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization/Title</th>
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</thead>
<tbody>
<tr>
<td>Allison, Carsheena</td>
<td>BCA Watson Rice, LLP</td>
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<tr>
<td>Brito, Hilma</td>
<td>ARBOR E&amp;T Rescare, Inc.</td>
</tr>
<tr>
<td>C. Marie</td>
<td>Transition, Inc.</td>
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<tr>
<td>Collazo, Janet</td>
<td>Cuban American National Council, Inc. (CNC)</td>
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<tr>
<td>Costas, Jorge</td>
<td>Youth Co-Op, Inc.</td>
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<tr>
<td>Cooper, Jaime</td>
<td>New Horizons, Inc.</td>
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<tr>
<td>Dorsett, Deborah</td>
<td>Greater Miami Service Corp</td>
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<tr>
<td>Farinas, Irene</td>
<td>Adults Mankind Organization (AMO)</td>
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<tr>
<td>Girnun, Arnie</td>
<td>New Horizons, Inc.</td>
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<tr>
<td>Lopez, Sonia</td>
<td>Cuban American National Council, Inc. (CNC)</td>
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<tr>
<td>Manning, Ann</td>
<td>Transition, Inc.</td>
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<tr>
<td>Mendez, Jesse</td>
<td>Community Coalition, Inc.</td>
</tr>
<tr>
<td>Rodriguez, Maria</td>
<td>Youth Co-Op, Inc.</td>
</tr>
<tr>
<td>Sellers, Robert</td>
<td>City of Miami</td>
</tr>
</tbody>
</table>
Mr. Luis Gazitua moved the approval to allocate funds to Miami-Dade County for the summer youth internship program. Motion seconded by Mr. Kenneth Scott; **Further Discussion(s):**

Executive Director Rick Beasley presented the amended item and noted the following scrivener errors into record:
- $1 million ($1.3 million)
- Miami-Dade County (Miami-Dade County Public School (M-DCPS) District
- 6c (5c)
- In partnership with youth initiative
- Children’s initiative

[Commissioner Barbara Jordan Arrived]

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

Commissioner Jordan inquired about the following:
- Whether or not the contract had been signed
- Whether a report would be provided on the number of placed students

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

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

[Dr. Maria Regueiro Arrived]

Commissioner Jordan shared her various concerns and later requested a report be provided detailing the following:
- The number of placements from prior year’s program.
- The areas/schools the students were selected from
- The number of students selected per school

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

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

Chairman Bridges asked what would happen if the contract doesn’t get signed by M-DCPS. Commissioner Jordan explained and noted that the program is designed to place at-risk students and students in general. She commented it is an eligibility problem. Mr. Beasley explained the program would include students receiving free or reduced lunch and/or cash assistance.
Miami-Dade Assistant County Attorney Shanika Graves clarified into record that during the prior year, she worked on the program which allotted 100 students per Commission District and explained that it was not based on the school. She moreover noted that CSSF intended to join the collaboration and build upon last year’s program. She also noted that she would ask representatives of the Children’s Trust which presented before Miami-Dade County Commission at its recent meeting for a copy of the presentation which covered information related to qualifications and selections.

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

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

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

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

[Dr. Denis Rod left]

There was continued discussion.

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

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

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

Motion Passed by Unanimous Consent

Motion to pass alternate plan:

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

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

5. d. **Recommendation as to Approval of a Workforce Innovation and Opportunity Act Secondary Placement Payment**  
Chairman Bridges introduced the item. Mr. Beasley further presented and read the item into record.

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

6e. **Recommendation as to Approval to Accept Temporary Assistance for Needy Families Program Funds**  
Chairman Bridges introduced the item and Mr. Beasley further presented.

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

6f. **Recommendation as to Approval to Accept Temporary Assistance for Needy Families Program Funds**  
Chairman Bridges introduced the item and Mr. Beasley further presented.

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

6g. **Recommendation as to Approval to Approval to Accept Wagner-Peyser Performance Incentive Funds**  
Chairman Bridges introduced the item and Mr. Beasley further presented.

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

6h. **Recommendation as to Approval to Allocate Funds from the FY 2016-2017 Budget Reserve for the Work Number**  
Chairman Bridges introduced the item and Mr. Beasley further presented.

Mr. Kenneth Scott moved the approval to allocate funds from the FY 2016-2017 Budget Reserve for the Work Number. Motion seconded by Ms. Gilda Ferradaz; **Motion Passed Unanimously**
6I. Recommendation as to Approval to Adjust the FY 2016-2017 Budget
Chairman Bridges introduced the item and Mr. Beasley further noted that the item is tabled.
   Item Tabled

7. Global Talent Competitiveness Council
7b. Recommendation as to Approval to Allocate Funds to Transition, Inc.
Chairman Bridges introduced the item and GTC Chairwoman Gilda Ferradaz presented and read the item into record.

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

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

   Motion Passed by Unanimous Consent

7c. Recommendation as to Approval of Workforce Services Contactors
Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

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

7d. Recommendation as to Approval of Youth Services Contractors
Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

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

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

   Motion Passed Unanimously

4. Executive Director’s Report
Mr. Beasley presented his report.

5. Executive Committee
5a. Information – IT Penetration Audit Update
Chairman Bridges introduced the item and presented the item then introduced Ms. Carsheena Allison of BCA Watson, LLP who appeared before the Board and presented.

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

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

   Chairman Bridges recommended a modified scope to follow in the coming year.
Vice-Chairman Bridges inquired about additional funds from the state for IT audits. Mr. Beasley noted he would contact the state to inquire about potential funding.

Chairman Bridges thanked Ms. Allison for her presentation.

5.b. Information – IT Penetration Audit Services Update

6. Finance and Efficiency Council Meeting
Chairman Bridges introduced the item. Mr. Beasley further presented the Financial Report:

**Budget Adjustments**

**Revenues:** no adjustments

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

**Explanation of Significant Variances:**
1. Refugee Services down 41% versus 67%
2. Training and Support Services 36% versus 67%
3. Other Program and Contracts 1.1% versus 67%

No further questions or discussions

6b. Information – Bank Reconciliation – February 2017
Chairman Bridges introduced the item. Mr. Beasley further presented the Bank Reconciliation report.

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

No further questions or discussions.

6c. Information – Fiscal and Programmatic Monitoring Activity Reports
Chairman Bridges introduced the item and Mr. Beasley further presented.

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

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

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

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

Chairman Bridges concurred and recommended trainings to contractors on monitoring processes.
There was continued discussion.

[Mr. Luis Gazitua returned]

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

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

7. Global Talent Competitiveness Council
7.a. Recommendation as to Approval of the TechHire Training (THT) Policy
Chairman Bridges introduced the item and GTC Chairwoman Ferradaz further presented.

[Mr. Thomas Roth left]

No further questions or discussions.

8. Performance Council
8a. Information – Refugee Employment and Training Program Performance Overview
8b. Information – Workforce Services Regional Performance Overview
8c. Information – Youth Partners Regional Performance
8d. Information – Consumer Report Update
Chairman Bridges introduced the above items and Vice-Chairwoman Cynthia Gaber further presented the above items.

No further questions or discussions.

