



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
PERFORMANCE COUNCIL
Thursday, June 21, 2018
8:00 A.M.**

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

AGENDA

1. Call to Order and Introductions
2. Approval of Performance Council Meeting Minutes
 - A. April 20, 2017
 - B. June 15, 2017
 - C. August 17, 2017
 - D. October 19, 2017
 - E. December 14, 2017
 - F. February 15, 2018
 - G. April 19, 2018
3. Information – Refugee Performance Overview
4. Information – Monthly Placement Report Update
5. Information – Direct Job Placement Report
6. Information – Specialized Recruitment and Job Fair Standard Operating Procedures
7. Information – Consumer Report Card
8. Recommendation as to Approval to Renew Existing Workforce Services Contract for Program Year 2018-19
9. Recommendation as to Approval to Renew Existing Youth Services Contract for Program Year 2018-19

CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

"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."



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: June 21, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 20, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Clayton, Lovey 2. Gaber, Cynthia, Vice - Chairwoman 3. Rod, Denis 	<p>Brito, Hilma – <i>Arbor E & T Rescare, Inc.</i></p> <p>Buitrigo, Jessica - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Castillo, Alicia – <i>Adults Mankind Organization, Inc. (AMO)</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Chi, Joe 5. Diggs, Bill 6. Garza, Maria, Chairwoman 7. Huston, Albert Jordan, Comm. Barbara 8. Manrique, Carlos 9. Regueiro, Maria 	<p>Costas, Jorge – <i>Youth Co-Op, Inc.</i></p> <p>Lopez, Sonia - <i>Cuban American National Council Inc. (CNC)</i></p> <p>Mendez, Jesse – <i>Community Coalition, Inc.</i></p> <p>Sellers, Robert – <i>City of Miami Center</i></p> <p>Velez, Paulina – <i>Youth Co-Op, Inc.</i></p>
<p>SFW STAFF Perrin, Yian Smith, Robert</p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Performance Council Vice-Chairwoman Cynthia Gaber called the meeting to order at 8:24am, noted those interested in speaking before the Council is required to complete a request to speak form. She asked all those present introduce themselves.

Dr. Denis Rod complimented Paulina Velez of Youth Co-Op, Inc. on the great work she’s doing.

2. Performance Council Meeting Minutes

2.a Approval of February 16, 2017

Deferred due to lack of quorum.

3. Information- Refugee Employment and Training (RET) Program Performance Overview

Vice-Chairwoman Gaber introduced the item and DEO Programs Manager further presented.

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Vice-Chairwoman Gaber introduced the item and Mr. Perrin further presented.

No further questions or discussions.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further presented.

Mr. Clayton inquired about a breakdown of hourly wages and Mr. Smith responded a report would be provided at a later date.

6. Information – Workforce Services Regional Performance Overview

Vice-Chairwoman Gaber introduced the item Mr. Smith introduced the item and further discussed.

Mr. Smith provided a presentation in response to various questions related to training completions.

Mr. Clayton inquired about the type of jobs offered at \$20hr. Mr. Smith responded IT related fields. Mr. Clayton inquired about average wage for construction. Mr. Smith responded he would provide this information at a later date.

With regards to a particular company in the City of Homestead, Mr. Clayton asked whether the jobs were seasonal. Mr. Perrin responded, “Yes.”

No further questions or discussions.

Vice-Chairwoman thanked Mr. Smith for his presentation.

7. Information – Youth Partners Regional Performance

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

8. Information – Consumer Report Card Update

Vice-Chairwoman Gaber introduced the item Mr. Perrin introduced the item and further discussed.

No further questions or discussions.

[Further introductions]

There being no further business to come before the Board, the meeting adjourned at 8:45am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2B

DATE: June 21, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

June 15, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Garza, Maria, Chairwoman 2. Huston, Albert Jordan, Comm. Barbara 3. Rod, Denis</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Manrique, Carlos 9. Regueiro, Maria</p> <p>SFW STAFF Perrin, Yian Smith, Robert</p>	

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 6,185 refugee job seekers were placed into employment from October 1, 2016 to May 26, 2017
- 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 and
- 2,676 refugees are receiving health benefits through the employer

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Garza introduced the item and Adults Program Supervisor Robert Smith further presented. He noted into record that six (6) of the seven (7) contractors have met or exceeded performance measures.

Mr. Huston asked which provider did not meet performance. Mr. Perrin responded Youth Co-Op, Inc.

Chairwoman Garza asked whether the provider would have an opportunity to attain the 65% prior to year-end. Mr. Perrin responded, “Yes”. Chairwoman Garza asked whether if this was the refugee contract being discussed. Mr. Perrin responded, “Yes”.

5. Information– Workforce Services Balanced Scorecard and Job Placements Update

Mr. Perrin introduced and presented the item.

No further questions or discussions.

6. Information – Workforce Services Regional Performance Overview

Chairwoman Garza introduced the item and Mr. Smith further presented.

Mr. Clayton requested additional information on the formula used to calculate the average wage. Mr. Smith explained.

Chairwoman Garza inquired about the median and negotiated. Mr. Smith explained. Mr. Huston shared his comments regarding the realistic point of those achieving \$17 an hour wage rate.

Dr. Rod shared his comments as well.

Mr. Smith assured that a more detailed report (providing information on wages by industry and area) would be provided at a later date.

There was continued discussion related to average wage.

No further questions or discussions.

7. Information – Youth Partners Regional Performance

Chairwoman Garza introduced the item. Mr. Smith further presented and Mr. Beasley provided details on a new tool.

Chairwoman Garza inquired about training and Mr. Beasley explained.

8. Information – Referral to Placement Report Enhancement

9. Information – Consumer Report Card

10. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard

There being no further business to come before the Board, the meeting adjourned at 8:45am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2C

DATE: June 21, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

August 17, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Rod, Denis 3. Manrique, Carlos 	<p>Buitrigo, Jessica – <i>Cuban American National Council, Inc.</i></p>
<p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p>	<p>Cordori, Mkyelin – <i>Community Coalition, Inc.</i> Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p>
<ol style="list-style-type: none"> 4. Chi, Joe 5. Clayton, Lovey 6. Diggs, Bill 	<p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p>
<ol style="list-style-type: none"> 7. Gaber, Cynthia, Vice - Chairwoman 8. Huston, Albert 	<p>Martin, Marisol – <i>Youth Co-Op, Inc.</i></p>
<ol style="list-style-type: none"> 9. Jordan, Comm. Barbara 10. Regueiro, Maria 	<p>Porro, William – <i>City of Miami</i></p>
<p>SFW STAFF</p>	<p>Sante, Alicia – <i>Youth Co-Op, Inc.</i></p>
<p>Gilbert, David Perrin, Yian</p>	<p>Someillian, Ana – <i>Adults Mankind Organization, Inc.</i></p>
	<p>Taylor, Kelvin – <i>Cuban American National Council, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:23am, asked all those present introduce themselves and noted that a quorum had not been achieved.