Deferred Items:
3. Chairman’s Report
5.b. Information – 2015-2016 Performance Funding Model Award Update
6d. Information – Audit Technical Review

There being no further business to come before the Board, the meeting adjourned at 10:56am.
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER:  3

AGENDA ITEM SUBJECT: SFWIB CHAIRMAN'S REPORT

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: PREMIER NATIONAL PROVIDER OF EMPLOYMENT

STRATEGIC PROJECT: Set Standards on Performance Measures Reporting

BACKGROUND:

N/A

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT
AGENDA ITEM NUMBER: 4
AGENDA ITEM SUBJECT: SFWIB EXECUTIVE DIRECTOR'S REPORT
AGENDA ITEM TYPE: INFORMATIONAL
RECOMMENDATION: N/A
STRATEGIC GOAL: PREMIER NATIONAL PROVIDER OF EMPLOYMENT
STRATEGIC PROJECT: Set Standards on Performance Measures Reporting
BACKGROUND:
N/A
FUNDING: N/A
PERFORMANCE: N/A

ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5A

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

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

FUNDING: City of Homestead

PERFORMANCE: N/A

ATTACHMENT
May 4, 2017

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

Dear Ms. Graham,

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

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

Sincerely,

Patty Sullivan, CMC
City Clerk
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 5B

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

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

FUNDING: City of Miami Gardens

PERFORMANCE: N/A

ATTACHMENT
RESOLUTION NO. 2017-85-3190

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

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

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

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MIAMI GARDENS, FLORIDA AS FOLLOWS:
Section 1: ADOPTION OF REPRESENTATIONS: The foregoing Whereas paragraphs are hereby ratified and confirmed as being true, and the same are hereby made a specific part of this Resolution.

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

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


OLIVER GILBERT, III, MAYOR

ATTEST:

RONETTA TAYLOR, MMC, CITY CLERK

PREPARED BY: SONJA KNIGHTON DICKENS, CITY ATTORNEY

SPONSORED BY: MAYOR OLIVER GILBERT

Moved by: [Signature]
Seconded by: [Signature]

VOTE: 16-0

Mayor Oliver Gilbert, III (Yes) (No) Not Present
Vice Mayor Erhabor Ighodaro, Ph.D. (Yes) (No)
Councilwoman Lisa C. Davis (Yes) (No)
Councilman Rodney Harris (Yes) (No)
Councilwoman Lillie Q. Odom (Yes) (No)
Councilwoman Felicia Robinson (Yes) (No)
Councilman David Williams Jr (Yes) (No)

Resolution No. 2017-85-3190
AGENDA ITEM NUMBER: 5C

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

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

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

PERFORMANCE:

Number of Participants Served - up to 61
Cost Per Placement - $1,967.21
Average Wage - $9.00 per hour

NO ATTACHMENT
The Executive Committee recommends to the Board the approval to allocate $350,000 funds to Adult Mankind Organization for the Summer Youth Employment Program, as set forth below.

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

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

PERFORMANCE:

Number of Participants Served - up to 171
Cost Per Placement - $2,046.78
Average Wage - $9.00 per hour

NO ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6A

AGENDA ITEM SUBJECT: FINANCIAL REPORT

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6B

AGENDA ITEM SUBJECT: BANK RECONCILIATION

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
South Florida Workforce Investment Board  
Reconcile Cash Accounts  

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
<th>Number of Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Book Balance</td>
<td>3,170,578.34</td>
<td></td>
</tr>
<tr>
<td>Less Checks/Vouchers Drawn</td>
<td>(4,721,790.94)</td>
<td>314</td>
</tr>
<tr>
<td>Plus Deposits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checks Voided</td>
<td>2,500.00</td>
<td>1</td>
</tr>
<tr>
<td>Deposits</td>
<td>4,595,944.04</td>
<td>45</td>
</tr>
<tr>
<td>Plus Other Items</td>
<td>3.37</td>
<td>1</td>
</tr>
</tbody>
</table>

Unreconciled Items:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount ($)</th>
<th>Number of Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ending Book Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3,047,234.81</td>
<td></td>
</tr>
<tr>
<td>Bank Balance</td>
<td>4,028,651.99</td>
<td></td>
</tr>
<tr>
<td>Less Checks/Vouchers Outstanding</td>
<td>(981,417.18)</td>
<td>58</td>
</tr>
<tr>
<td>Other Items</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Plus Deposits In Transit</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Transfer to operating</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Unreconciled Items:</td>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>

Reconciled Bank Balance            | 3,047,234.81 |

Unreconciled difference            | 0.00        |

Prepared by: Odell J. Ford Jr. 5/5/17
Approved by: 5/5/17
South Florida Workforce Investment Board  
Reconcile Cash Accounts

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

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

Approved by: JFM 6/7/17
At the request of the SFWIB Audit Committee, SFWIB staff prepared the attached Internal Fiscal Monitoring activity Report for Program Year 2016-2017, for the period of April 1, 2017 through May 25, 2017. The report is a summary of the Service Providers monitored, and the findings resulting from the Internal Fiscal Monitoring activities.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
<table>
<thead>
<tr>
<th>Programs</th>
<th>Contracts</th>
<th>Disallowed Costs</th>
<th>Findings/Deficiencies</th>
<th>Repeat Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Co-Op, Inc. (YCOP)</td>
<td></td>
<td></td>
<td>All sampled RETP placements were validated by the clients or employers of record; however, recordkeeping issues were noted.</td>
<td></td>
</tr>
<tr>
<td>Refugee Employment and Training Program (RETP)</td>
<td>$3,416,759</td>
<td>None</td>
<td>Payment to vendors for sampled expenditures were remitted late.</td>
<td></td>
</tr>
<tr>
<td>Greater Miami Services Corp (GMSC)</td>
<td></td>
<td></td>
<td>There was no documented evidence annual performance evaluations were done for six (6) sampled staff members.</td>
<td>No</td>
</tr>
<tr>
<td>Out of School Youth</td>
<td>$529,747</td>
<td>None</td>
<td>Procurement policies did not include language as required by the executed contract.</td>
<td>No</td>
</tr>
<tr>
<td>Workforce Services</td>
<td>$3,216,443</td>
<td>None</td>
<td>GMSC's electronic recordkeeping policies did not include required elements related to reporting actions of a breach or potential breach of personal information and did not store electronic record backups at an off-site location.</td>
<td>Yes</td>
</tr>
<tr>
<td>Arbor E &amp; T, LLC (Arbor)</td>
<td></td>
<td></td>
<td>Payment to vendors for sampled expenditures were remitted late.</td>
<td></td>
</tr>
<tr>
<td>Workforce Services</td>
<td>$3,216,443</td>
<td>None</td>
<td>Arbor did not comply with federal regulations, as sampled expenditures were incorrectly allocated and recorded in the general ledger to CSSF's programs.</td>
<td>Yes</td>
</tr>
<tr>
<td>Immigration Services (USCIS)</td>
<td></td>
<td></td>
<td>Sampled clients contacted indicated AMOR did not refer them to jobs; AMOR incorrectly counted self-placements as a valid placements.</td>
<td>Yes</td>
</tr>
<tr>
<td>Miami Beach Latin Chamber of Commerce, Inc. (MBLCC)</td>
<td></td>
<td></td>
<td>Recordkeeping deficiencies were noted in the documentation reviewed such as start date, hourly rate, total hours worked and temporary versus permanent employment.</td>
<td>Yes</td>
</tr>
<tr>
<td>City of Miami</td>
<td></td>
<td></td>
<td>Payment to vendors for sampled expenditures were remitted late.</td>
<td>Yes</td>
</tr>
<tr>
<td>OFFICE OF MANAGEMENT AND BUDGET (OMB) TITLE 2, US CODE OF FEDERAL REGULATIONS (CFR), PART 200 REVIEWED</td>
<td></td>
<td></td>
<td>A bi-weekly salary in the approved budget did not agree to the salary on the payroll records.</td>
<td>Yes</td>
</tr>
</tbody>
</table>
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6D