[Mr. Carlos Manrique arrived]

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017

2.b June 15, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Garza introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 14, 968 refugee job seekers enrolled in the RET Program
- 4,031 refugees are still working after 90 days of hire
- 2,998 refugees are still working after 180 days of hire and
- 3,221 refugees are receiving health benefits through the employer

No further questions or discussions.

4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Chairwoman Garza introduced the item and Mr. Perrin further presented. He noted into record that all seven (7) contractors have met or exceeded performance measures.

Chairwoman Garza asked whether if this is the first time that all seven contractors met or exceeded performance measures. Mr. Perrin responded, “Yes.”

No further questions or discussions.

5. Information– Workforce Services Program Year 2016-17 Recap

Mr. Perrin introduced and presented the item.

No further questions or discussions.

6. Information – Department of Economic Opportunity Performance Review

Chairwoman Garza introduced the item and SFWIB Adults Program Manager David Gilbert further presented the following updates:

For Program Year 2016-17:

Year End Performance Summary:

- Six (6) of 14 Workforce Services locations either met or exceeded 65 percent of the required performance measures
- This region achieved a total of 60,270 job placements (exceeded the minimum standard by 1.6% and 6.8% below maximum standard)

Balanced Scorecard Job Placements Year End Summary:

- Eight (8) of the 14 Workforce Services contractors met or exceeded their minimum 2017 Job Placements standard

- Four of the 14 Workforce Services contracts met or exceeded their maximum 2017 Job Placements standard

No further questions or discussions.

7. Information – Youth Partners Regional Performance

Mr. Yian Perrin introduced and presented the item.

- 118/118 - Credential Attainment Measure exited the program with positive outcome and WDA's credential attachment positive outcome performance measure is 100%
- 1,068/1,317 - Measureable Skills Gain attained and increased in their youth skill attainment performance measure. WDA's credential attachment positive outcome performance measure is 81%
- 85/85 - In-School Youth exited the program with a positive outcome and WDA's In-School youth positive outcome performance measure is 100%
- 44/44 - Out-of-School Youth exited the program with a positive outcome and the WDA's Out-of-School Youth positive outcome performance measure is 100%

No further questions or discussions.

8. Information – Consumer Report Card

Mr. Perrin introduced and presented the item.

No further questions or discussions.

9. Recommendation as to Approval to Accept Process and Performance Revisions to the Balanced Scorecard

Mr. Gilbert presented and read the item into record staff's recommendation for the Council's approval to recommend to the Board to accept process and performance revisions to the balanced scorecard.

Mr. Manrique asked who would be responsible to conduct follow-ups. Mr. Gilbert responded that service providers would be responsible for this particular task.

There was continued discussion regarding a tracking system.

Mr. Manrique inquired about current performance standards and Mr. Gilbert explained that providers must meet the required 90% of retention rate that exit the system in the two new performance standards.

There was continued discussion regarding the requirements of meeting performance in each quarter.

The Garza asked whether if CSSF is currently following a guideline that had been implemented by the Federal Government for several years. Mr. Gilbert responded, "Yes." Ms. Garza later recommended additional time for providers to adjust to this new law/policy. She explained that "it's not easy to help job seekers with employment during third and fourth quarters". Mr. Manrique also shared his concerns. After continued discussions, Mr. Gilbert explained in great detail and noted that \$125 would be given per follow-up for each individual.

Mr. Manrique inquired about the scorecard. Mr. Gilbert explained.

There being no further business to come before the Board, the meeting adjourned at 8:41am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2D

DATE: June 21, 2018, 2016 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 19, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<p>1. Clayton, Lovey</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>2. Garza, Maria, Chairwoman 3. Rod, Denis 4. Manrique, Carlos 5. Chi, Joe 6. Diggs, Bill 7. Gaber, Cynthia, Vice - Chairwoman 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Regueiro, Maria</p> <p>SFW STAFF Gilbert, David Perrin, Yian</p>	<p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Hernandez, Ana – Cuban National Council, Inc.</p> <p>Felipe, Daniel – <i>Cuban American National Council Inc.</i></p> <p>Mendez, Jessy – <i>Community Coalition, Inc.</i></p> <p>Rodriguez, Maria – <i>Youth Co-Op, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Lovey Clayton as Acting Chairman on behalf of Performance Council Chairwoman Maria Garza called the meeting to order at 8:25a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of August 17, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Acting Performance Council Chairman Lovey Clayton introduced the item and Department of Economic Opportunity (DEO) Manager Yian Perrin further presented and noted that following:

- A total of 7,334 refugee job seekers were placed into employment from October 1, 2016 to June 30, 2017
- 16, 771 refugee job seekers enrolled in the RET Program
- 5,308 refugees are still working after 90 days of hire
- 3,953 refugees are still working after 180 days of hire and
- 4,255 refugees are receiving health benefits through the employer

No further questions or discussions.

4. Information– Workforce Services Program Year 2016-17 Recap

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Manager David Gilbert further presented. He noted into record the following as of September 30, 2017:

- One (1) of the 14 centers is meeting the required 65 percent of the measures.
- A total of 11,871 job placements; which is 17.8 percent below the minimum standard and 21.1 percent below the maximum standard
- Five of the 14 workforce services contracts have met or exceeded their minimum YTD Job Placements standard
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard

No further questions or discussions.

5. Information– Direct Placement Analysis Update

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton had questions regarding the reason Direct Job Placement (DJPs) percentages were low and Mr. Smith further explained. Mr. Clayton inquired about any correlation between what had been stated / approved by the Florida Governor and what is being presented. Mr. Gilbert responded, “Yes” and further explained.

Acting Chairman Clayton inquired about programs available for the veteran population and Mr. Smith responded, “Yes” then explained the various programs and current partnerships.

Acting Chairman Clayton inquired about job fairs for potential referrals to his veteran clients. Mr. Perrin provided details.

6. Information – Referral to Placement Report

Acting Performance Council Chairman Lovey Clayton introduced the item and Adults Program Supervisor Robert Smith further presented.

Acting Chairman Clayton recommended sending out directives.

Mr. Gilbert explained the various tools and performance benchmarks offered to service providers.

There was continued discussion.

No further questions or discussions.

[Introductions]

There being no further business to come before the Board, the meeting adjourned at 8:50am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2E

DATE: June 21, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

December 14, 2017 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Huston, Albert 3. Manrique, Carlos <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Clayton, Lovey 5. Rod, Denis 6. Chi, Joe 7. Diggs, Bill 8. Gaber, Cynthia, Vice - Chairwoman 9. Jordan, Comm. Barbara 10. Rigueiro, Maria <p>SFW STAFF Gilbert, David Perrin, Yian Smith, Robert</p>	<p>Manning, Ann – <i>Transition, Inc.</i></p> <p>Salado, Malin – <i>Transition, Inc.</i></p>

1. Call to Order and Introductions

Performance Council Chairwoman Maria Garza called the meeting to order at 8:30a.m, asked all those present introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017 and October 19, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Chairwoman Maria Garza introduced the item and Department of Economic Opportunity (DEO) Manager further presented the following:

A total of 1,332 refugee job seekers were placed into employment from October 1, 2017 to November 20, 2017

- 1,052 refugee job seekers enrolled in the RET Program
- 662 refugees are still working after 90 days of hire
- 587 refugees are still working after 180 days of hire and
- 483 refugees are receiving health benefits through the employer

Chairwoman Garza verified the numbers of refugee employees that were still working after 90 days.

4. Information– Workforce Services Balanced Scorecard and Job Placements Update

Chairwoman Maria Garza introduced the item and Mr. Perrin further presented. He noted into record the following as of September 30, 2017:

- Two (2) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Hialeah Downtown, Transition Offender Service, and Perrine.
- Two of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Hialeah Downtown and Transition Offender Service.

Chairwoman Garza inquired about management operations for the above centers and Mr. Perrin responded that Hialeah Downtown is currently being managed by Arbor E & T ResCare, Perrine Center is managed by Youth Co, Op, Inc. and Offender's Service Center is being managed by Transition, Inc.

Mr. Huston requested staff provide training to contractors not currently meeting performances.

5. Information– Referral to Placement Report – Distinct Referrals

6. Information – Service Provider Staff Productivity Analysis

Adult Programs Manager David Gilbert presented and read the item into record.

Chairwoman Garza asked whether if providers would receive compensation for multiple referrals. Mr. Gilbert responded only for placements. She recommended proper screening of job seekers so that they are placed in the right jobs based on current skills and/or education. Mr. Gilbert provided additional information.

There was continued discussion.

Chairwoman Garza inquired about service contractor performances since the implementation of a performance base. Mr. Gilbert provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

7. Information Consumer Report Card

Mr. Perrin introduced and presented the item.

- ✓ SFWIB generated \$1,371,474.36 of wages into the South Florida regional economy
- ✓ For every dollar spent on training, SFWIN obtained a return of \$4.06
- ✓ Ninety-one percent of training services participants completed classroom training
- ✓ Of those completed training, eighty-eight percent have obtained employment with an average of \$17.86
- ✓ Eighty-eight percent of the participants were placed in a training-related occupation.
- ✓ The next economic benefit per placement is \$29,814.66

8. Information – System Review of Exiting Wagner-Peyser (WP) Participants

Mr. Gilbert introduced and presented the item.

Chairwoman Garza inquired about inactive/exits of staff assistance services.

Mr. Gilbert explained the automatic exits take place after 90 days of inactive staff assistance services.

Mr. Huston requested information on performance tools and staff explained.

There was continued discussion.

There being no further business to come before the Board, the meeting adjourned at 9:07am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2F

DATE: June 21, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

February 15, 2018 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Clayton, Lovey 2. Rod, Denis 3. Thurman, Karen <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 4. Chi, Joe 5. Diggs, Bill 6. Gaber, Cynthia, Vice - Chairwoman 7. Garza, Maria, Chairwoman 8. Huston, Albert 9. Jordan, Comm. Barbara 10. Manrique, Carlos 11. Regueiro, Maria <p>SFW STAFF Gilbert, David Perrin, Yian Smith, Robert</p>	<p>Brito, Hilma – <i>Arbor E & T Rescare, Inc.</i></p> <p>Butrigo, Jessica – <i>Cuban American National Council, Inc. (CNC)</i></p> <p>Flores, Oscar – <i>Compu Med</i> <i>Cuban American National Council, Inc. (CNC)</i></p>

1. Call to Order and Introductions

Dr. Denis Rod called the meeting to order at 8:30a.m, on behalf of absent Chairwoman Maria Garza. He asked all those present introduce themselves and Mr. Lovey Clayton noted that a quorum had not been achieved.

Dr. Denis Rod gave a special commendation and speech regarding the level of service provided by Disabled Veterans Outreach Program (DVOP) Specialist, Ms. Makissa Lewis of the Little Havana Center. She thanked CSSF for her outstanding service.

There was continued discussion.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017, October 19, 2017 and December 14, 2017

Deferred due to lack of quorum

3. Information- Refugee Employment and Training Program Performance Overview

Department of Economic Opportunity (DEO) Manager Yian Perrin introduced and read the item into record:

A total of 1,712 refugee job seekers were placed into employment from October 1, 2017 to January 31, 2018 in comparison to 2,677 for the same period last year resulted in a decrease of 36%. Additionally, 2,178 refugee job seekers enrolled in the RET Program (year to date).

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard and Job Placements Update

SFWIB Adults Program Manager David Gilbert introduced and read the item into record noting the following:

- For the period of July 1, 2017 through January 31, 2018 shows the Region had a total of 22,377 job placements, which is 33.6 percent below the minimum standard and 36.3 percent below the maximum standard.
- One (1) of the 14 Workforce Services Contracts have met or exceeded their minimum YTD Job Placements standard: Transition, Inc.
- One (1) of the 14 Workforce Services contracts have met or exceeded their maximum YTD Job Placements standard: Transition, Inc.

Ms. Thurman questioned why the majority aren't meeting or exceeding performance. Mr. Gilbert further explained it was possibly due to the recent storm as well as the decreased number of exits (a total of 78,000).

There was continued discussion.

Mr. Gilbert additionally reviewed with the Council the Balanced scorecard report for the period of 7-1-2017 to 1-31-2018.

5. Information– Consumer Report Card

Mr. Yian Perrin introduced and read the item into record.

There was continued discussion.

No further questions or discussions.

6. Information – CSSF Automated Customer Service Survey

Mr. Smith introduced and read the item into record.

Mr. Clayton inquired about an ocean training program and Mr. Smith provided further details regarding current partnership with Miami Dade College. Mr. Gilbert provided additional details regarding current training courses offered in the South Miami areas.

Mr. Smith continued with his presentation.

No additional questions or concerns.

7. Recommendation as to Approval to Allocate Funds for Performance Monitoring

Mr. Smith introduced and presented the item.

Mr. Clayton asked whether if this would be a quarterly review and Mr. Smith provided details.

Ms. Thurman requested additional details and Mr. Smith explained.

Ms. Thurman inquired about a timeline for Request for Proposals (RFP). Mr. Smith in 10 days pending approval by CSSF's Legal department.

Mr. Clayton inquired about the agency that would potential conduct the review and Mr. Smith explained.

There was continued questions and concerns of which Mr. Smith answered them.

There being no further business to come before the Board, the meeting adjourned at 8:53am.