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

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

PERFORMANCE: N/A

NO ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 6E

AGENDA ITEM SUBJECT: FY 2016-17 BUDGET ADJUSTMENT

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: STRONG WORKFORCE SYSTEM LEADERSHIP

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

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

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

PERFORMANCE: N/A

NO ATTACHMENT
AGENDA ITEM NUMBER: 6F

AGENDA ITEM SUBJECT: FISCAL YEAR 2017 - 2018 BUDGET

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

1. 2017-18 State Funding: The first section’s group of columns reflects the new funding awards that SFWIB is anticipating it will receive during the upcoming budget year. The total award dollars are divided into two amounts: the funds that will be utilized during budget year 2017-18 and the amounts that will be reserved for budget year 2018-19.

2. 2017-18 Program Budget: The second section is the funding amounts that comprise the 2017-18 revenue Budget. The amounts shown under the column "Prior Budget Year Reserves" are the amounts that were reserved in the current year’s budget and are available for use in the new 2017-18 budget year. The amounts under Prior Budget Year Carryover are the remaining funds available from the previous year’s awards. These unexpended amounts roll over to the new budget year. The amounts under the column "New Budget Year Funding" are the new funds that will be utilized in the 2017-18 budget year.

3. 2017-18 Cost Distributions: This section of the budget shows all the proposed expenditures for the 2017-18 budget year. Expenditures are sub-divided into four major cost categories:
   a. HQ (Programs and Administrative) – this column reflects the anticipated expenditures for operating the SFWIB Headquarter office. Included under this category are all the staffing and occupancy costs associated with operating the SFWIB main office.
   b. Training – this column reflects the anticipated costs associated with the skills training services offered by SFWIB. Note that only certain grants allow for training expenditures, but all grants require that employment services be offered to participants.
c. Career Center Facility Costs – this column reflects the occupancy costs associated with operating the Career Centers. SFWIB leases all of the facilities from third parties, and pays directly for insurance, utilities, and other facility expenditures. SFWIB does not own any of the locations.

d. Provider Contracts – this column reflects the amounts that will be awarded to the subcontractors that perform employment services on behalf of SFWIB. Currently, SFWIB contracts with approximately 15 community based organizations across Miami Dade and Monroe counties.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

FY2017 – 2018 BUDGET
AGENDA ITEM NUMBER: 6G

AGENDA ITEM SUBJECT: SELECTION OF AN EXTERNAL INDEPENDENT AUDIT FIRM

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: STRONG WORKFORCE SYSTEM LEADERSHIP

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
<table>
<thead>
<tr>
<th>Requesting Firm</th>
<th>Andy Perez</th>
<th>Michelle Maxwell</th>
<th>Roberto Datorre</th>
<th>Charles Gibson</th>
<th>Christine Garcia</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthony Brunson, PA</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>95.00</td>
<td>100.00</td>
<td>99.00</td>
</tr>
<tr>
<td>EFPR Group, CPAs, PLLC</td>
<td>100.00</td>
<td>79.00</td>
<td>73.00</td>
<td>81.00</td>
<td>97.00</td>
<td>86.00</td>
</tr>
<tr>
<td>S. Davis &amp; Associates, PA</td>
<td>76.00</td>
<td>85.00</td>
<td>96.00</td>
<td>89.00</td>
<td>90.00</td>
<td>87.20</td>
</tr>
</tbody>
</table>
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7A

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

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: Partner with economic development

BACKGROUND:

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

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

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

• Basic Law Enforcement Academy (BLE 64)

Basic Law Enforcement course prepares students to meet requirements of the Florida Department of Law Enforcement (FDLE), Criminal Justice Standards, and Training Commission (CJSTC). Upon Successful completion of a basic training program, students will be eligible to apply to take the State Officer Certification Exam (SOCE). They will be learning code of ethics, statutory authority of the FDLE CJSTC, investigation knowledge, and skills, knowledge of use of force and traffic control and direction.
The Basic Law Enforcement Course begins May 1st 2017 to September 19, 2017 in which CSSFL will be covering training costs from June 16, 2017 to September 19, 2017. The training hours from June 16, 2017 to September 19, 2017 crosses over fiscal years, which is why the training cost has been allocated per fiscal year.

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

The table below sets forth the cost of the project.

<table>
<thead>
<tr>
<th>Program Year</th>
<th>Project Amount</th>
<th>Number of Employees to be Trained</th>
<th>Cost per Trainee</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>$3,995.40</td>
<td>6</td>
<td>$665.90</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$18,478.80</td>
<td>6</td>
<td>$3,079.80</td>
</tr>
</tbody>
</table>

**FUNDING:** WIOA Adult Funding

**PERFORMANCE:** N/A

*NO ATTACHMENT*
AGENDA ITEM SUBJECT: ONE-STOP CAREER CENTER CERTIFICATION REQUIREMENTS

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: STRENGTHEN THE ONE-STOP DELIVERY SYSTEM

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

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

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
SFWIB CREDENTIALING AND SKILLS STANDARDS POLICY

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

II. SUBJECT
Credentialing and Skills Standards

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

IV. STATUTORY AUTHORITIES
Administrative Policy 92

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

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

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

I. DEFINITIONS

Continuing Education Units (CEUs): A CEU is equal to one hour of workforce related training or one hour of academic credit.
**Front-line Staff:** CareerSource South Florida and DEO staff who work with job seekers, employers and other workforce professionals.

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

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

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

II. **ELIGIBILITY**

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

**Minimum Skills Standards for Front-Line Staff**

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

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

A. Request for Access for Tier I Certification Modules:

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

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

C. Request for Training:

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

D. Documentation

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

IV. EXCEPTIONS

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

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

II. SUBJECT
Customer Comments and Feedback of Services

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

IV. STATUTORY AUTHORITIES

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

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

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

Contact can be made via email, phone, fax or mail with the information provided on the webpage. All inquiries will promptly be handled between the hours of 8:00 am and 5.00 pm, Monday through Friday, excluding public holidays.
VII. **GRIEVANCES AND APPEALS**

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

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

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

VIII. **EXCEPTIONS**

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.
I. **OF INTEREST TO**
The Limited English Proficiency Policy should be of interest to members of the South Florida Workforce Investment Board (SFWIB), SFWIB staff, Contractors (Service Providers), Training Vendors, Businesses, customers/job seekers and Employees in Region 23 (Miami-Dade and Monroe counties).