PERFORMANCE COUNCIL

AGENDA ITEM NUMBER: 2G

DATE: June 21, 2018 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

April 19, 2018 at 8:00am
 Doubletree Miami Airport Hotel -
 Convention Center
 711 NW 72nd Avenue
 Miami, FL 33128

COMMITTEE MEMBERS IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Garza, Maria, Chairwoman 2. Huston, Albert 3. Manrique, Carlos <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <ol style="list-style-type: none"> 1. Chi, Joe 2. Clayton, Lovey 3. Diggs, Bill 4. Gaber, Cynthia, Vice - Chairwoman 5. Jordan, Comm. Barbara 6. Regueiro, Maria 7. Rod, Denis <p>SFW STAFF Gilbert, David Perrin, Yian Smith, Robert</p>	<p>B. Jessy – <i>Cuban National Council, Inc.</i></p> <p>Farinas, Irene – <i>Adults Mankind Organization, Inc.</i></p> <p>Felipe, Daniel – <i>Cuban National Council, Inc. /South Miami</i></p> <p>Mendez, Jessy – <i>Community Coalition Inc.</i></p>

1. Call to Order and Introductions

SFWIB Adults Program Manager David Gilbert called the meeting to order at 8:30a.m, on behalf of SFWIB Chairwoman Maria Garza who was absent. He asked all those present introduce themselves and noted that a quorum had not been achieved.

2. Performance Council Meeting Minutes

2.a Approval of April 20, 2017, June 15, 2017, August 17, 2017, October 19, 2017, December 27, 2017 and February 15, 2018

Deferred due to lack of quorum

Mr. Al Huston shared his concern regarding the amount of meeting minutes currently pending approval as a result of lack of quorum. He'd emphasized the importance of ensuring that a quorum is met at every meeting. Mr. Clayton also shared that he has received calls and email notifications regarding upcoming meetings. He wants staff to stress to members the importance of attending meetings.

There was continued discussion regarding the importance of having a quorum at every meeting.

Mr. Gilbert explained there were multiple members that confirmed as well as those tentatively confirmed.

Mr. Clayton inquired about Chairwoman Garza's absence at today's meeting.

Mr. Clayton inquired about former member Willie Carpenter.

No further questions or discussions.

3. Information- Refugee Performance Overview

Mr. Gilbert introduced the item and further presented the following information:

He noted into record that the information provided in the agenda item is one month off from current. However, corrections will be made accordingly.

For Program Year 2017-2018, October 1, 2017 through February 28, 2018:

- Department of Children and Families (DCF) holds CSF on a monthly goal of 604 and annual placement goal of 7,248. He additionally referenced a table provided in the agenda for further review.

No further questions or discussions.

4. Information- Monthly Placement Report Update

Adult Programs Supervisor Robert Smith presented the monthly placement report and read the following into record:

The monthly job placement summary for Program Year 2017-18 is from July 1, 2017 through March 31, 2018:

The region's monthly placement report shows the region had a total of 26,037 job placements; 7,860 were DJP and 18,177 were Obtained employment

- The average DJP rate is 30 percent, two percent lower than the targeted goal. To date, CareerSource South Florida centers achieved and/or exceeded the DJP rate in five of the previous nine months.

No further questions or discussions.

5. **Information– Direct Job Placement Report**

Mr. David Gilbert presented and read the item into record.

Mr. Clayton inquired about the areas with the highest placements. Staff asked whether if he requested listed by career centers. Both Mr. Gilbert responded, “Yes”. He provided further details.

[Mr. Carlos Manrique arrived]

There was continued discussion regarding the number of distinct referrals.

6. **Information – Consumer Report Card**

Mr. Smith presented the item.

Mr. Clayton asked whether if there are training programs available for those interested in pursuing a career in air conditioning repairs in installation. Mr. Smith responded, “Yes” and noted that D.A Dorsey Educational Center provides air conditioning training.

Mr. Gilbert explained that more details regarding the various programs will be provided at a later date.

Mr. Huston inquired about CSSF’s partnerships with the various vocational schools located in the south of Miami-Dade County to include Robert Morgan Technical Institute. He also inquired about programs provided at the South Dade Skills Center and Mr. Gilbert provided further details on OSHA 10 construction Courses NCCER trainings available through partnership with Employed Miami-Dade. He additional noted the partnerships with Miami-Dade County, Miami-Dade County Public Schools and Neighbors and Neighbors Association, Inc.

Mr. Smith provided details on where to find information related to training occupations.

Mr. Clayton inquired about registration fees and Mr. Gilbert provided details.

There being no further business to come before the Board, the meeting adjourned at 8:48am.



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 3

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:

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of Workforce Development Area (WDA) 23 Service Partners. The report for Program Year 2017-2018, is from October 1, 2018 through April 30, 2018.

The South Florida Workforce Board's contract with the Department of Children and Family Services requires 604 monthly placements with an annual goal of 7,248. The WDA's RET Balanced Scorecard Job Placements from through April 30, 2018, shows WDA 23 had a total of 3,972 job placements; which is six percent below the maximum standard.

- Three of the seven Refugee Services contracts have met or exceeded their maximum Year-to-Date (YTD) Job placement standard: Adult Mankind Organization, Arbor E&T and Cuban American National Council

Service Providers who did not meet the minimum performance standards have been placed on Corrective Action Plan to correct placement deficiencies by September 30, 2018.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF RET Performance Overview Report

Report Date: 10/1/2017 To 4/30/2018

Employment									
Location	Standard Monthly	Maximum	YTD Goal	Center	YTD % Achieved	Actual vs. Goal	Monies Unearned Through 04/30/2018	Avg. Cost Per	# of Placements short based on funding
AMO	98	115	805	802	99%	3	\$ 5,157.00	\$ 1,252.64	4
Arbor E&T, LLC	48	57	399	396	99%	3	\$ -	\$ 1,280.76	0
CANC	48	56	392	395	101%	0	\$ -	\$ 1,263.23	0
Community Coalition	42	49	343	299	87%	44	\$ 52,573.00	\$ 1,246.67	42
Lutheran Services	120	141	987	955	97%	32	\$ 22,372.00	\$ 1,258.31	18
Miami Beach Latin Chamber	13	15	105	60	57%	45	\$ 68,607.00	\$ 1,034.20	54
Youth Co-Op	145	171	1,197	1,065	89%	132	\$ 175,436.58	\$ 1,237.47	142
Region	514	604	4,228	3,972	94%	256	\$ 324,145.58	\$ 1,224.75	260

ND = No data

NA = Region performance not applicable for this measure

5/21/2018 1:09:54 PM



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: WORKFORCE SERVICES MONTHLY PLACEMENT REPORT UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Conduct an analysis of Career Centers**

BACKGROUND:

The Monthly Placement Report tracks the Workforce Development Area (WDA) 23 Direct Job Placements (DJP), Obtained Employment (OE) placements and the overall total number of placements. The Monthly Placement Year-to-Date summary for Program Year 2017-18, is from July 1, 2017 through May 31, 2018.