II. **SUBJECT**
Limited English Proficiency (LEP)

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

IV. **STATUTORY AUTHORITIES**
Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000
Title 20 Code of Federal Regulations (Title CFR 20)

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

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

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

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

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

Interpretation: The transfer of a spoken message in one language into a spoken message with the same meaning in another language.
LEP: An acronym for “Limited English Proficiency” or “Limited English Proficient.” When applied to an individual, it means that person, through national origin, does not speak English or speaks English insufficiently to allow meaningful access to services and programs with English speaking providers, thereby depriving the person of an equal opportunity to participate.

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

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

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

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

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

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

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

VII. ELIGIBILITY

1). At a minimum, LEP job seekers shall be notified, in a language LEP persons will understand, that:
   - Upon request, they will be offered language assistance at no cost to the job seekers and
   - Vital documents required to receive funded services will be translated at no cost.

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

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

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

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

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

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

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

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

X. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved in writing by the SFWIB Executive Director.
SFWIB SERVICES TO INDIVIDUALS WITH DISABILITIES POLICY

I. OF INTEREST TO

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

II. SUBJECT

Services to Individuals with Disabilities

III. PURPOSE

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

IV. STATUTORY AUTHORITIES

Florida Statutes, Title XXXI, Chapter 445, Workforce Innovation Act of 2000
Title 20 Code of Federal Regulations (Title CFR 20)

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

V. BACKGROUND

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

VI. ELIGIBILITY

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

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

VII. SERVICE TO INDIVIDUALS WITH DISABILITIES APPLICATION / AGREEMENT

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

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

**General**

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

**Adaptive Equipment**

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

**Individualized Assessment**

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

VIII. EXCEPTIONS

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

<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>Comprehensive One-Stop Designation</th>
<th>Administrative Order No. AO1</th>
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<td>APPLIES TO:</td>
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## A. PURPOSE

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

## B. BACKGROUND

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

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

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


D. ORDER

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

1. Provides the career services described in section 134(c) (2), WIOA.

2. Provides access to training services as described in section 134(c)(3), WIOA, including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G), WIOA.

3. Provides access to the employment and training activities carried out under section 134(d), WIOA, if any.

4. Provides access to programs and activities carried out by one-stop career center partners. For the purposes of this policy, access means having either program staff physically present at the location or having appropriate partner staff physically present at the one-stop career center to provide information to customers about the programs, services, and activities available through partners’ programs, or providing direct linkage through technology to program staff who can provide meaningful information or services.

5. Provides access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act and access to all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act.

6. Provides knowledgeable staff, including trained career counselors, as outlined in Administrative Policy 92, available for assistance. Professional team members providing direct customer service must comply with the minimum skill standards for front-line staff outlined in Administrative Policy 92 and have a basic orientation to all required one-stop career center partners’ programs. There must be at least one WIOA Title I person physically present.

7. Provides access to the general public during regular business days (Monday through Friday). After-hours accesses to services (physical or technology based) are encouraged.

8. Provides physical and programmatic access to individuals with disabilities.
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7C

AGENDA ITEM SUBJECT: WORKFORCE SERVICES CONTRACTORS

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: STRENGTHEN THE ONE-STOP DELIVERY SYSTEM

STRATEGIC PROJECT: Enhance CSSF performance system

BACKGROUND:

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

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

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7D

AGENDA ITEM SUBJECT: TECHHIRE SUMMER BOOT CAMP PROGRAM

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

The TechHire Summer boot camps will be offered in two, five-week sessions. The first session is June 19, 2017 through July 28, 2017; and the second session from June 26, 2017 through August 4, 2017. The boot camps will be held throughout Miami-Dade County at various Miami-Dade County Public Schools.
Youth participants completing the program, will receive a $300.00 stipend; and upon passing the certification exam and obtaining a credential will provided an additional, $200.00 stipend.

**FUNDING:** Temporary Assistance for Needy Families (TANF)

**PERFORMANCE:** N/A

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Total: $ 395,560
Total: $ 398,085
Florida Vocational Institute (FVI)

Coding and Gaming Technology Bootcamp:

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

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

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

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

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

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

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

CyberSecurity Bootcamp:

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

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

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

Program Certificate: Certificate of Completion and CyberSAFE Exam
The Academy

Networking Training Specialist

Cost Per Program $2,115/per student

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

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

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

CyberSecurity

Cost Per Program $2,115/per student

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

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

Web Application Developer

Cost Per Program $2,115/per student

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

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

Immersive Web Development

Cost Per Program $ 2,500 per student

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

Program Certificate: Certificate of Completion from Wyncode Academy
Web Application Developer
Cost Per Program $1,500 per student
Students will begin this entry level training in both web application and Windows Store apps. The student will be able to develop dynamic websites using the latest Microsoft Visual Studio platform.

Program Certificate: Diploma and Microsoft 70-480 Certification Exam

Hardware Fundamentals CompTIA+
Cost Per Program $1,500 per student

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

Program Certificate: Diploma and CompTIA+ Certification Exam
Miami- Dade College

CompTIA+ Essentials

Cost Per Program: $25,225 per cohort

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

Program Certificate: Certificate of Completion and CompTIA + Exam

AutoCAD

Cost Per Program: $22,700 per cohort

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

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

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

Program Certificate: Certificate of Completion and AutoCAD Certified User Exam

Unity Video Game Development

Cost Per Program $ 15,375 per cohort

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

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

Program Certificate: Certificate of Completion and Unity Certification
Hardware Fundamentals/ CompTIA+

Cost Per Program: $1,179 per student

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

Program Certificate: Certificate of Completion and CompTIA+ and Network+ Exam
AGENDA ITEM SUBJECT: TAKE STOCK IN CHILDREN SCHOLARSHIP REINVESTMENT OPPORTUNITY

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

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

FUNDING: Temporary Assistance for Needy Families

PERFORMANCE: N/A

NO ATTACHMENT
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 7F

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

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

Therefore, staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to contract with CAHSD for program year 2017-2018, to provide the employment and training services to 500 targeted Opportunity Youth, between the ages of 16-24, to independence and self-sufficiency. The program will place emphasis on preparing these youth to enter the workforce through education, work experience, internship, job placement, post program follow-up, and placement retention.
In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommend that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of the SFWIB. A two-third (2/3) vote of quorum present is required to waive the competitive procurement process and award the Miami-Dade County Community Action and Human Services Department an allocation not to exceed 571,233 in Workforce Innovation and Opportunity Act (WIOA) Youth funds for a Targeted Opportunity Youth Initiative.