The Monthly Placement Report shows WDA 23 had a total of 29,301 job placements; 9,081 were DJP and 20,220 were OE.

- The average DJP rate is 30 percent, two percent lower than the targeted goal. To date, CareerSource South Florida centers achieved and/or exceeded the DJP rate in seven of the previous nine months.

The following attachment displays the aforementioned information by month for the current program year.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

DJPOE Analysis - Monthly Placement Actuals

Fiscal Period: Jul 2017 to May 2018

Location	JULY			AUGUST			SEPTEMBER			OCTOBER			NOVEMBER			DECEMBER			AVERAGE		
	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs
Hialeah Downtown	522	341	181	445	280	165	351	204	147	360	216	144	260	103	157	293	148	145	306	166	140
City of Miami center	335	245	90	273	226	47	210	203	7	189	150	39	143	107	36	127	107	20	160	125	35
Carol City	378	368	10	327	321	6	258	252	6	239	235	4	127	110	17	137	111	26	183	169	15
Florida Keys	74	69	5	84	64	20	52	42	10	71	47	24	65	28	37	67	54	13	66	49	17
Miami Beach	58	58	0	80	68	12	50	50	0	54	49	5	26	22	4	68	52	16	58	48	10
North Miami Beach	373	291	82	292	269	23	257	252	5	287	268	19	178	143	35	182	155	27	210	176	35
Opa Locka	68	68	0	52	51	1	40	37	3	58	51	7	35	31	4	55	38	17	44	38	6
South Miami	68	65	3	68	62	6	55	52	3	78	49	29	29	23	6	57	33	24	56	36	20
Transition	99	66	33	113	78	35	87	64	23	80	43	37	59	19	40	84	49	35	81	46	34
Homestead	341	223	118	335	222	113	211	185	26	324	203	121	311	114	197	328	98	230	260	127	134
Little Havana	555	397	158	478	365	113	314	281	33	365	244	121	176	100	76	211	132	79	249	169	80
Northside	367	333	34	395	278	117	258	237	21	308	181	127	181	97	84	218	145	73	226	163	63
Perrine	615	502	113	604	436	168	423	377	46	668	370	298	487	234	253	400	230	170	378	252	126
West Dade	756	586	170	683	548	135	475	420	55	507	397	110	328	173	155	443	257	186	386	275	111
Total	4,609	3,612	997	4,229	3,268	961	3,041	2,656	385	3,588	2,503	1,085	2,405	1,304	1,101	2,670	1,609	1,061	2,664	1,838	826
		DJP%	28%		DJP%	29%		DJP%	14%		DJP%	43%		DJP%	84%		DJP%	66%		DJP%	45%

Location	JANUARY			FEBRUARY			MARCH			APRIL			MAY			AVERAGE		
	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs	Total PLC	Total OEs	Total DJPs
Hialeah Downtown	238	117	121	188	73	115	247	137	110	210	77	133	255	129	126	306	166	140
City of Miami	114	74	40	55	26	29	104	86	18	112	81	31	96	66	30	160	125	35
Carol City	92	71	21	69	56	13	148	131	17	109	85	24	132	116	16	183	169	15
Florida Keys	66	57	9	34	23	11	103	82	21	53	36	17	59	36	23	66	49	17
Miami Beach	62	35	27	40	34	6	82	64	18	43	33	10	74	62	12	58	48	10
North Miami Beach	151	111	40	115	80	35	198	154	44	132	106	26	148	103	45	210	176	35
Opa Locka	38	28	10	19	14	5	55	41	14	33	29	4	34	31	3	44	38	6
South Miami	30	14	16	36	14	22	79	23	56	61	25	36	55	41	14	56	36	20
Transition	71	41	30	64	20	44	96	59	37	64	30	34	72	41	31	81	46	34
Homestead	263	67	196	218	53	165	196	80	116	195	83	112	142	67	75	260	127	134
Little Havana	159	86	73	115	48	67	151	98	53	116	52	64	103	57	46	249	169	80
Northside	193	100	93	134	79	55	197	147	50	124	94	30	109	102	7	226	163	63
Perrine	192	141	51	164	80	84	210	151	59	221	121	100	171	126	45	378	252	126
West Dade	241	142	99	154	86	68	314	205	109	186	119	67	155	92	63	386	275	111
Total	1,910	1,084	826	1,405	686	719	2,180	1,458	722	1,659	971	688	1,605	1,069	536	2,664	1,838	826
		DJP%	36%		DJP%	105%		DJP%	39%		DJP%	83%		DJP%	36%		DJP%	50%



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: WORKFORCE SERVICES DIRECT JOB PLACEMENT REPORT UPDATE

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Conduct an analysis of Career Centers**

BACKGROUND:

The Direct Job Placement Obtained Employment Report (DJPOE) tracks Workforce Development Area 23 Direct Job Placements (DJP), Obtained Employment (OE) placements and the breakdown of the Workforce Innovation Opportunity Act (WIOA) "hard-to-serve" categories. The DJPOE Year-to-Date (YTD) summary for Program Year 2017-18, is from July 1, 2017 through May 31, 2018.

The Workforce Development Area 23 DJPOE Report shows a total of 8,545 DJP. Of those, 9,954 were universal placements, 1,038 were Adult and Dislocated Worker placements and 573 were from the "hard-to-serve" categories. To date, only 6.7 percent of WIOA placements have been in the "hard-to-serve" category.

SFWIB staff continues to work with CareerSource South Florida (CSSF) center staff to target and provide greater assistance to the 'hard-to-serve' community. Referral and placement goals have been provided to CSSF staff in each of the 'hard-to-serve' categories. Additionally, the SFWIB contracts pay more for the hardest-to-serve.

Please note that jobseekers who fall under multiple categories will automatically default to the highest paying category.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