**FUNDING:** Workforce Innovation and Opportunity Act

**PERFORMANCE:**
- Number of Opportunity Youth Served - 500
- Number of Opportunity Youth Employed within/yr - 150
- Number of Opportunity Youth with Credential within/yr - 150
- Cost Per Service - $1,142
- Cost Per Placement - $3,808
AGENDA ITEM NUMBER: 7G
AGENDA ITEM SUBJECT: EMPLOYED WORKER TRAINING GRANT
AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS

STRATEGIC PROJECT: Emphasize work-based learning and training

BACKGROUND:

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

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

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

- Basic Law Enforcement Academy (BLE 64)

Basic Law Enforcement course prepares students to meet requirements of the Florida Department of Law Enforcement (FDLE), Criminal Justice Standards and Training Commission (CJSTC). Upon Successful completion of a basic training program, students will be eligible to apply to take the State Officer Certification Exam (S.O.C.E.). They will be learning code of ethics, statutory authority of the FDLE CJSTC, investigation knowledge and skills, knowledge of use of force and traffic control and direction.
The Basic Law Enforcement Course begins May 1st 2017 to September 19th, 2017 in which CSSFL will be covering training costs from June 16, 2017 to September 19th, 2017. The training hours from June 16th 2017 to September 19th 2017 crosses over fiscal years which is why the training cost has been allocated per fiscal year.

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

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

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

The table below sets forth the cost of the project.

<table>
<thead>
<tr>
<th>Program Year</th>
<th>Project Amount</th>
<th>Number of Employees to be Trained</th>
<th>Cost per Trainee</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>$2,663.60</td>
<td>4</td>
<td>$665.90</td>
</tr>
<tr>
<td>2017-2018</td>
<td>$12,319.20</td>
<td>4</td>
<td>$3,079.80</td>
</tr>
</tbody>
</table>

FUNDING: As described within the background section

PERFORMANCE: As described within the background section

NO ATTACHMENT
AGENDA ITEM NUMBER: 8A

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS

STRATEGIC PROJECT: Improve employment outcomes

BACKGROUND:

For Program Year (PY) 2016-17, the Refugee Employment and Training (RET) Program Contractors assisted in placing a total of 6,185 refugee job seekers into employment from October 1, 2016 through May 26, 2017, as compared to 6,135 for the same period in the previous PY. This is an overall placement increase of 1 percent.

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

- 13,998 refugee job seekers enrolled in the RET Program
- 3,373 refugees are still working after 90 days of hire
- 2,557 refugees are still working after 180 days of hire
- 2,676 refugees are receiving health benefits through the employer

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
# CSSF Refugee Balanced Scorecard Report

**Report Date:** 10/1/2016 To 5/25/2017

## Regional

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>20.196%</td>
</tr>
<tr>
<td>Employed on the 90th Day</td>
<td>80.024%</td>
</tr>
<tr>
<td>Employed on the 180th Day</td>
<td>84.389%</td>
</tr>
<tr>
<td>Health Benefits</td>
<td>45.877%</td>
</tr>
<tr>
<td>Placements</td>
<td>6,185</td>
</tr>
<tr>
<td>Intakes (YTD)</td>
<td>13,998</td>
</tr>
<tr>
<td>EFM Placements (YTD)</td>
<td>83.201%</td>
</tr>
</tbody>
</table>

**ND = No data**  
**NA = Region performance not applicable for this measure**
## CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Entered Employment Rate</td>
<td>20.196%</td>
<td>24.328%</td>
</tr>
<tr>
<td>2 Employed on the 90th Day</td>
<td>80.024%</td>
<td>88.533%</td>
</tr>
<tr>
<td>3 Employed on the 180th Day</td>
<td>84.389%</td>
<td>90.868%</td>
</tr>
<tr>
<td>4 Health Benefits</td>
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<td>50.386%</td>
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<td>5 Placements</td>
<td>6,185</td>
<td>1,094</td>
</tr>
<tr>
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<td>13,998</td>
<td>2,094</td>
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<tr>
<td>7 EFM Placements (YTD)</td>
<td>83.201%</td>
<td>72.072%</td>
</tr>
<tr>
<td>Measure</td>
<td>Region</td>
<td>Center</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Entered Employment Rate</td>
<td>20.196%</td>
<td>26.17%</td>
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<td>80.024%</td>
<td>83.784%</td>
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<td>Employed on the 180th Day</td>
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<td>93.651%</td>
</tr>
<tr>
<td>Health Benefits</td>
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<td>40.659%</td>
</tr>
<tr>
<td>Placements</td>
<td>6,185</td>
<td>576</td>
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<tr>
<td>Intakes (YTD)</td>
<td>13,998</td>
<td>1,877</td>
</tr>
<tr>
<td>EFM Placements (YTD)</td>
<td>83.201%</td>
<td>82.857%</td>
</tr>
</tbody>
</table>
CSSF Refugee Balanced Scorecard Report
Report Date: 10/1/2016 To 5/25/2017

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>20.196%</td>
<td>13.667%</td>
</tr>
<tr>
<td>Employed on the 90th Day</td>
<td>80.024%</td>
<td>84.79%</td>
</tr>
<tr>
<td>Employed on the 180th Day</td>
<td>84.389%</td>
<td>82.143%</td>
</tr>
<tr>
<td>Health Benefits</td>
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<td>54.581%</td>
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<tr>
<td>Placements</td>
<td>6,185</td>
<td>563</td>
</tr>
<tr>
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<td>1,480</td>
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<tr>
<td>EFM Placements (YTD)</td>
<td>83.201%</td>
<td>85.106%</td>
</tr>
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</table>
## CSSF Refugee Balanced Scorecard Report

**Report Date:** 10/1/2016 To 5/25/2017

### Community Coalition

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Entered Employment Rate</td>
<td>20.196%</td>
<td>14.985%</td>
</tr>
<tr>
<td>2 Employed on the 90th Day</td>
<td>80.024%</td>
<td>78.502%</td>
</tr>
<tr>
<td>3 Employed on the 180th Day</td>
<td>84.389%</td>
<td>80.319%</td>
</tr>
<tr>
<td>4 Health Benefits</td>
<td>45.877%</td>
<td>42.947%</td>
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<td>5 Placements</td>
<td>6,185</td>
<td>538</td>
</tr>
<tr>
<td>6 Intakes (YTD)</td>
<td>13,998</td>
<td>969</td>
</tr>
<tr>
<td>7 EFM Placements (YTD)</td>
<td>83.201%</td>
<td>76.19%</td>
</tr>
</tbody>
</table>

**ND** = No data

**NA** = Region performance not applicable for this measure

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**CSSF Refugee Balanced Scorecard Report**

**Report Date:** 10/1/2016 To 5/25/2017

**Community Coalition**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Entered Employment Rate</td>
<td>20.196%</td>
<td>14.985%</td>
</tr>
<tr>
<td>2 Employed on the 90th Day</td>
<td>80.024%</td>
<td>78.502%</td>
</tr>
<tr>
<td>3 Employed on the 180th Day</td>
<td>84.389%</td>
<td>80.319%</td>
</tr>
<tr>
<td>4 Health Benefits</td>
<td>45.877%</td>
<td>42.947%</td>
</tr>
<tr>
<td>5 Placements</td>
<td>6,185</td>
<td>538</td>
</tr>
<tr>
<td>6 Intakes (YTD)</td>
<td>13,998</td>
<td>969</td>
</tr>
<tr>
<td>7 EFM Placements (YTD)</td>
<td>83.201%</td>
<td>76.19%</td>
</tr>
</tbody>
</table>
## Lutheran Services