CSSF Balanced Scorecard Report

Report Date: 7/1/2017 To 5/31/2018

Location	Direct Job Placement			Direct Job Placement by Type																Max Earned	Earned	% Earned	OE %	DJP %
				Universal		WIOA Individualized																		
	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Adult/DW		Job Seekers with Disability		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP						
Hialeah Downtown	1,392	152	1,544	1,171	93	186	42	0	0	0	0	0	2	24	0	11	15	0	0	\$856,053	\$794,300	92.8%	54.17%	45.83%
City of Miami	323	64	387	284	32	22	9	1	0	2	0	8	13	3	6	3	6	0	0	\$706,912	\$216,150	30.6%	77.99%	22.01%
Carol City	127	33	160	104	22	15	9	0	0	0	0	2	1	4	0	2	2	2	0	\$1,021,412	\$144,075	14.1%	92.06%	7.94%
Florida Keys	165	25	190	153	17	6	5	0	0	0	0	1	0	3	1	2	2	0	0	\$894,843	\$228,700	25.6%	73.90%	26.10%
Miami Beach	94	16	110	76	12	6	3	1	0	4	0	0	1	7	0	0	0	0	0	\$403,725	\$81,175	20.1%	82.73%	17.27%
North Miami Beach	302	79	381	227	42	47	23	0	0	2	1	6	7	9	1	14	6	0	0	\$1,187,056	\$268,775	22.6%	83.53%	16.47%
Opa Locka	51	17	68	49	14	2	1	0	0	0	1	0	0	0	0	0	2	0	0	\$318,199	\$35,575	11.2%	86.04%	13.96%
South Miami	200	15	215	200	6	0	7	0	0	0	0	0	1	0	0	0	1	0	0	\$242,749	\$103,750	42.7%	65.10%	34.90%
Transition	304	75	379	134	32	33	13	0	1	0	0	137	29	0	0	0	0	0	0	\$445,500	\$488,975	109.8%	57.37%	42.63%
Homestead	1,384	85	1,469	1,333	60	32	11	0	0	0	1	6	6	7	0	9	9	0	0	\$827,772	\$551,500	66.6%	48.71%	51.29%
Little Havana	756	127	883	523	68	194	50	1	0	0	0	8	7	19	0	12	2	0	0	\$963,006	\$528,300	54.9%	67.81%	32.19%
Northside	575	116	691	426	57	95	24	0	0	0	1	20	17	14	1	22	19	0	0	\$1,213,015	\$451,300	37.2%	72.18%	27.82%
Perrine	1,218	169	1,387	1,101	118	82	33	1	0	0	0	6	4	19	0	9	15	0	0	\$1,185,379	\$584,825	49.3%	66.62%	33.38%
West Dade	1,027	190	1,217	855	126	136	53	1	0	0	1	5	8	23	0	7	2	0	0	\$1,371,500	\$580,225	42.3%	71.31%	28.69%
Total	7,918	1,163	9,081	6,636	699	856	283	5	1	8	5	199	96	132	9	91	81	0	0	\$11,637,121	\$5,057,625	43.5%	69.01%	30.99%
				% of DJP	73.1%	7.7%	9.4%	3.1%	0.1%	0.0%	0.1%	0.1%	2.2%	1.1%	1.5%	0.1%	1.0%	0.9%	0.0%					



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: SPECIALIZED RECRUITMENT AND JOB FAIR STANDARD OPERATING PROCEDURES

AGENDA ITEM TYPE: **INFORMATIONAL**

RECOMMENDATION: N/A

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

As part of the service delivery system continuous improvement efforts, South Florida Workforce Investment Board (SFWIB) staff created Standard Operating Procedures (SOP) for Local Workforce Development Area (LWDA) 23 specialized recruitments and job fairs. The purpose of the procedures is to detail the correct manner in which each of these events should occur and demonstrate the appropriate way to approach and service customers who use the CareerSource centers. The implementation of the SOP will ultimately enhance the level of business services offered to employers by providing qualified job seekers and quality referrals.

The Recruitment and Job Fair SOP provides detailed guidance in four main areas:

- Business outreach
- Recruitment and/or job fair preparation requirements and tools
- Appropriate referral process of qualified candidates to a recruitment or job fair
- Employer and job seeker follow up process

The implementation of the SOP, establishes standards for continuity of services in CareerSource centers that will assist both employers and job seekers.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

SPECIALIZED RECRUITMENT / JOB FAIRS STANDARD OPERATING PROCEDURES

I. PURPOSE

To provide guidelines and processes with regard to process flows for each Career centers in Local Workforce Development Area (LWDA) 23 when conducting specialized job recruitments and/or job fairs.

II. SCOPE

This process applies to all Career Center Staff in LWDA 23 who conducts specialized job recruitments and/or job fairs. The approach is to instill that employers are only customer, as well as, assist the employers in meeting their staffing needs.

III. PROCESS FLOW FOR SPECIALIZED RECRUITMENT

A. Outreach to businesses in Miami-Dade and Monroe Counties:

1. Career Center Staff must strategically identify current and new Employers that are seeking a talent pipeline, by targeting, but not limited to the Miami-Dade County One Community One goal seven targeted industries (Aviation, Banking, Finance, Creative Design, Hospitality, Tourism and life Sciences). The pursuing new businesses will ensure mass penetration in the marketplace.
2. Decide on the marketing approach. Career Center Staff must contact prospective Employers by mailing letters, sending e-mails and/or following up with phone calls.
3. Career Center Staff must hold a recruiting planning meeting with the recruiter, the HR leader or the hiring manager. The meeting will help assess and determine the needs of the Employer. Information to be obtained is the Qualification of a worker, Specific hiring requirements, Information about the job and Applicant referral instructions, number of openings for each position and the salary. Career Center Staff should inquire if the Employer will be hiring on-site and if the job requires a background check and/or drug test.
4. Center Staff will enter a job order(s) in the Employ Miami Dade (EMD)/Employ Monroe (EM). Each position will have a job order and state the number of openings a single job order will have, state the Qualifications of a worker, Specific hiring requirements, Information about the job and Applicant referral instructions.
5. The Career Center Staff will give priority of service to Veterans and find job seekers from the hard to serve population (WIOA, TANF, RESEA, SNAP and Homeless Population).
6. The Career Center Staff will identify job seekers who have the required skill sets and use the following tools:
 - EMD/EM Job Search Tool which provides quick access to all enrolled and registered job seekers in Region 23. The Career Center Staff will query the EMD/EM Job Search Tool by the following: Work Experience category, Occupation category, Center, EMD/EM Status (Active/Not Active), sub groups, Veterans, UC Claimants, WOTC, TANF, SNAP and WIOA.

- The Career Center Staff will conduct a search in EMD/EM (the job seeker must have an 80% skills match). Career Center Staff must ensure the job seeker has complete registration. A complete registration is the General Information, Background, Resume and the Common Intake (the common intake takes the Job Seeker from Registration to Participation).
- Wagner-Peyser Services **must be provided prior to the job seeker attending the Specialized Recruitment.** (A referral cannot be the first service recorded in the Job Seeker Activity History)

NOTE: Only qualified job seekers should be referred job openings they are qualified. Do not refer all job seekers to all the listed opening in the specialized recruitment and/or job fair.

- When all job seeker(s) have been identified and referred to the job order(s), the Career Center Staff will retrieve the information and directly contact the employer with a list of all job seekers who meet the skill level requirements for the open and available position(s) – detailing job seekers who are enrolled in WIOA and eligible for incentive programs, job seekers who are veterans, job seekers who qualify Work Opportunity Tax Credits (WOTC).
- The Career Center Staff will schedule all referred job seekers in time slots.
- The tools used to select job seekers who have the required skill sets are, but not limited to:
 - Employ Miami Dade/Employ Monroe
 - The Job Search Tool
 - Soft Exit Tool
 - Incomplete Registration Tool
- Additional Tools:
 - The Soft Exit Tool integrates information from the Incomplete Registration Tool and is inclusive of job seeker(s) who have received staff assisted services in EMD/EM.
 - The Incomplete Registration Tool integrates information from EMD/EM of job seeker(s) who may have partially registered and participation has not been initiated. This provides for a new group of job ready of job seekers seeking employment.

B. Day of the Recruitment:

1. Once the Job Seeker arrives, they will sign the Specialized Recruitment Log.
2. Job Seeker registrations should be via the kiosk and include the creation of an electronic case file. The Job Seeker must complete the general orientation and Initial Assessment Application. If the Job Seeker has already registered at the kiosk, they will have to sign in and select the Specialized Recruitment Button.
3. All walk-in job seeker(s) must register via the kiosk and then complete a full registration in EMD/EM.

C. Follow-up

1. Career Center Staff will meet with the employer to learn who has been hired, matching the previous prepared list of referred job seekers with the scheduled hire report. Upon identifying job seekers who are hired, the Career Center Staff will inform the employer about which job seeker(s) are eligible for incentives (PWE, OJT, and WOTC etc.)
2. If the employer is not interested in either PWE, OJT the Recruitment Employment Verification form is prepared for universal DJPs and signed once the job seekers have start employment. If the hired job seekers are WIOA participants, an individual employment is signed for each new hire.
3. New Hire employment information can also be retrieved by using the Balanced Scorecard Outcome (Obtained and Direct) Details Report. Job Seeker information will be printed from the report, a documented employer collateral form signed by the interviewer and the center manager will be completed for entry of the placement.
4. The Work Number will also be used to verify employment of the job seeker and to enter the job placement.
5. If the employer is interested in PWE and/or OJT, the due diligence is collected and services are provided to the job seeker. A contract is and agreement is developed and signed by the job seeker, authorized employer representative, Career Center Staff and the Center Manager.

IV. PROCESS FLOW FOR A JOB FAIR

- A.** A scheduled job fair is inclusive of more than one employer who has more than one open and available position and is seeking to immediately shore-up the company's staffing pattern.
 1. Career Center Staff must hold a recruiting planning meeting with the each Employer prior to the job fair. The meeting will help assess and determine the needs of each Employer. Information to be obtained is the Qualification of a worker, Specific hiring requirements, Information about the job and Applicant referral instructions, number of openings for each position and the salary. Career Center Staff should inquire if the Employers will be hiring on-site and if the job requires a background check and/or drug test.
 2. Center Staff will enter a job order(s) in the Employ Miami Dade (EMD)/ Employ Monroe (EM) for each Employer. Every position will have a job order and state the number of openings a single job order will have, state the Qualifications of a worker, Specific hiring requirements, Information about the job and Applicant referral instructions.
 3. The Career Center Staff will give priority of service to Veterans and find job seekers from the hard to serve population (WIOA, TANF, RESEA, SNAP and Homeless Population).

4. The Career Center Staff will identify job seekers who have the required skill sets and use the following tools:
5. EMD/EM Job Search Tool which provides quick access to all enrolled and registered job seekers in Region 23. The Career Center Staff will query the EMD/EM Job Search Tool by the following: Work Experience category, Occupation category, Center, EMD/EM Status (Active/Not Active), sub groups, Veterans, UC Claimants, WOTC, TANF, SNAP and WIOA.
6. The Career Center Staff will conduct a search in EMD/EM (the job seeker must have an 80% skills match). Career Center Staff must ensure the job seeker has complete registration. A complete registration is the General Information, Background, Resume and the Common Intake (the common intake takes the Job Seeker from Registration to Participation).
7. Wagner-Peyser Services must be provided prior to the job seeker attending the job fair. (A referral cannot be the first service recorded in the Job Seeker Activity History)
8. When all job seeker(s) have been identified and referred to the job order(s), the Career Center Staff will retrieve the information and directly contact each employer with a list of all job seekers who meet the skill level requirements for the open and available position(s) – detailing job seekers who are enrolled in WIOA and eligible for incentive programs, job seekers who are veterans, job seekers who qualify Work Opportunity Tax Credits (WOTC).
9. The Career Center Staff let the job seeker know the date, time and location of the job fair.
10. The tools used to select job seekers who have the required skill sets are, but not limited to:
 - Employ Miami Dade/Employ Monroe
 - The Job Search Tool
 - Soft Exit Tool
 - Incomplete Registration Tool
 - Additional Tools:
 - The Soft Exit Tool integrates information from the Incomplete Registration Tool and is inclusive of job seeker(s) who have received staff assisted services in EMD/EM.
 - The Incomplete Registration Tool integrates information from EMD/EM of job seeker(s) who may have partially registered and participation has not been initiated. This provides for a new group of job ready of job seekers seeking employment.

B. Day of the Job Fair:

1. Once the Job Seeker arrives they will sign the Job Fair Log.
2. Job Seeker registrations should be via the kiosk and include the creation of an electronic case file. The Job Seeker must complete the general orientation and Initial

Assessment Application. If the Job Seeker has already registered at the kiosk they will have to sign in and select the Job Fair Button.

3. All walk-in job seeker(s) must register via the kiosk and then complete a full registration in EMD/EM.

B. Follow-up

1. Career Center Staff will meet with each employer to learn who has been hired, matching the previous prepared list of referred job seekers with the scheduled hire report. Upon identifying job seekers who are hired, the Career Center Staff will inform the employers about which job seeker(s) are eligible for incentives (PWE, OJT, and WOTC etc.)
2. If the employer is not interested in either PWE, OJT, the Recruitment Employment Verification form is prepared for universal DJPs and signed once the job seekers have started employment. If the hired job seekers are WIOA participants, an individual employment verification form is signed for each new hire.
3. New Hire employment information will also be retrieved by using the Balanced Scorecard Outcome (Obtained and Direct) Details Report. Job Seeker information will be printed from the report, a documented employer collateral form signed by the interviewer and the center manager will be completed for entry of the placement.
4. The Work Number will also be used to verify employment of the job seeker and to enter the job placement.
5. If the employer is interested in PWE/ OJT the due diligence is collected and services are provided to the job seeker. A contract is and agreement is developed and signed by the job seeker, authorized employer representative, and the Center Manager.