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>20.196%</td>
<td>17.656%</td>
</tr>
<tr>
<td>Employed on the 90th Day</td>
<td>80.024%</td>
<td>81.057%</td>
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<td>84.389%</td>
<td>88.889%</td>
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<tr>
<td>Health Benefits</td>
<td>45.877%</td>
<td>43.502%</td>
</tr>
<tr>
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<td>1,368</td>
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<td>13,998</td>
<td>2,932</td>
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<td>EFM Placements (YTD)</td>
<td>83.201%</td>
<td>73.826%</td>
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ND = No data
NA = Region performance not applicable for this measure
### Miami Beach Latin Chamber

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
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</thead>
<tbody>
<tr>
<td>1 Entered Employment Rate</td>
<td>20.196%</td>
<td>33.656%</td>
</tr>
<tr>
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<td>80.024%</td>
<td>84.615%</td>
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<td>84.389%</td>
<td>78.788%</td>
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<td>45.877%</td>
<td>73.333%</td>
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<td>5 Placements</td>
<td>6,185</td>
<td>174</td>
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<tr>
<td>7 EFM Placements (YTD)</td>
<td>83.201%</td>
<td>66.667%</td>
</tr>
</tbody>
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**ND** = No data

**NA** = Region performance not applicable for this measure
# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2016 To 5/25/2017

## Youth Co-Op

<table>
<thead>
<tr>
<th>Measure</th>
<th>Region</th>
<th>Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entered Employment Rate</td>
<td>20.196%</td>
<td>21.952%</td>
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<td>80.024%</td>
<td>72.765%</td>
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<td>77.391%</td>
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<tr>
<td>Health Benefits</td>
<td>45.877%</td>
<td>42.626%</td>
</tr>
<tr>
<td>Placements</td>
<td>6,185</td>
<td>1,872</td>
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<tr>
<td>Intakes (YTD)</td>
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<td>4,375</td>
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<tr>
<td>EFM Placements (YTD)</td>
<td>83.201%</td>
<td>57.746%</td>
</tr>
</tbody>
</table>
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8B

AGENDA ITEM SUBJECT: WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

The Florida Department of Economic Opportunity (DEO) Monthly Management Report (MMR) for the state’s 24 Regional Workforce Boards, reveal the following 2016-17 Program Year (PY) performance statics for the Region during the period of July 1, 2016 through April 30, 2017:

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

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

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

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
**DEO Monthly Management Report**

**July 1, 2016 through April 30, 2017 (Year-to-Date)**

### Wagner-Peyser Entered Employment Rate

<table>
<thead>
<tr>
<th>Rank</th>
<th>Prev. Rank</th>
<th>Region</th>
<th>Entered Employment</th>
<th>Job Seekers with 90 Days of No Service</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>SW</td>
<td>15,635</td>
<td>22,178</td>
<td>70.5 %</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>SW</td>
<td>2,793</td>
<td>3,993</td>
<td>69.9 %</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>SW</td>
<td>25,015</td>
<td>37,004</td>
<td>67.6 %</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>SW</td>
<td>6,649</td>
<td>12,082</td>
<td>55.0 %</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
<td>SW</td>
<td>45,274</td>
<td>83,031</td>
<td>54.5 %</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>SW</td>
<td>5,879</td>
<td>12,067</td>
<td>48.7 %</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>SW</td>
<td>2,294</td>
<td>5,082</td>
<td>45.1 %</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>SW</td>
<td>2,174</td>
<td>3,177</td>
<td>41.4 %</td>
</tr>
<tr>
<td>9</td>
<td>8</td>
<td>SW</td>
<td>1,274</td>
<td>3,177</td>
<td>40.1 %</td>
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<tr>
<td>10</td>
<td>10</td>
<td>SW</td>
<td>4,145</td>
<td>10,474</td>
<td>39.6 %</td>
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<tr>
<td>SW</td>
<td></td>
<td>SW</td>
<td>186,125</td>
<td>415,727</td>
<td>44.8 %</td>
</tr>
</tbody>
</table>

### Veterans Entered Employment Rate

<table>
<thead>
<tr>
<th>Rank</th>
<th>Prev. Rank</th>
<th>Region</th>
<th>Vets Placed after 90 Days of No Service</th>
<th>Vets with 90 Days of No Service</th>
<th>Performance</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>SW</td>
<td>171</td>
<td>252</td>
<td>67.9 %</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>SW</td>
<td>755</td>
<td>1,228</td>
<td>61.5 %</td>
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<tr>
<td>3</td>
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<td>SW</td>
<td>964</td>
<td>1,586</td>
<td>60.8 %</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>SW</td>
<td>440</td>
<td>742</td>
<td>59.3 %</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>SW</td>
<td>693</td>
<td>1,296</td>
<td>57.5 %</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>SW</td>
<td>547</td>
<td>1,176</td>
<td>46.5 %</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>SW</td>
<td>550</td>
<td>1,347</td>
<td>40.8 %</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>SW</td>
<td>109</td>
<td>271</td>
<td>40.2 %</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>SW</td>
<td>234</td>
<td>586</td>
<td>39.9 %</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>SW</td>
<td>171</td>
<td>409</td>
<td>35.5 %</td>
</tr>
<tr>
<td>SW</td>
<td></td>
<td>SW</td>
<td>9,235</td>
<td>22,975</td>
<td>40.2 %</td>
</tr>
</tbody>
</table>

### Welfare Transition Participation Rate (All Family)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Prev. Rank</th>
<th>Region</th>
<th>Work Engaged</th>
<th>Received TANF</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>SW</td>
<td>1,077</td>
<td>1,848</td>
<td>58.3 %</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>SW</td>
<td>3,135</td>
<td>5,487</td>
<td>57.1 %</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>SW</td>
<td>1,644</td>
<td>3,116</td>
<td>52.8 %</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>SW</td>
<td>1,847</td>
<td>3,603</td>
<td>51.3 %</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>SW</td>
<td>2,002</td>
<td>4,078</td>
<td>49.1 %</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>SW</td>
<td>970</td>
<td>2,003</td>
<td>48.4 %</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>SW</td>
<td>982</td>
<td>2,217</td>
<td>43.3 %</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>SW</td>
<td>3,059</td>
<td>7,100</td>
<td>43.1 %</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
<td>SW</td>
<td>139</td>
<td>343</td>
<td>40.5 %</td>
</tr>
<tr>
<td>SW</td>
<td></td>
<td>SW</td>
<td>25,492</td>
<td>61,017</td>
<td>41.8 %</td>
</tr>
</tbody>
</table>

### Welfare Transition Entered Employment Rate

<table>
<thead>
<tr>
<th>Rank</th>
<th>Prev. Rank</th>
<th>Region</th>
<th>Closed Due To Earnings</th>
<th>Cases Closed</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>SW</td>
<td>1,077</td>
<td>1,556</td>
<td>45.6 %</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>SW</td>
<td>920</td>
<td>2,156</td>
<td>42.7 %</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>SW</td>
<td>999</td>
<td>2,376</td>
<td>42.0 %</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>SW</td>
<td>457</td>
<td>1,092</td>
<td>41.8 %</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>SW</td>
<td>119</td>
<td>1,286</td>
<td>38.6 %</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>SW</td>
<td>311</td>
<td>903</td>
<td>37.8 %</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>SW</td>
<td>1,202</td>
<td>3,383</td>
<td>35.5 %</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>SW</td>
<td>2,336</td>
<td>4,658</td>
<td>35.1 %</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>SW</td>
<td>126</td>
<td>360</td>
<td>35.0 %</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>SW</td>
<td>305</td>
<td>895</td>
<td>34.1 %</td>
</tr>
<tr>
<td>SW</td>
<td></td>
<td>SW</td>
<td>10,058</td>
<td>28,307</td>
<td>35.5 %</td>
</tr>
</tbody>
</table>

**Regional CareerSource Workforce Boards**

<table>
<thead>
<tr>
<th>Region</th>
<th>CareerSource Workforce Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>CareerSource Brevard</td>
</tr>
<tr>
<td>12</td>
<td>CareerSource Central Florida</td>
</tr>
<tr>
<td>14</td>
<td>CareerSource Pinellas</td>
</tr>
<tr>
<td>15</td>
<td>CareerSource Tampa Bay</td>
</tr>
<tr>
<td>21</td>
<td>CareerSource Palm Beach County</td>
</tr>
<tr>
<td>22</td>
<td>CareerSource Broward</td>
</tr>
<tr>
<td>23</td>
<td>CareerSource South Florida</td>
</tr>
<tr>
<td>24</td>
<td>CareerSource Southwest Florida</td>
</tr>
</tbody>
</table>
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8C

AGENDA ITEM SUBJECT: YOUTH PARTNERS AND REGIONAL PERFORMANCE

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: DEDICATED COMMITMENT TO YOUTH PARTICIPATION

STRATEGIC PROJECT: Strengthen workforce system accountability

BACKGROUND:

Performance Measures for the Youth Partners in the Workforce Development Area (WDA) covering the reporting period from July 1, 2016 through May 30, 2017, as represented on the State’s Monthly Management Report (MMR). The MMR provides a snapshot of the performance data present in the Management Information System on the last day of each month.

The details are as follows:

- 115/115 Credential Attainment Measure (Column 1) exited the program with outcomes (obtained a credential/diploma, post-secondary education, advanced/training qualified apprenticeships, military, employment). The WDA’s credential attainment positive outcome performance measure is 100%.

- 836/986 Measurable Skills Gain (Column 2) attained and increased in their youth skill attainment performance measure (basic skills, work readiness skills, and occupational skills). The WDA’s youth skill attainment performance measure is 85%.

- 84/84 In-School Youth (Column 3) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment. The WDA’s In-School Youth positive outcome performance measure is 100%.

- 41/41 Out-of-School Youth (Column 4) exited the program with a positive outcome (obtained a credential/ diploma, post-secondary education, advanced training/qualified apprenticeships, military, employment). The WDA’s Out-of-School Youth positive outcome performance measure is 100%.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
**IN-SCHOOL PROGRAM**

<table>
<thead>
<tr>
<th>Youth Service Partners</th>
<th>Credential Attainment Measure (100%) COLUMN #1</th>
<th>Measurable Skills Gain Youth Skill Attainment Performance Measure (90%) COLUMN #2</th>
<th>In School Youth Positive Outcome Performance Measure (90%) COLUMN #3</th>
<th>Out of School Youth Positive Outcome Performance Measure (90%) COLUMN #4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># to be Met</td>
<td>% of Standard Met</td>
<td># to be Met</td>
<td>% of Standard Met</td>
</tr>
<tr>
<td>Adult Mankind Organization</td>
<td>9</td>
<td>100%</td>
<td>180</td>
<td>81%</td>
</tr>
<tr>
<td>Cuban National Council</td>
<td>44</td>
<td>100%</td>
<td>124</td>
<td>84%</td>
</tr>
<tr>
<td>Youth Co-Op Monroe</td>
<td>3</td>
<td>100%</td>
<td>14</td>
<td>100%</td>
</tr>
<tr>
<td>Youth Co-Op Miami-Dade</td>
<td>18</td>
<td>100%</td>
<td>174</td>
<td>93%</td>
</tr>
<tr>
<td>YEAR-TO-DATE PERFORMANCE</td>
<td>74</td>
<td>100%</td>
<td>492</td>
<td>87%</td>
</tr>
</tbody>
</table>

**OUT-OF-SCHOOL PROGRAM**

<table>
<thead>
<tr>
<th>Youth Service Partners</th>
<th>Credential Attainment Measure (100%) COLUMN #1</th>
<th>Measurable Skills Gain Youth Skill Attainment Performance Measure (90%) COLUMN #2</th>
<th>In School Youth Positive Outcome Performance Measure (90%) COLUMN #3</th>
<th>Out of School Youth Positive Outcome Performance Measure (90%) COLUMN #4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># to be Met</td>
<td>% of Standard Met</td>
<td># to be Met</td>
<td>% of Standard Met</td>
</tr>
<tr>
<td>Adult Mankind Organization</td>
<td>3</td>
<td>100%</td>
<td>97</td>
<td>62%</td>
</tr>
<tr>
<td>Community Coalition</td>
<td>1</td>
<td>100%</td>
<td>68</td>
<td>93%</td>
</tr>
<tr>
<td>Cuban American National Council</td>
<td>N/D</td>
<td>N/D</td>
<td>72</td>
<td>72%</td>
</tr>
<tr>
<td>Greater Miami Service Corps</td>
<td>3</td>
<td>100%</td>
<td>60</td>
<td>90%</td>
</tr>
<tr>
<td>Youth Co-Op Monroe</td>
<td>3</td>
<td>100%</td>
<td>21</td>
<td>95%</td>
</tr>
<tr>
<td>Youth Co-Op Miami-Dade</td>
<td>31</td>
<td>100%</td>
<td>176</td>
<td>91%</td>
</tr>
<tr>
<td>YEAR-TO-DATE PERFORMANCE</td>
<td>41</td>
<td>100%</td>
<td>494</td>
<td>83%</td>
</tr>
</tbody>
</table>

**REGIONAL PERFORMANCE**

<table>
<thead>
<tr>
<th></th>
<th># to be Met</th>
<th>% of Standard Met</th>
<th># to be Met</th>
<th>% of Standard Met</th>
<th># to be Met</th>
<th>% of Standard Met</th>
<th># to be Met</th>
<th>% of Standard Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>115</td>
<td>115</td>
<td>100%</td>
<td>986</td>
<td>85%</td>
<td>84</td>
<td>100%</td>
<td>41</td>
<td>100%</td>
</tr>
</tbody>
</table>

WIOA YOUTH SERVICE PARTNERS PERFORMANCE - July 1, 2016 - May 30, 2017
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8D

AGENDA ITEM SUBJECT: CONSUMER REPORT CARD UPDATE

AGENDA ITEM TYPE: INFORMATIONAL

RECOMMENDATION: N/A

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Improve credential outcomes for job seekers

BACKGROUND:

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

The attached Program Year (PY) 2016-2017 Consumer Report Card table, dated May 25, 2017, indicates that the South Florida Workforce Investment Board generated $5,348,457.66 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of $3.87. Ninety percent of training services participants completed classroom training. Of those completing training, 85 percent have obtained employment with an average wage of $17.78. Eighty-five percent of the participants were placed in a training-related occupation. The net economic benefit per placement is $29,387.13.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT
<table>
<thead>
<tr>
<th>Training Agent</th>
<th>Total Outcome</th>
<th>Number of Completions</th>
<th>Number of Placements</th>
<th>% of Placements</th>
<th># of Training Related Placements</th>
<th>% of Total Training Related Placements</th>
<th>Training Expenditures</th>
<th>Economic Benefit</th>
<th>Net Economic Benefit Per Placement</th>
<th>Value Added per Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Technical Centers</td>
<td>8</td>
<td>7</td>
<td>3</td>
<td>42.86 %</td>
<td>2</td>
<td>66.67 %</td>
<td>$ 2,819.54</td>
<td>$ 19,736.78</td>
<td>$ 6,578.93</td>
<td>$ 2.56</td>
</tr>
<tr>
<td>Compu-Med Vocational Career Corp - Hialeah</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>100.00 %</td>
<td>3</td>
<td>100.00 %</td>
<td>$ 780.72</td>
<td>$ 3,422.17</td>
<td>$ 1,141.00</td>
<td>$ 23.42</td>
</tr>
<tr>
<td>Dade Institute of Technology - Main Campus</td>
<td>11</td>
<td>11</td>
<td>8</td>
<td>72.73 %</td>
<td>7</td>
<td>87.50 %</td>
<td>$ 7,774.97</td>
<td>$ 35,424.72</td>
<td>$ 10,690.59</td>
<td>$ 1.54</td>
</tr>
<tr>
<td>Florida International University (RDB1003)</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>100.00 %</td>
<td>2</td>
<td>100.00 %</td>
<td>$ 5,577.58</td>
<td>$ 11,155.16</td>
<td>$ 5,577.58</td>
<td>$ 4.18</td>
</tr>
<tr>
<td>Florida Vocational Institute</td>
<td>7</td>
<td>4</td>
<td>4</td>
<td>100.00 %</td>
<td>4</td>
<td>100.00 %</td>
<td>$ 3,421.01</td>
<td>$ 13,684.05</td>
<td>$ 3,421.01</td>
<td>$ 2.56</td>
</tr>
<tr>
<td>Life-Line Med Training - Main Campus</td>
<td>11</td>
<td>10</td>
<td>3</td>
<td>30.00 %</td>
<td>2</td>
<td>66.67 %</td>
<td>$ 3,905.91</td>
<td>$ 13,019.70</td>
<td>$ 3,905.91</td>
<td>$ 0.65</td>
</tr>
<tr>
<td>Management Resources College</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>100.00 %</td>
<td>1</td>
<td>100.00 %</td>
<td>$ 5,083.33</td>
<td>$ 5,083.33</td>
<td>$ 5,083.33</td>
<td>$ 1.54</td>
</tr>
<tr>
<td>Metropolitan Trucking and Technical Institute</td>
<td>21</td>
<td>14</td>
<td>12</td>
<td>85.71 %</td>
<td>10</td>
<td>83.33 %</td>
<td>$ 1,159.71</td>
<td>$ 16,338.16</td>
<td>$ 1,159.71</td>
<td>$ 15.63</td>
</tr>
<tr>
<td>Miami-Dade College</td>
<td>9</td>
<td>7</td>
<td>2</td>
<td>28.57 %</td>
<td>2</td>
<td>100.00 %</td>
<td>$ 2,376.88</td>
<td>$ 16,338.16</td>
<td>$ 2,376.88</td>
<td>$ 2.56</td>
</tr>
<tr>
<td>New Horizons</td>
<td>56</td>
<td>55</td>
<td>52</td>
<td>94.55 %</td>
<td>48</td>
<td>92.31 %</td>
<td>$ 9,910.71</td>
<td>$ 54,089.29</td>
<td>$ 10,482.49</td>
<td>$ 4.90</td>
</tr>
<tr>
<td>Sullivan &amp; Cogliano Training Centers, Inc. Kendall</td>
<td>38</td>
<td>35</td>
<td>31</td>
<td>88.57 %</td>
<td>25</td>
<td>80.65 %</td>
<td>$ 5,860.95</td>
<td>$ 205,133.16</td>
<td>$ 6,617.20</td>
<td>$ 3.56</td>
</tr>
<tr>
<td>The Academy -- Fort Lauderdale Campus</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>100.00 %</td>
<td>1</td>
<td>100.00 %</td>
<td>$ 10,000.00</td>
<td>$ 10,000.00</td>
<td>$ 10,000.00</td>
<td>$ 6.97</td>
</tr>
<tr>
<td>The Academy -- Miami Campus</td>
<td>52</td>
<td>49</td>
<td>47</td>
<td>95.92 %</td>
<td>42</td>
<td>89.36 %</td>
<td>$ 8,908.46</td>
<td>$ 346,514.29</td>
<td>$ 9,287.54</td>
<td>$ 4.04</td>
</tr>
<tr>
<td>The CDL School, Inc.</td>
<td>14</td>
<td>14</td>
<td>13</td>
<td>92.86 %</td>
<td>13</td>
<td>100.00 %</td>
<td>$ 2,410.71</td>
<td>$ 33,750.00</td>
<td>$ 2,596.15</td>
<td>$ 1.09</td>
</tr>
<tr>
<td></td>
<td>237</td>
<td>213</td>
<td>182</td>
<td>85.43 %</td>
<td>162</td>
<td>89.01 %</td>
<td>$ 6,494.83</td>
<td>$ 1,383,399.48</td>
<td>$ 7,601.10</td>
<td>$ 3.87</td>
</tr>
</tbody>
</table>
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/15/2017

AGENDA ITEM NUMBER: 8E

AGENDA ITEM SUBJECT: MODIFICATIONS TO THE BALANCED SCORECARD

AGENDA ITEM TYPE: APPROVAL

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

STRATEGIC GOAL: HIGH ROI THROUGH CONTINUOUS IMPROVEMENT

STRATEGIC PROJECT: Improve service delivery outcomes

BACKGROUND:

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

1. The new Balance Scorecard will be divided into two sections, items 1 through 13 will focuses on Process/Quality Measures and items 14 through 19 will focus on Performance Outcomes measures

2. The following measures are recommended for removal / replaced on the Balance Scorecard:
   a. Level of Service
   b. Job Opening Index
   c. SNAP Enter Employment Rage

3. The following measure are recommended for inclusion on the Balance Scorecard:
   a. Average Days to Employment: This measure will indicate at the number of days from job seeker registration to the date the job seeker entered employment. The established benchmark goal is set at the following:
      i. Overall Regional Job Placement - 145 Days
      ii. Direct Job Placement (DJP) - 60 Days
      iii. Obtain Employment (OEs) - 167 Days
b. Job Openings Fill Rate: This measure will indicate the number of positions filled as apposed to the total number of positions that were available within those job orders. This measure is calculated from the number of job orders that have been closed and will not contain job orders that are still open and available. This should provide a snapshot of how many CSSF job seekers are being placed into the job openings vice outside candidates.

c. Referral Average Job Skills Match: The measure will indicate the match ratio between the job seeker who is being referred by the service provider as apposed to the requested job skills that are listed/required in the job order. The goal of this measure is to ensure service providers are making quality referrals.

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

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*