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 7

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) 2017-2018 Consumer Report Card table, dated June 4, 2018, indicates that the South Florida Workforce Investment Board generated \$4,241,457.23 of wages into the South Florida regional economy. For every dollar spent on training, SFWIB obtained a return of \$2.77. Ninety-one percent of training services participants completed classroom training. Of those completing training, eighty-two percent have obtained employment with an average wage of \$17.03. Eighty-one percent of the participants were placed in a training-related occupation. The net economic benefit per placement is \$26,021.21.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Consumer Report Card

07/01/2017 - 06/30/2018

Training Agent	Total Outcome	Number of Completions	Number of Placements	% of Placements	# of Training Related Placements	% of Total Training Related Placements	Training Expenditures			Economic Benefit		Net Economic Benefit Per Placement	Value Added per Placement
							Avg. Cost Per Participant	Total Completion Expenditures	Total Expenditure Per Placement	Average Wage	Average Economic Benefit		
Advanced Technical Centers	4	-	-	0.00 %	-	0.00 %	\$ 2,255.71	-	-	-	-	-	-
Compu-Med Vocational Career Corp - Hialeah	3	3	3	100.00 %	3	100.00 %	\$ 3,046.08	\$ 9,138.23	\$ 3,046.08	\$ 8.10	\$ 16,848.00	\$ 13,801.92	\$ 4.53
Compu-Med Vocational Careers Corp - Miami	2	2	2	100.00 %	2	100.00 %	\$ 1,061.10	\$ 2,122.20	\$ 1,061.10	\$ 11.00	\$ 22,880.00	\$ 21,818.90	\$ 20.56
Dade Institute of Technology	4	4	3	75.00 %	3	100.00 %	\$ 5,656.25	\$ 22,625.00	\$ 7,541.67	\$ 14.86	\$ 30,908.80	\$ 23,367.13	\$ 3.10
Florida Vocational Institute	12	12	8	66.67 %	7	87.50 %	\$ 7,458.92	\$ 89,507.00	\$ 11,188.38	\$ 10.38	\$ 21,580.00	\$ 10,391.63	\$ 0.93
LaunchCode South Florida	20	20	9	45.00 %	5	55.56 %	\$ 10,000.00	\$ 200,000.00	\$ 22,222.22	\$ 13.81	\$ 28,715.56	\$ 6,493.33	\$ 0.29
Life-Line Med Training -Main Campus	4	3	3	100.00 %	1	33.33 %	\$ 4,788.13	\$ 14,364.38	\$ 4,788.13	\$ 13.13	\$ 27,317.33	\$ 22,529.21	\$ 4.71
Management Resources College	5	5	3	60.00 %	3	100.00 %	\$ 3,657.62	\$ 18,288.08	\$ 6,096.03	\$ 24.83	\$ 51,653.33	\$ 45,557.31	\$ 7.47
MDCP SCHOOLS (ALL)	1	-	-	0.00 %	-	0.00 %	\$ 1,097.75	-	-	-	-	-	-
Metropolitan Trucking and Technical Institute	18	11	6	54.55 %	6	100.00 %	\$ 1,407.10	\$ 15,478.12	\$ 2,579.69	\$ 19.50	\$ 40,566.93	\$ 37,987.25	\$ 14.73
Miami-Dade College	5	2	1	50.00 %	1	100.00 %	\$ 2,095.58	\$ 4,191.16	\$ 4,191.16	\$ 12.00	\$ 24,960.00	\$ 20,768.84	\$ 4.96
New Horizons	53	53	46	86.79 %	44	95.65 %	\$ 10,000.00	\$ 530,000.00	\$ 11,521.74	\$ 17.45	\$ 36,292.38	\$ 24,770.64	\$ 2.15
Sullivan & Cogliano Training Centers, Inc. Kendall	3	3	3	100.00 %	3	100.00 %	\$ 6,604.67	\$ 19,814.00	\$ 6,604.67	\$ 11.32	\$ 23,552.53	\$ 16,947.87	\$ 2.57
The Academy -- Fort Lauderdale Campus	7	7	7	100.00 %	5	71.43 %	\$ 7,512.52	\$ 52,587.67	\$ 7,512.52	\$ 19.60	\$ 40,765.03	\$ 33,252.50	\$ 4.43
The Academy -- Miami Campus	70	66	62	93.94 %	55	88.71 %	\$ 9,039.11	\$ 596,580.94	\$ 9,622.27	\$ 18.80	\$ 39,108.03	\$ 29,485.75	\$ 3.06
The CDL School, Inc.	6	6	6	100.00 %	6	100.00 %	\$ 2,083.33	\$ 12,500.00	\$ 2,083.33	\$ 12.92	\$ 26,866.67	\$ 24,783.33	\$ 11.90
Wyncode Academy	3	3	1	33.33 %	1	100.00 %	\$ 10,000.00	\$ 30,000.00	\$ 30,000.00	\$ 17.30	\$ 35,984.00	\$ 5,984.00	\$ 0.20
	220	200	163	81.50 %	145	88.96 %	\$ 7,656.36	\$ 1,531,271.25	\$ 9,394.30	\$ 17.03	\$ 35,415.51	\$ 26,021.21	\$ 2.77



SFWIB PERFORMANCE COUNCIL

DATE: 6/21/2018

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: WORKFORCE SERVICES CONTRACTORS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Performance Council to recommend to the Board the approval to authorize staff to renew the existing Workforce Services contractors for Program Year (PY) 2018-2019, as set forth below.

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

STRATEGIC PROJECT: **Strengthen workforce system accountability**

BACKGROUND:

The current Workforce Services contractors were competitively procured in June 2017, to provide Workforce Services on behalf of the South Florida Workforce Investment Board (SFWIB) for PY 2017-2018. The first year of this contract will expire on June 30, 2018, but may be renewed for two additional years pursuant to contract language that allows renewal contingent upon the availability of funds.

SFWIB staff conducted a performance review of the current Workforces Services contracts throughout PY 2017-2018 (July 1, 2017 through May 31, 2018). The attached Balanced Scorecard summary for this period indicates that eight of the fourteen Workforce Services locations met or exceeded 30 percent of the Direct Job Placement measure.

SFWIB staff recommends to the Performance Council to recommend to the Board to authorize staff to renew the existing Workforce Services Contractors for PY2018-2019. SFWIB staff will continue to make recommendations and changes to improve outcomes and performance.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

DATE: 6/21/2018

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: YOUTH SERVICES CONTRACTORS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommend to the Performance Council to recommend to the Board the approval to authorize staff to renew the existing Youth Service Contractors for Program Year (PY) 2018-2019, as set forth below.

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

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

BACKGROUND:

On July 22, 2014, Congress passed the Workforce Innovation and Opportunity Act (WIOA) which includes a number of improvements to ensure low income workers, youth and adults, have the skills and support needed for full participation in the American workforce. WIOA includes several significant provisions that will increase the focus on comprehensive programming for youth and those who face the greatest challenges. With the implementation of WIOA on July 1, 2015, current Youth Services Contractors have built career pathways infrastructures in the community to better serve the needs of youth who are unemployed and basic skills deficient.

The Performance Council recommends to the Board to authorize staff to renew the existing Youth Services contractors for PY 2018-2019. The current Youth Services Contractors delivering year round service are the following:

Youth Providers	Program (s)
Adults Mankind Organization	In-School and Out of School
Community Coalition	Out of School
Cuban American National Council	In-School and Out of School
Miami-Dade CAHSD	Out of School
Youth CO-OP Miami-Dade	In School and Out of School
Youth CO-OP Monroe County	In School and Out of School

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT