



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**THURSDAY, APRIL 28, 2022**

**9:30 A.M.**

Doubletree by Hilton Miami Airport Hotel  
Miami Merchandise Mart/Hotel Entrance (North side of the Hotel)  
**Royal Poinciana Ballroom (Conference Rooms A&B)**  
711 NW 72nd Avenue  
Miami, FL 33126

The public may choose to view the session online via Zoom. Registration is required:

[https://us02web.zoom.us/webinar/register/WN\\_wjgmIoTtSEu4r3ERRDichg](https://us02web.zoom.us/webinar/register/WN_wjgmIoTtSEu4r3ERRDichg)

### **AGENDA**

1. Call to Order and Introductions
2. Approval of Meeting Minutes
  - A. February 17, 2022
3. Chairman's Report
4. Executive Director's Report
  - A. Executive Director Update
5. Executive Committee
  - A. Informational – Early Childcare Internship Program Update
  - B. Recommendation as to Approval of New Training Providers and Programs and New Programs for Existing Training Providers
  - C. Recommendation as to Approval Allocate Funds for the Miami-Dade County Public Schools for the Miami-Dade Pre-Apprenticeship Internship Program
6. Finance and Efficiency Council
  - A. Information - Financial Report – February 2022
  - B. Recommendation as to Approval to Accept Workforce System Funding
7. Global Talent and Competitiveness Council
  - A. Information – CareerSource Florida Workforce System Evaluation
  - B. Information - Deobligation and Reallocation of WIOA Funds Policy

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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."



- C. Recommendation as to Approval to Add an Occupation to the WDA 23 Targeted Occupation List
  - D. Recommendation as to Approval of New Programs for an Existing Training Provider
  - E. Recommendation as to Approval to Allocate Funds to Miami-Dade County Public School District for the Summer Youth Internship Program
  - F. Recommendation as to Approval to Accept and Allocate Funds for the Miami Dade County Commission District 9 Safety Net Summer Youth Employment Program
  - G. Recommendation as to Approval to Allocate Funds for the In-School Youth Program Paid Work Experience
  - H. Recommendation as to Approval to Accept and Allocate Funds for the Summer Youth Employment Program for Miami-Dade Charter Schools
  - I. Recommendation as to Approval to Allocate Funds to the Visitor Industry Human Resources Development Council, Inc. for Rapid Response Activities
8. Performance Council
- A. Information - Balanced Score Card Report
  - B. Information – Consumer Report Card Update

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## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 02/17/2022

**AGENDA ITEM:** 2A

**AGENDA TOPIC:** MEETING MINUTES

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### **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD MEETING MINUTES**

**DATE/TIME:** February 17, 2022, 9:30am

**LOCATION:** The Landing at MIA 5 Star Conference Center  
Everglades Room  
7415 Corporate Center Drive, Suite H  
Miami, FL 33126

**Zoom:** [https://us02web.zoom.us/webinar/register/WN\\_wjgmIoTtSEu4r3ERRDichg](https://us02web.zoom.us/webinar/register/WN_wjgmIoTtSEu4r3ERRDichg)

1. **CALL TO ORDER:** SFWIB Chairman Charles Gibson called the meeting to order at 9:57am and asked all those present introduce themselves.

**ROLL CALL:** 29 members; 15 required; 22 present: Quorum established.

<b>SFWIB MEMBERS PRESENT</b>	<b>SFWIB MEMBERS ABSENT</b>	<b>SFWIB STAFF</b>
<ol style="list-style-type: none"><li>1. Brecheisen, Bruce</li><li>2. Bridges, Jeff (Zoom)</li><li>3. Brown, Clarence (Zoom)</li><li>4. Canales, Dequasia</li><li>5. Chi, Joe</li><li>6. Clayton, Lovey</li><li>7. del Valle, Juan-Carlos, Vice-Chair</li><li>8. Ferradaz, Gilda</li><li>9. Gibson, Charles, Chair</li><li>10. Glean- Jones, Camela (Zoom)</li><li>11. Hill-Riggins, Brenda (Zoom)</li><li>12. Lampon, Brenda (Zoom)</li></ol>	<ol style="list-style-type: none"><li>20. Adrover, Bernardo</li><li>21. Diggs, Bill</li><li>22. Garza, Maria</li><li>23. Gazitua, Luis</li><li>24. Huston, Albert</li><li>25. Maxwell, Michelle</li><li>26. Coldiron, Michelle</li><li>27. Datorre, Roberto</li><li>28. Scott, Kenneth</li><li>29. West, Alvin</li></ol> <p><b>SFWIB MEMBERS EXCUSED</b></p>	<ol style="list-style-type: none"><li>1. Beasley, Rick</li><li>2. Gilbert, David</li><li>3. Kelly, Travis</li><li>4. Morgan, Ebony</li><li>5. Robert Smith</li><li>6. Yian Perrin</li></ol> <p><b>ADMINISTRATION/IT</b></p> <ol style="list-style-type: none"><li>7. Francis, Anderson</li><li>8. McFarland, Cassandra</li></ol> <p><b>SFWIB LEGAL COUNCIL</b></p> <ol style="list-style-type: none"><li>1. Mastrucci, Michael, Assistant County</li></ol>



13. Loynaz, Oscar, MD 14. Manrique, Carlos 15. Perez, Andy 16. Piedra, Obdulio 17. Regueiro, Maria C. (Zoom) 18. Rod, Denis 19. Roth, Thomas		Attorney, Miami Dade County Attorney's Office
<b>OTHER ATTENDEES</b>		
1. Llerna, Luis, CBT Technology Institute 2. Perez-Borroto, Connie, Youth Co-Op, Inc.		

**Agenda items are displayed in the order discussed.**

#### **2A: Approval of SFWIB Meeting Minutes - December 16, 2021**

Chairman Gibson presented the item for review and discussion.

No questions or discussion presented.

Dr. Rod presented a motion to approve agenda item 2A. SFWIB Meeting Minutes – December 16, 2021. Mr. Perez seconded the motion; **passed unanimously with no opposition.**

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

Mr. Beasley introduced the item and further presented the Executive Director's Report, which included an overview of the following Federal, State, and Local activities:

- **Federal**
  - White House Task Force on Worker Organizing and Empowerment Issues Report
  - Appropriations/Budget
- **State**
  - **Appropriations**  
There has been an increase in Quick Response Training and Incumbent Worker Training dollars, which provides access to additional resources for local businesses to re-train and re-skill their existing workforce. Quick Response training dollars also permits for the Economic Development of any new organizations coming into the Miami-Dade/Monroe County area.

- Bills of Interest
  - Senate Bills 1122 and House Bill 991, authorizes the district school board to work with local workforce development organizations to implement an out-of-state fee to recruit students into educational programs that are necessary to address the workforce shortages in the region.
  - House Bill 317 & Senate Bill 514 seeks to permit work experience to serve as an alternative to a college degree requirement in the workplace.
  - House Bill 1447 – Provides tax credits to organizations that launch apprenticeship programs. This is critical to the SFWIB because we have a large focus on apprenticeship models.
- Local Workforce Development Board Spotlight  
The State Workforce Board highlighted the Automotive Technician Specialist Registered Apprenticeship Program, which is a partnership between CSSF, Miami-Dade College, Bean Automotive Group and MDC Beacon Council's Miami Community Ventures. The program provides the opportunity for participants to receive an Apprenticeship Certification of Completion from the Florida Department of Education, the Automotive Service Excellence (ASE) Certification, additional certifications from Lexus and Toyota, and a salary increase from Bean Automotive.
- Local
  - Mayor Cava Job Fair  
CareerSource South Florida has partnered with the Mayor's office to kick-off a series of job fairs to recruit employees specifically for Miami-Dade County positions. A flyer detailing dates and locations of each fair has been provided to the Board for review and reference.
  - Workforce and Apprenticeship Initiatives  
Mr. Beasley reviewed the several programs that either have launched or will be launching in the coming weeks, namely:
    - Go-With-Google Training Scholarship Program;
    - Early Learning Internship and the Early Learning Apprenticeship Programs (in partnership with the Early Learning Coalition);
    - Hospitality and Culinary Apprenticeship Programs (in partnership with Greater Miami Convention & Visitors Bureau, Florida Hotel and Restaurant Association, Greater Miami & The Beaches Hotel Association and Miami-Dade College).
    - Pre-Apprenticeship Automotive Program (not listed). Mr. Gilbert has been working with Mr. Randy Holmes to launch the program in MDCPS Technical Colleges.



- Training behind the Walls (not listed) – We are finalizing a program with MDCPS and the Department of Corrections.

The Executive Director's Report has been added to the record and is available for review.

No further questions or comments were recorded.

#### **5A. Information – Miami Community Ventures Update Presentation**

Item should have been a part of the June 2021 agenda; it requests approval of a \$250,000 allocation to Big Brothers Big Sisters of Miami for the programmatic and administration cost of the Take Stock in Children program.

Mr. Beasley and Mr. Kelly provided a year-to-date participant update to the Board, noting a correction that is needed for the number of scholarships available as well as the overall number of partnerships (826 scholarships; seven partner agencies).

Mr. Chi presented a motion to approve the \$250,000 allocation to Big Brothers Big Sisters of Miami for the programmatic and administrative cost of the Take Stock in Children program. Ms. Canales seconded the motion; **passed unanimously with no opposition.**

Mr. Roth asked for clarification of the amount of the request and the procurement process.

Mr. Beasley clarified that the request is for \$250,000. The \$1MM allocation has been awarded and only serves as a historical review of actions associated with the Take Stock in Children Scholarship program. Members will see a similar pattern on agenda items presented for approval; staff does this to ensure the Board is abreast of all activities.

#### **5B. Approval – Commercial Jet Settlement Agreement**

Chairman Gibson introduced the item; Mr. Beasley further presented.

A two-year apprenticeship program was established with Commercial Jet. Documentation to ensure participant eligibility was outstanding, as such; payment was not released. The verification process has since been completed and we are ready to remit payment for four (4) participants of the program that received on-the-job training from February 18, 2019 through February 18, 2020.

Vice-Chairman del Valle presented a motion to approve the settlement of the financial debt owed to Commercial Jet, Inc. Mr. Piedra seconded the motion; **passed unanimously with no opposition.**

#### **5C. Approval – Youth Co-Op Settlement Agreement**

Vice-Chairman Gibson introduced the item; Mr. Beasley further presented.



Item seeks to remit payment for approximately 22 Summer Youth Program participants that continued in the program through November 2021, which was after the contract expiration period. Interns were permitted to continue to ensure completion of the required 140 hours of employment.

Mr. Beasley also clarified that wages for the program were increased to \$13.88 per hour (usually \$10.00 per hour) to remain competitive with other summer youth employment/internship programs after Miami-Dade County Commissioners approved an increase.

Mr. Perez presented a motion to approve the settlement of the financial debt owed to Youth Co-Op, Inc. Ms. Canales seconded the motion; **passed unanimously with no opposition.**

#### **5D. Approval – SFWIB Executive Committee Recommendations**

Chairman Gibson introduced the item; Mr. Beasley further presented.

The following SFWIB have been recommended for appointment to the 2022-2024 SFWIB Executive Committee:

- Charles Gibson, SFWIB Chair
- Juan Carlos del Valle, SFWIB Vice-Chair
- Camela Glean-Jones, Finance & Efficiency Council, Chair
- Tom Roth, Finance & Efficiency Council, Vice-Chair
- Gilda Ferradaz, Global Talent & Competiveness Council, Chair
- Oscar Loynaz, M.D., Global Talent & Competiveness Council, Vice-Chair
- Dequasia Canales, Performance Council, Chair
- Joe Chi, Performance Council, Vice-Chair

Mr. Chi presented a motion to approve the SFWIB Executive Committee recommendations; Ms. Canales seconded the motion. **Motion passed unanimously with no opposition.**

Chairman Gibson asked about attendance protocols for the Committees.

Mr. Beasley advised that Committee attendance has improved.

#### **6A. Information – Financial Report**

Chairman Gibson introduced the item; Ms. Bennett further presented.



## Budget Variances

- Headquarter costs are running at 41.3%
- Youth Services are at 39.1% due to lower than expected enrollment. Ms. Bennett noted that this is a statewide trend.
- Facilities expenditures are at 32.5% compared to the standard burn rate of 50%; the expectation is that the remaining funds for Capital - Software & Hardware will be expended more toward the end of the year.
- Other Programs & Projects expenditures are at 53.5%; the increase is due to the summer youth programs that concluded in September 2021.
- Transport Services (not listed) are at 22%, following the same trend as Youth Services with lower than expected enrollment.

Mr. Beasley shared that Training and Support amount allocated is \$9MM. The SAMS adjustment, which is what Service Providers use to issue ITAs, makes it appear as though we have allocated \$13MM. The Finance team will be reviewing and making necessary adjustments to the spreadsheet to ensure the numbers are as accurate as possible.

Training & Support Services: Mr. Beasley shared with the Finance Committee that enrollment is down for colleges, despite the financial resources available at the State level. There is minimal interest in completing the qualification process for those funds; individuals are choosing not to attend school at this time. We have scheduled a meeting next week with training vendors to discuss the development of apprenticeship programs that will allow participants to earn while they learn. At the conclusion of the program, participants will have earned their certification and secured employment.

Mr. Beasley further advised that we would use our training dollars to help increase college/school enrollment and subsidize wages for participating employers, who will be paying the colleges directly.

## **6B. Approval – Acceptance of Additional Workforce System Funding**

Chairman Gibson introduced the item; Mr. Beasley further presented.

The South Florida Workforce Investment Board (SFWIB) received Notice of Fund Availability (NFA) from the Department of Economic Opportunity (DEO) of the State of Florida totaling \$1,527,331.55 in Workforce System funding. Staff requests Council approval to move forward to the Board for acceptance.





Mr. Gilbert provided an overview of the Get There faster At-Risk Floridians, which focuses on displaced youth, welfare transition, and TANF participants to enter IT training. Mr. Beasley clarified that he mistakenly believed and reported to the Finance Committee, that the program focused on construction.

Mr. Perez presented a motion to accept the additional workforce system funding; Ms. Canales seconded the motion. **Motion passed unanimously with no opposition.**

#### **7A. Information – Early Learning Coalition Early Childhood Apprenticeship Program**

Chairman Gibson introduced the item and Mr. Smith further presented an overview of the Early Childhood Apprenticeship Program.

The SFWIB partnered with the Early Learning Coalition (ELC) and Miami-Dade College (MDC) to develop the Early Childhood Apprenticeship Program. Five employers will select fifteen (15) apprentices to participate in the program. The Early Childhood Apprenticeship Program includes 15 credit hours of Related Technical Instruction (RTI) provided by MDC, which may be transferred to a degree program upon completion. Participants will also receive 3,000 hours of On-the-job training (OJT) culminating in the earning of the nationally recognized Child Development Association (CDA) Certification.

Early learning programs were immensely impacted by the pandemic resulting in the loss several early learning practitioners; which had direct influence on the number of parents available to return to the workplace. This program was designed with those factors in mind; the overall goal being to create a pipeline of educated, certified and prepared early childhood professionals. The program is very well received as we currently have a wait list for the next two cohorts.

The ELC Apprenticeship program has been submitted to the Florida Department of Education (FLDOE) for approval. Once approved, SFWIB staff will make a formal recommendation for program support.

#### **7B. Information – Bean Automotive Apprenticeship Program Update**

Mr. Beasley introduced the item; Mr. Gilbert further presented an update on the Bean Automotive Apprenticeship Program.

The Automotive Technician Specialist Apprenticeship Program with Bean Automotive Group started last summer. Fifteen participants started the program; eleven apprentices remain. They have completed approximately 1,500 of the required 2,000 hours of On-the-Job Training (OJT).



Starting wages were \$14.00 per hour; apprentices received a slight increase to \$14.50 at the 6-month mark. Upon completion of the program, participants will receive another increase in earnings, finalizing with a minimum salary of \$19.25.

Mr. Gilbert shared that he is also working with Mr. Randy Holmes to finalize a pre-apprenticeship automotive program that will be launching in Miami-Dade County Public School's technical schools.

**7C. Information – Take Stock in Children Scholarship (TSIC) Update**

Mr. Beasley introduced the item; Mr. Kelly further presented an update on the Take Stock in Children Scholarship (TSIC) program.

There are currently eight hundred twenty-six (826) scholarships under CSSF management. The breakdown is as follows: Two hundred fifteen (215) are currently attending college; two hundred fifty-eight (258) have graduated college; two hundred fifty (250) are presently attending high school. Eighty-nine (89) recipients are not enrolled in college; those scholarships will be recycled and re-allocated.

Mr. Beasley advised that CSSF staff would provide an employment update on those that have graduated from college that includes average wage and industry during the next SFWIB meeting.

**7D. Recommendation as to Approval to Allocate Funds for the Visitors Industry Business Intermediary Initiative**

Item has been tabled by the Global Talent and Competiveness Council pending more information.

**8A. Information – Balanced Score Card Report**

Vice-Chairman Gibson introduced the item; Ms. Gilbert further presented.

The Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center Service Providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through January 31, 2022. To date, none of the 10 CareerSource center locations are meeting the required 65% performance measure standard.

CSSF staff are onboarding two new service providers – College of Florida Keys and Opa-Locka CDC.



Mr. Gilbert advised that CSSF staff has sent Notice of Corrective Action letters to all service providers. There has been some improvement since receiving the notifications and completing/implementing Corrective Action Plans. CSSF staff will continue to monitor and track performance.

Chairman Gibson inquired about performance requirements and any adjustments given to service providers in light of the current employment environment.

Mr. Beasley advised that staff has sent out notifications to the service providers; they will submit Performance Action Plans that, once approved, will be implemented to bring numbers up to standard – which we are starting to see.

No questions or concerns presented from the board.

#### **8B. Information – Consumer Report Card Update**

Mr. Beasley introduced the item; Mr. Gilbert further presented CRC performance indicators for the period of July 1, 2021 through January 31, 2022.

There were no further questions or concerns regarding the item

#### **8C. Information – Youth Partners Regional Performance**

Vice-Chairman Gibson introduced the item; Mr. Gilbert further presented.

Mr. Gilbert further presented the Youth Balance Scorecard Report for PY 2021-2022 from July 1, 2021 through January 31, 2022.

Provider performance has increased since implementing the Corrective Action Plans; however, we are still below standard. CSSF staff is working with the youth providers to continue implementing corrective actions to increase performance.

Mr. Beasley also provided an overview of other youth program initiatives CSSF staff are working on:

- The Turn Around Police Academy - An 11-week program designed to support re engagement of youth that have been involved in the juvenile justice system. CSSF will partner with the Miami-Dade Police Department to assist in identifying training opportunities for participants. If participants choose to not enroll in college or training, CSSF staff provide placement.
- AMI Construction Program – Mr. Beasley shared that CSSF staff is working with the Honorable Judge Orlando Prescott and AMI to launch a construction-training program that may allow a judge to vacate minor criminal charges upon the completion of the program.



- Working with several organizations to find employment opportunities for individuals on the autistic spectrum.

Being as there were no further questions or concerns, the meeting adjourned at 10:47am.



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 4A

**AGENDA ITEM SUBJECT:** SFWIB EXECUTIVE DIRECTOR'S REPORT

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **National leader in an ROI-focused enterprise**

**BACKGROUND:**

N/A

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 5A

**AGENDA ITEM SUBJECT:** EARLY CHILDCARE INTERNSHIP PROGRAM UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A

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

**STRATEGIC PROJECT:** **Joint contribution for youth career pathway models**

### **BACKGROUND:**

On November 1, 2021, the South Florida Workforce Investment Board (SFWIB) in partnership with the Early Learning Coalition of Miami-Dade/Monroe (ELC) launched the Early Childcare Internship Program. The internship program was created as a career pathway into the field of early childhood education due in part to the need for early childhood child care professionals to fill the vast number of vacancies in the industry. In partnership with the Early Learning Coalition of Miami-Dade/Monroe, the SFWIB is addressing the needs of the community with this unique internship program.

The purpose of the internship program is to provide the education, skills and experience necessary to create a career pathway to early childcare education. Eligible Workforce Innovation and Opportunity Act participants, ages 18-24, will participate in the program which will consist of the following:

- 20 hours of pre-employment skills training.
- 20 hours of pre-National Child Development Associate (CDA) training.
- 240 hours of paid work experience at a wage rate of \$13.88 an hour.
- 45 hours of required Department of Children and Families (DCF) training that includes first-aid and CPR certification.

Participants will also have the opportunity to complete and obtain their high school or GED diploma. Completion of the internship will result in self-sufficiency through long-term employment in the early childcare career pathway.

The first cohort began on November 1, 2021 at Kids for Kids Academy with six interns. Of the six interns, four completed the 240 hours of paid work experience. Of the four interns who completed the paid work experience, three were hired and three are currently enrolled in the required 45 hour DCF course.

On March 7, 2022, a second cohort began, which consisted of 16 interns that will participate at seven of the internship worksites.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 5B

**AGENDA ITEM SUBJECT:** 2020-2021 INTERNAL CONTROL QUESTIONNAIRE AND ASSESSMENT

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

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval the 20-21 DEO Internal Control Questionnaire and Assessment, as set forth below.

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

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

### **BACKGROUND:**

The Internal Control Questionnaire and Assessment (ICQ) was developed by the Department of Economic Opportunity (DEO), Bureau of Financial Monitoring and Accountability, as a self-assessment tool to help evaluate whether a system of sound internal control exists within the Local Workforce Development Board (LWDB). An effective system of internal control provides reasonable assurance that management's goals are being properly pursued. Each LWDB's management team sets the tone and has ultimate responsibility for a strong system of internal controls.

Internal control is a process, effected by an entity's board of directors, management and other personnel, designed to provide "reasonable assurance" regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with applicable laws and regulations

The concept of reasonable assurance implies the internal control system for any entity, will offer a reasonable level of assurance that operating objectives can be achieved.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



# **2021-22 Internal Control Questionnaire and Assessment**

**Bureau of Financial Monitoring and Accountability  
Florida Department of Economic Opportunity**

*August 20, 2021*

107 East Madison Street  
Caldwell Building  
Tallahassee, Florida 32399  
[www.floridajobs.org](http://www.floridajobs.org)



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## OVERVIEW

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### Introduction and Purpose

The Internal Control Questionnaire and Assessment (ICQ) was developed by the Department of Economic Opportunity (DEO), Bureau of Financial Monitoring and Accountability, as a self-assessment tool to help evaluate whether a system of sound internal control exists within the Local Workforce Development Board (LWDB). An effective system of internal control provides reasonable assurance that management's goals are being properly pursued. Each LWDB's management team sets the tone and has ultimate responsibility for a strong system of internal controls.

The self-assessment ratings and responses should reflect the controls in place or identify areas where additional or compensating controls could be enhanced. When the questionnaire and the certification are complete, submit them to DEO by uploading to SharePoint.

### Definition and Objectives of Internal Controls

Internal control is a process, effected by an entity's board of directors, management and other personnel, designed to provide "reasonable assurance" regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with applicable laws and regulations

The concept of reasonable assurance implies the internal control system for any entity, will offer a reasonable level of assurance that operating objectives can be achieved.

#### ***Need for Internal Controls***

Internal controls help to ensure the direction, policies, procedures, and practices designed and approved by management and the governing board are put in place and are functioning as designed/desired. Internal controls should be designed to achieve the objectives and adequately safeguard assets from loss or

unauthorized use or disposition, and to provide assurance that assets are used solely for authorized purposes in compliance with Federal laws, regulations, and program compliance requirements. Additionally, Title 2, Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, § 200.303 Internal controls, states:

The non-Federal entity must:

- (a) Establish and maintain effective internal control over the Federal award that provides reasonable assurance the non-Federal entity is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award. These internal controls should be in compliance with guidance in “Standards for Internal Control in the Federal Government” issued by the Comptroller General of the United States and the “Internal Control Integrated Framework”, issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).
- (b) Comply with Federal statutes, regulations, and the terms and conditions of the Federal awards.
- (c) Evaluate and monitor the non-Federal entity's compliance with statute, regulations and the terms and conditions of Federal awards.
- (d) Take prompt action when instances of noncompliance are identified including noncompliance identified in audit findings.
- (e) Take reasonable measures to safeguard protected personally identifiable information and other information the Federal awarding agency or pass-through entity designates as sensitive or the non-Federal entity considers sensitive consistent with applicable Federal, state and local laws regarding privacy and obligations of confidentiality.

### ***What Internal Controls Cannot Do***

As important as an internal control system is to an organization, an effective system will not guarantee an organization's success. Effective internal controls can keep the right people, such as management and the governing board members, informed about the organization's operations and progress toward goals and objectives. However, these controls cannot protect against economic downturns or make an understaffed entity operate at full capacity. Internal controls can only provide reasonable, but not absolute, assurance the entity's objectives can be met. Due to limitations inherent to all internal controls systems, breakdowns in the internal control system may be caused by a simple error or mistake, or by faulty judgments made at any

level of management. In addition, controls may be circumvented by collusion or by management override. The design of the internal controls system is dependent upon the resources available, which means there must be a cost-benefit analysis performed as part of designing the internal control system.

### ***Five Components of Internal Control***

- **Control Environment** – is the set of standards, processes, and structures that provide the basis for carrying out internal controls across the organization. The board of directors and senior management establish the tone at the top regarding the importance of internal controls and expected standards of conduct.
- **Risk Assessment** – involves a dynamic and iterative process for identifying and analyzing risks to achieving the entity’s objectives, forming a basis for determining how risks should be managed. Management considers possible changes in the external environment and within its own business model that may impede its ability to achieve objectives.
- **Control Activities** – are the actions established by policies and procedures to help ensure that management directives mitigate risks so the achievement of objectives are carried out. Control activities are performed at all levels of the entity and at various stages within business processes, and over the technology environment.
- **Information and Communication** – are necessary for the entity to carry out internal control responsibilities in support of achievement of its objectives. Communication occurs both internally and externally and provides the organization with the information needed to carry out day-to-day internal control activities. Communication enables personnel to understand internal control responsibilities and their importance to the achievement of objectives.
- **Monitoring** – are ongoing evaluations, separate evaluations, or some combination of the two used to ascertain whether the components of internal controls, including controls to affect the principles within each component, are present and functioning. Findings are evaluated and deficiencies are communicated in a timely manner, with serious matters reported to senior management and to the board of directors.

## **Makeup of the ICQ**

Subsequent sections of this document emphasize the “17 Principles” of internal controls developed by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and presented in the

Internal Controls – Integrated Framework. The five components of internal controls listed above are fundamentally the same as the five standards of internal controls and reflect the same concepts the “Standards for Internal Control in the Federal Government” utilizes.

The principles are reflected in groupings of questions related to major areas of control focus within the organization. Each question represents an element or characteristic of control that is or can be used to promote the assurance that operations are executed as management intended.

It should be noted that entities may have adequate internal controls even though some or all of the listed characteristics are not present. Entities could have other appropriate internal controls operating effectively that are not included here. The entity will need to exercise judgment in determining the most appropriate and cost effective internal controls in any given environment or circumstance to provide reasonable assurance for compliance with Federal program requirements.

## Completing the Document

On a scale of 1 to 5, with “1” indicating the greatest need for improvements in internal controls and “5” indicating that a strong system of internal controls already exists, select the number that best describes your current operating environment. Please provide details in the comments/explanations column for each statement with a score of 1 or 2. **For questions requiring a narrative, please provide in the comments/explanations column.**

## Certification of Self-Assessment of Internal Controls

Attachment A, includes a certification which should be completed and signed by the Executive Director, reviewed and signed by the Board Chair or their designee and uploaded to SharePoint.

## CONTROL ENVIRONMENT

		Self-Assessment of Policies, Procedures, and Processes					Comments/Explanations
		Weak		Strong			
		1	2	3	4	5	
<b>Principle 1. The organization demonstrates a commitment to integrity and ethical values.</b>							
1.	The LWDB's management and board of directors' commitment to integrity and ethical behavior is consistently and effectively communicated throughout the LWDB, both in words and deeds.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.	The LWDB has a code of conduct and/or ethics policy that has been communicated to all staff, board members, and outsourced service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.	When the LWDB hires employees from outside of the organization the person is trained or made aware of the importance of high ethics and sound internal controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 2. The board of directors demonstrates independence from management and exercises oversight of the development and performance of internal controls.</b>							
4.	The board of directors define, maintain, and periodically evaluate the skills and expertise needed among its members to enable them to question and scrutinize management's activities and present alternate views.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.	The board of directors and/or audit committee maintains a direct line of communication with the board's external auditors and internal monitors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.	The board of directors establishes the expectations and evaluates the performance of the chief executive officer or equivalent role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Principle 3. Management establishes, with board oversight, structures, reporting lines, and appropriate authorities and responsibilities in the pursuit of objectives.</b>							
7.	Management reviews and modifies the organizational structure of the LWDB in light of anticipated changing conditions or revised priorities.  <b>Provide the date of last review.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.	Specific lines of authority and responsibility are established to ensure compliance with federal and state laws and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.	The LWDB management understands the importance of internal controls, including the division of responsibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 4. The organization demonstrates a commitment to attract, develop, and retain competent individuals in alignment with objectives.</b>							
10.	The LWDB provides training opportunities or continuing education to develop and retain sufficient and competent personnel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.	The LWDB has succession plans for senior management and contingency plans for assignments of responsibilities important for internal controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.	For all employees, the LWDB regularly evaluates the performance of the employee and shares the results with the employee.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 5. The organization holds individuals accountable for their internal control responsibilities in the pursuit of objectives.</b>							
13.	The LWDB has mechanisms in place to ensure that all required information is timely published to the website in a manner easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



	accessed by the public in compliance with laws, regulations, and provisions of grant agreements.						
14.	The LWDB's structure and tone at the top helps establish and enforce individual accountability for performance of internal control responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15.	The LWDB has policies, processes and controls in place to evaluate and promote accountability of outsourced service providers (and other business partners) and their internal control responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## RISK ASSESSMENT

RISK ASSESSMENT		Self-Assessment of Policies, Procedures, and Processes					
		Weak		Strong			Comments/Explanations
		1	2	3	4	5	
Principle 6. The organization specifies with sufficient clarity to enable the identification and assessment of risks relating to objectives.							
16.	Management establishes a materiality threshold for each of its major objectives and identifies risk at each location where the LWDB conducts activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17.	Management uses operational objectives as a basis for allocating the resources needed to achieve desired operational and financial performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18.	The LWDB sets entity-wide financial reporting controls and assesses the risks that those controls will not prevent material misstatements, errors, or omissions in the financial statements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Principle 7. The organization identifies risks to the achievement of its objectives across the entity and analyzes risks as a basis for determining how the risks should be managed.</b>							
19.	Management ensures that risk identification considers internal and external factors and the potential impact on the achievement of objectives.  <b>What measures are being taken to address the risk of cybersecurity in the organization?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20.	The LWDB adequately and effectively manages risks to the organization and has designed internal controls in order to mitigate the known risks.  <b>What new controls, if any, have been implemented since the prior year and which organizational risks do they mitigate?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21.	The LWDB's risk identification/assessment is broad and includes both internal and external business partners and outsourced service providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 8. The organization considers the potential for fraud in assessing risks to the achievement of objectives.</b>							
22.	The LWDB periodically performs an assessment of each of its operating locations' exposure to fraudulent activity and how the operations could be impacted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

23.	The LWDB's assessment of fraud risks considers opportunities for unauthorized acquisition, use and disposal of assets, altering the reporting records, or committing other inappropriate acts.  <b>Provide a narrative of the system/process for safeguarding cash on hand, such as prepaid program items (i.e. gas cards, visa cards) against unauthorized use/distribution.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 9. The organization identifies and assesses changes that could significantly impact the system of internal controls.</b>							
24.	The LWDB has mechanisms in place to identify and react to risks presented by changes in government, regulatory, economic, operating, or other conditions that could affect the achievement of the goals and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25.	The most significant risks affecting the LWDB have been identified and controls are designed and implemented that mitigate risks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26.	Considering the most significant risks, have controls been designed and implemented that mitigate risks associated with each.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## CONTROL ACTIVITIES

		Self-Assessment of Policies, Procedures, and Processes					Comments/Explanations
		Weak		Strong			
		1	2	3	4	5	
<b>Principle 10. The organization selects and develops control activities that contribute to the mitigation of risks to the achievement of objectives to acceptable levels.</b>							
27.	The LWDB has a written business continuity plan which includes contingencies for business processes, assets, human resources and business partners, and is periodically evaluated and updated to ensure continuity of operations to achieve program objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28.	Controls employed by the LWDB include authorizations, approvals, comparisons, physical counts, reconciliations, supervisory controls and allowable use of funds.  <b>What type of training is provided to program and administration staff to ensure the allowable use of funds?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29.	The LWDB periodically (e.g., quarterly, semiannually) reviews system privileges and access controls to the different applications and databases within the IT infrastructure to determine whether system privileges and access controls are appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 11. The organization selects and develops general control activities over technology to support the achievement of objectives.</b>							
30.	Management selects and develops control activities that are designed and implemented to restrict technology access rights to authorized users commensurate with their job responsibilities and to protect the entity's assets from external threats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## CONTROL ACTIVITIES

		Self-Assessment of Policies, Procedures, and Processes					Comments/Explanations
		Weak		Strong			
		1	2	3	4	5	
31.	Management has identified the appropriate technology controls that address the risks of using applications hosted by third-parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32.	The LWDB has considered the protection of personally identifiable information (PII), as defined in section 501.171(1)(g)1, F.S., of its employees, participants/clients and vendors, and have designed and implemented policies that mitigate the associated risks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 12. The organization deploys control activities through policies that establish what is expected and procedures that put policies into action.</b>							
33.	The LWDB has policies and procedures addressing proper segregation of duties between the authorization, custody, and recordkeeping for the following tasks, if applicable: Prepaid Program Items (Participant Support Costs), Cash/Receivables, Equipment, Payables/Disbursements, Procurement/Contracting, and Payroll/Human Resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34.	The LWDB has written procedures that minimize the time elapsing between the receipt of advanced funds and disbursement of funds as required by 2 CFR 200.305(b)(1).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## CONTROL ACTIVITIES

CONTROL ACTIVITIES		Self-Assessment of Policies, Procedures, and Processes					
		Weak		Strong			
		1	2	3	4	5	
35.	The LWDB has processes to ensure the timely submission of required reporting (i.e. financial reports, performance reports, audit reports, internal monitoring reviews, or timely resolution of audit findings).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments/Explanations
36.	The LWDB has a records retention policy and has implemented internal controls to ensure all records are retained, safeguarded, and accessible, demonstrating compliance with laws, regulations, and provisions of contracts and grant agreements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## INFORMATION AND COMMUNICATION

INFORMATION AND COMMUNICATION		Self-Assessment of Policies, Procedures, and Processes					Comments/Explanations
		Weak		Strong			
		1	2	3	4	5	
Principle 13. The organization obtains or generates and uses relevant, quality information to support the functioning of internal controls.							
37.	Federal, state, or grant program rules or regulations are reviewed by one or more of the following: governing board, audit, finance or other type committee.  How often are these reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38.	The LWDB considers both internal and external sources of data when identifying relevant information to use in the operation of internal controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## INFORMATION AND COMMUNICATION

		Self-Assessment of Policies, Procedures, and Processes					Comments/Explanations
		Weak		Strong			
		1	2	3	4	5	
39.	The LWDB's has controls in place to ensure costs are accurately recorded and allocated to the benefiting federal/state fund or grant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 14. The organization internally communicates information, including objectives and responsibilities for internal controls, necessary to support the functioning of internal controls.</b>							
40.	Communication exists between management and the board of directors so that both have information needed to fulfill their roles with respect to the LWDB's objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41.	There is a process to quickly disseminate critical information throughout the LWDB when necessary.  <b>Provide a description of the dissemination process.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42.	Management has a process for the development, approval and implementation of policy updates and communicates those updates to staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Principle 15. The organization communicates with external parties regarding matters affecting the functioning of internal controls.</b>							

## INFORMATION AND COMMUNICATION

INFORMATION AND COMMUNICATION		Self-Assessment of Policies, Procedures, and Processes					
		Weak		Strong			
		1	2	3	4	5	
43.	The LWDB has a means for anyone to report suspected improprieties regarding fraud; errors in financial reporting, procurement, and contracting; improper use or disposition of equipment; and misrepresentation or false statements.  <b>Describe the process of how someone could report improprieties. Who receives/processes/investigates, etc.?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments/Explanations
44.	The LWDB has processes in place to communicate relevant and timely information to external parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45.	The LWDB has processes in place to communicate the results of reports provided by the following external parties: Independent Auditor, DEO Bureau of Financial Monitoring and Accountability (FMA), DEO Bureau of One-Stop and Program Support, DEO Office of Inspector General, Florida Auditor General, and Federal Awarding Agencies (USDOL, USDHHS, and USDA) to the Board of Directors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## MONITORING ACTIVITIES

MONITORING ACTIVITIES	Self-Assessment of Policies, Procedures, and Processes					
	Weak		Strong			
	1	2	3	4	5	Comments/Explanations
Principle 16. The organization selects, develops, and performs ongoing and/or separate evaluations to ascertain whether the components of internal controls are present and functioning.						



## MONITORING ACTIVITIES

		<b>Self-Assessment of Policies, Procedures, and Processes</b>					<b>Comments/Explanations</b>
		<b>Weak</b>		<b>Strong</b>			
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
46.	<p>The LWDB periodically evaluates its business processes such as cash management, comparison of budget to actual results, repayment or reprogramming of interest earnings, draw down of funds, procurement, and contracting activities.</p> <p><b>Describe the process of how funding decisions are determined. What is the criteria, who initiates/approves, etc.?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47.	<p>The LWDB considers the level of staffing, training and skills of people performing the monitoring given the environment and monitoring activities which include observations, inquiries and inspection of source documents.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48.	<p>LWDB management periodically visits all career center locations in its region (including subrecipients) to ensure the policies and procedures are being followed and functioning as intended.</p> <p><b>When was the most recent visit performed, by whom, and who were the results communicated to?</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>Principle 17. The organization evaluates and communicates internal control deficiencies in a timely manner to those parties responsible for taking corrective action, including senior management and the board of directors, as appropriate.</b></p>							

## MONITORING ACTIVITIES

		<b>Self-Assessment of Policies, Procedures, and Processes</b>					<b>Comments/Explanations</b>
		<b>Weak</b>		<b>Strong</b>			
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
49.	The LWDB management takes adequate and timely actions to correct deficiencies identified by the external auditors, financial and programmatic monitoring, or internal reviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
50.	<p>The LWDB monitors all subrecipients to ensure that federal funds provided are expended only for allowable activities, goods, and services and communicates the monitoring results to the LWDB's board of directors.</p> <p><b>Are subrecipient monitoring activities outsourced to a third party? If so, provide the name of the party that performs the subrecipient monitoring activities.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## ATTACHMENT A

### Department of Economic Opportunity Certification of Self-Assessment of Internal Controls

---

Local Workforce Development Board Number: \_\_\_\_\_

**To be completed by the Executive Director:**

A self-assessment of internal controls has been conducted for the 2021-2022 fiscal monitoring period. As part of this self-assessment, the Internal Control Questionnaire developed by the Department of Economic Opportunity has been completed and is available for review.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**To be completed by the Board Chair or their designee:**

I have reviewed the self-assessment of internal controls that was conducted for the 2021-2022 fiscal monitoring period.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Please scan and upload to SharePoint an executed copy of this certification on or before **September 30, 2021**.



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 5C

**AGENDA ITEM SUBJECT:** NEW AND EXISTING TRAINING PROVIDERS AND PROGRAMS

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

**RECOMMENDATION:** The Executive Committee recommends to the Board the approval of New Providers and Programs and New Programs for Existing Training Providers, as set forth below.

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

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

### **BACKGROUND:**

In accordance with Section 122 of the Workforce Innovation and Opportunity Act, regional workforce boards are permitted to independently develop criteria for the selection and subsequent eligibility of Training Providers and programs. The South Florida Workforce Investment Board (SFWIB) developed processes to evaluate an applicant's programmatic capabilities.

Below are requests to add a new training providers and programs, and new programs for existing training providers for the review and approval of the Committee.

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

1. Knowledge Quest Education Solutions, Inc. dba Learning Alliance Corporation – Learning Alliance Corporation Apprenticeship, GNJ (FL202180626)

New Apprenticeship Programs:

- Computer Support Specialist (Alternate: Information Technology Technician) – Certificate of Completion of Apprenticeship
- Telecommunications Technician (Alternate Title: Broadband Technician) – Certificate of Completion of Apprenticeship
- Cyber Security Support Technician - Certificate of Completion of Apprenticeship
- Database Technician (Alternate Title: Cloud Administrator) - Certificate of Completion of Apprenticeship
- Digital Marketer (Alternate Title: Internet Marketing Specialist) - Certificate of Completion of Apprenticeship
- Multimedia Producer (Alternate Title: Technical Director) - Certificate of Completion of Apprenticeship

2. The Bee2Bee Network, Inc. – The Bee2Bee Network Apprenticeship Program INJ (2021-FL-93447)

New Apprenticeship Programs:

- Application Developer (Local Program Title: Software Developer (Web & Application Developer)) – Certificate of Completion of Apprenticeship

New Request(s) from Existing Training Provider(s) to add New Program(s):

1. ARGOS ATA LLC dba ARGOS-Applied Intelligence (AI) - Argos-AI Cyber Warrior Pre-Apprenticeship Program

Request to Add a new program(s) to an existing location(s):

- Cybersecurity Analyst – Certificate of Completion of Apprenticeship

2. Miami Dade County Public Schools - M-DCPS Adult Pre-Apprenticeship Program

Request to Add a new program(s) to an existing location(s):

- Automotive Service Mechanic - Certificate of Completion of Apprenticeship

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**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 February 2022 is being presented for review by the Board members.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 6B

**AGENDA ITEM SUBJECT:** ACCEPTANCE OF ADDITIONAL WORKFORCE SYSTEM FUNDING

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

**RECOMMENDATION:** The Finance and Efficiency Council recommends to the Board the approval to accept an additional \$5,887.00 in Workforce System Funding, as set forth below.

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

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

### **BACKGROUND:**

The South Florida Workforce Investment Board (SFWIB) received a Notice of Fund Availability (NFA) from the Department of Economic Opportunity (DEO) of the State of Florida. The following is an NFA for the Veterans workforce program for Workforce Development Area 23 to operate employment and training services:

Date Received	NFA #	Funding / Program	Initial Award	Award Increase	Total Award Amount
March 30, 2022	040853	Veterans Program	\$ 13,857.00	\$ 5,887.00	\$ 19,744.00
<b>TOTAL</b>			<b>\$ 13,857.00</b>	<b>\$ 5,887.00</b>	<b>\$ 19,744.00</b>

**FUNDING:** Workforce System Funding

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7A

**AGENDA ITEM SUBJECT:** CAREERSOURCE FLORIDA WORKFORCE BOARD SYSTEM EVALUATION

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

The Reimagining Education and Career Help (REACH) Act of 2021 was unanimously approved by the Florida Legislature and signed into law by Governor DeSantis to better align the state's education and workforce systems with a focus on equity and efficiency to achieve a stronger, more competitive Florida. The REACH Act was created to address the evolving needs of Florida's economy by increasing collaboration and cooperation among state agencies and education institutions to improve access to training and employment for Floridians seeking services through the workforce system.

As a result, CareerSource Florida (CSF) entered into a contract with Ernst & Young to evaluate approximately 100 American Job Centers (commonly referred to as CareerSource centers) that are operated by the state's 24 local workforce boards. CareerSource Florida provided the local boards with a copy of the Ernst & Young Statement of Work (SOW). Upon receipt, South Florida Workforce Investment Board (SFWIB) staff identified several key areas of concern. The areas of concern all surrounded the sharing of information throughout the evaluation process as well as the local board's ability to participate in a timely manner during the process.

The SOW requires Ernst & Young to share highlights with CSF at the end of the months of April 2022 and May 2022. However, the determination as to whether to share the report's findings with the local boards is at the sole discretion of CSF. As of the date of this board meeting, there has been no information shared with the SFWIB. In addition, the SOW requires that individual interviews be conducted with each of the 24 Workforce Board Directors. The determination as to whether to share the details and information gleaned from the interviews is also at the sole discretion of CSF.

Lastly, the SOW requires that the Labor Market Information for each of the 24 Workforce Development Areas (WDA) be evaluated and virtual focus groups be hosted with local businesses in the areas. Each local board will be responsible for inviting businesses and other key stakeholders to the virtual focus group meetings as well as the applicable logistics. As of the date this report was written, the SFWIB has not yet received a request to host any focus group meetings for WDA 23.



This project was set to commence no later than April 4, 2022 and be completed by June 30, 2022. As per the negotiated contract, CSF will pay Ernst & Young \$250,000.00 to conduct the review and provide its final recommendations.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Statement of Work (SOW)

## Workforce Board Evaluation

Prepared for CareerSource Florida

March 22, 2022



## Statement of Work:

This Statement of Work, which is effective as of March 22, 2022 (this "SOW"), is made by Ernst & Young LLP ("EY") and CareerSource Florida ("Client"), pursuant to the State of Florida management consulting State Term Contract 80101500-20-1 (the "Agreement").

Except as otherwise set forth in this SOW, this SOW incorporates by reference, and is deemed to be a part of, the Agreement. The additional terms and conditions of this SOW shall apply only to the Services covered by this SOW and not to Services covered by any other Statement of Work pursuant to the Agreement. Capitalized terms used, but not otherwise defined, in this SOW shall have the meanings in the Agreement, and references in the Agreement to "you" or "Client" shall be deemed references to you. In the event of conflict or ambiguity between the terms of this SOW and the terms and conditions set forth in the Agreement, the terms of this SOW shall prevail and take precedence in interpreting the rights and obligations of the parties.

## Scope of Services

EY will provide the following Services (the "Services") to Client:

### *Workforce Board Evaluation*

#### PROJECT SET-UP AND COMMUNICATIONS

The set-up phase of the project will ensure our teams are organized and aligned and will lay the foundation for a successful project.

##### 0.1 Project guidebook, calendar, and information request

EY will provide CareerSource Florida with a project guidebook detailing the project calendar and requesting background information for planning and facilitation purposes. CareerSource Florida will be provided with draft invitation wording to send to local workforce boards and other stakeholders participating in meetings with us. EY can also share draft language describing our process and desired outcomes that CareerSource can finalize and include in its own communications.

##### 0.2 Facilitation and logistics setup and advising

EY will provide guidance on timing and logistics to seek initial input from local workforce board executives as well as CareerSource, the REACH office, and other State leaders. We will collaborate with the core CareerSource Florida leadership team to establish a timeline for meetings with the understanding that additional interaction with the boards is intended for future phases of work.

We prefer that stakeholder engagement occurs virtually to both optimize the number of participants (stakeholders and EY) and to ensure an accelerated timeline. We can plan for in-person strategy session(s) with CareerSource, REACH office, and other State leaders as specified in Tallahassee.

##### 0.3 Check-in calls with core team members (2x per month)

EY will schedule formal check-in calls every two weeks with the CareerSource Florida project team to provide status updates, plan for upcoming meetings, and track progress. We will also provide ongoing





communications via email and individual calls.

EY will also schedule a separate formal coordination call with the REACH office every two weeks to update status and solicit feedback. We will provide ongoing communications to the REACH office as appropriate via email and individual calls.

#### **0.4 Report findings**

EY will provide written status updates to CareerSource and REACH leadership at the end of April 2022 and May 2022 that highlight our progress and upcoming activities. CareerSource may choose to share these monthly updates with, for example, members of the CareerSource Florida Board of Directors, leaders from DEO, and leaders from the local workforce boards.

On June 9, 2022, EY will be available to present its findings to the CareerSource Florida Board of Directors. During that presentation, we will describe our process, share findings, present the future state / desired outcomes descriptions, discuss examples from other states, describe potential next steps, and discuss other items as agreed upon with CareerSource leadership.

### **1. RESEARCH AND BACKGROUND REVIEW**

To begin, EY will conduct research and review background information to help inform the additional steps of our work.

#### **1.1 Request and review background information**

EY will ask CareerSource to share background information that is relevant to this work, and we will review all information provided. For example, this could include past studies and plans, policies and procedures, legislation, news articles, and other information.

#### **1.2 Analyze DEO labor market information**

When the Department of Economic Opportunity's labor market analysis is complete (assuming early April 2022), EY will review the findings and assess data available at the workforce region level. As needed, we will prepare a summary of data for each region in a clear and concise manner.

#### **1.3 Review and summarize information on the workforce boards**

In addition to our initial background information and data review, we will request more detailed information on each of the 24 local workforce boards. Information requested could include, but not be limited to the board's organization and governance, partnerships, programs and services offered, processes related to providing and procuring services, performance indicators, data and reports generated by the board itself, branding and communications tools, technology tools, and success stories. **The findings from this review and the DEO labor market information will be drafted into an objective, written summary to serve as reference as the project proceeds.**

### **2. LOCAL WORKFORCE BOARD LEADER LISTENING SESSION AND STAKEHOLDER INPUT**

After reviewing and summarizing information during steps 1.1-1.3, EY will facilitate a **listening session with executives and leaders from the local workforce boards**. During the session, we will ask board leaders to share insights on the strengths and challenges faced by their organizations and their visions



for serving their regions in the future. We will take notes during the sessions and prepare a brief summary of those findings.

In addition, we will facilitate up to 10 30-minute **interviews with state leaders of your choice** to learn about their perspectives on the current and future of Florida's workforce board system.

Finally, if desired, we are available to host a virtual discussion with a group of Florida employers of your choice to learn about their needs and experiences with the workforce board system.

During project set-up, EY will provide CareerSource with guidance on meeting logistics, schedule and invitation language. We will ask CareerSource to coordinate with the local workforce executives to finalize the meeting date and time, send invitations, and provide the virtual platform (e.g., Teams or Zoom) to host the meeting.

### 3. FUTURE STATE WORKSHOPS

EY will engage CareerSource, the REACH office, and others you designate in **two workshop sessions to help define your vision for the desired future state of Florida's workforce board system**. The sessions will encourage creative thinking, helping participants state a vision for the future of serving Floridians and describing the characteristics of a system that could achieve that vision. After the second session, EY will prepare a brief presentation that articulates an ideal future state of Florida's workforce system and services. The characteristics of the future state can serve as objectives when considering updates to the local workforce boards.

### 4. RESEARCH ON OTHER STATE WORKFORCE BOARD UPDATES AND STRUCTURES

EY will explore workforce board systems in other US states. We will review states that have recently made updates to their systems, study the results of those updates, and **prepare three written case studies** with relevant lessons for Florida. This could include lessons of what did – and what did not – work well in those states. Our research will entail phone interviews with representatives from those states to hear firsthand about the process and outcomes.

### 5. FINDINGS REPORT

At the conclusion of the project, we will develop a **report containing our findings** that emerged from the four steps described above. We will offer suggestions regarding the process continuing forward – future phases of work needed to achieve the State's desired timeline for streamlining the local workforce board system. Next steps, from July 2022 through June 2023 and beyond, may include expanding stakeholder engagement, developing change management strategies and tools, exploring potential models to advance Florida toward its desired future state, and adopting technologies to assist with the transition and future workforce board processes.



## Project timeline

The project will commence no later than April 4, 2022, with a final findings report delivered no later than June 30, 2022.

As mentioned above, we anticipate that a majority of stakeholder input, such as meetings with representatives from the workforce boards, will take place virtually. A kickoff meeting with CareerSource, the REACH office, and those you designate as well as the June CareerSource board meeting will take place in person in Tallahassee. Other in person meetings with leadership from CareerSource, Reach, DEO etc. may be accommodated upon request and agreement.

The table below provides a timeline for the project by task. If our approach needs revision, we are happy to discuss. We anticipate payment to be deliverables-based, with deliverables derived from this timeline and agreed upon between the parties.

TIMELINE	Month		
Phase / Task	March/Apr	May	Jun
Project set-up and communications			
0.1 Project guidebook, calendar, and information requests			
0.2 Facilitation and logistics setup and advising			
0.3 Check-in calls with core team members			
0.4 Report findings (monthly updates and board presentation)			
1. Research and background review			
1.1 Request and review background information			
1.2 Analyze DEO labor market information (assuming April release)			
1.3 Review and summarize information on workforce boards			
2. Local workforce board leader listening session and stakeholder input			
3. Future state workshops			
4. Research on other state workforce board updates and structures			
5. Presentation at June CareerSource Board of Directors meeting			
6. Findings report			



## The Team

Listed below are key personnel including project leadership and workstream leads. We will work with CareerSource to determine additional resources within each workstream based on experience as well as fit with your team objectives. The EY team will include the following individuals:

EY TEAM OVERVIEW			
Candidate Name	EY Job Title and Project Role	Education	Years of Experience
Amy Holloway	<ul style="list-style-type: none"><li>➤ Principal Engagement Partner and Team Lead</li></ul>	<ul style="list-style-type: none"><li>➤ BBA, Economics Baylor University</li><li>➤ MS, Environmental Economics Baylor University</li></ul>	25+
Dawn Woods	<ul style="list-style-type: none"><li>➤ Principal Consultant</li><li>➤ Quality Partner</li></ul>	<ul style="list-style-type: none"><li>➤ BS, Management Information Systems, Auburn University</li></ul>	15+
Chris Ward	<ul style="list-style-type: none"><li>➤ Principle Consultant</li><li>➤ Project Advisor</li></ul>	<ul style="list-style-type: none"><li>➤ Ed.M, Human Development and Psychology, Harvard University</li><li>➤ MBA, Corporate Finance, University of Georgia, Terry College of Business</li><li>➤ BBA, Management Sciences, University of Georgia</li></ul>	20+
Clint Fuhrman	<ul style="list-style-type: none"><li>➤ Senior Manager</li><li>➤ Client Engagement</li></ul>	<ul style="list-style-type: none"><li>➤ MS, Health Policy and Administration, Pennsylvania State University</li><li>➤ BS, History and Social Sciences, Florida State University</li></ul>	25+
John Rees	<ul style="list-style-type: none"><li>➤ Senior Manager</li><li>➤ Research Manager</li></ul>	<ul style="list-style-type: none"><li>➤ MS, City and Regional Planning, Georgia Institute of Technology</li><li>➤ BA, Journalism, University of Georgia</li><li>➤ BS, Psychology, University of Georgia</li></ul>	15+
Sarah Gosselin	<ul style="list-style-type: none"><li>➤ Senior Consultant</li><li>➤ Project Coordinator</li></ul>	<ul style="list-style-type: none"><li>➤ MPA, Public Policy and Management, Florida State University</li><li>➤ BA, English and Criminology, Florida State University</li><li>➤ PMP, PMI Institute</li></ul>	5
Jennifer Burrington	<ul style="list-style-type: none"><li>➤ Senior Consultant</li><li>➤ Research Support</li></ul>	<ul style="list-style-type: none"><li>➤ MS, Agricultural and Applied Economics, Texas Tech University</li><li>➤ BS, International Food and Resource Economics, University of Florida</li></ul>	3



AJ Temple	<ul style="list-style-type: none"> <li>➤ Consultant</li> <li>➤ Project and Stakeholder Engagement Support</li> </ul>	<ul style="list-style-type: none"> <li>➤ BA, American Government, University of Virginia College of Arts &amp; Sciences</li> <li>➤ Master of Public Policy Frank Batten School of Leadership &amp; Public Policy, University of Virginia College of Arts &amp; Sciences</li> </ul>	1
AnnMarie Grason	<ul style="list-style-type: none"> <li>➤ Consultant</li> <li>➤ Research Support</li> </ul>	<ul style="list-style-type: none"> <li>➤ BBA, Economics, Georgia Southern University Statesboro, GA</li> </ul>	3

## Your Obligations

We will ask you to identify participants for the focus groups. You will be responsible for all invitations and meeting logistics. You will lead communications with the larger community (e.g., you will interact with local media or share information at community events).

Subject to EY's retained rights in Materials under Section 21 of the General Terms and Conditions of the Agreement, the deliverable(s) detailed herein shall be treated as work for hire for Client, and, upon full payment in accordance with the General Terms and Conditions of the Agreement and this SOW for such deliverable(s), EY assigns copyright in such deliverable(s) (other than Materials) to Client. EY retains all rights in any Materials or other intellectual property delivered to or accessed by Client under or in connection with this SOW.

## Other Provisions

Client shall assign a qualified person to oversee the Services. Client is responsible for all management decisions relating to the Services and for determining whether the Services are appropriate for its purposes.

EY may retain, disclose and use Client Information that EY collects in connection with any services EY performs for Client for research and thought leadership purposes, as well as for the purpose of providing services to other clients, as long as EY identifies Client only in general terms in connection with such information (e.g., "a large manufacturing company").

CareerSource Florida may not recover from EY, in contract or tort, under statute or otherwise, any consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this SOW or otherwise relating to the Services, including any amount for loss of profit, data or goodwill, whether or not the likelihood of such loss or damage was contemplated.

CareerSource Florida may not recover from EY, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this SOW or otherwise relating to the Services. This limitation will not apply to losses caused by EY's fraud or willful misconduct or to the extent prohibited by applicable law.





CareerSource Florida may not make a claim or bring proceedings relating to the Services or otherwise under this SOW against any other Ernst & Young Firm or any of our members, shareholders, directors, officers, partners, principals or employees ("EY Persons"). CareerSource Florida shall make any claims or bring proceedings relating to the Services only against EY. The provisions of this section are intended to benefit all EY Persons, who shall be entitled to enforce them.

## Contacts

Client has identified Andrew Collins as Client's contact with whom EY should communicate about these Services. Client's leadership contact at EY for these Services will be Amy Holloway. Client's day-to-day contact at EY will be AJ Temple.

## Fees & Deliverables

Client shall pay EY a fee of \$250,000 for the Services.

As the EY team completes the specified deliverables we will issue a status report (format agreed upon by CareerSource) detailing all activities and outputs that were conducted that period as detailed below. EY will submit invoices for payment upon notification of acceptance of the status report by Client, no later than 30 days from delivery of report. Payment is due upon receipt of EY's invoice.

The table below delineates deliverables by invoice period:

Deliverables	Summary of Work	Evidence of Completion	Completion Date	Price
<b>Deliverable #1:</b> Project set-up, begin research and background review	<ul style="list-style-type: none"><li>• <b>Project Management:</b> Project guidebook, milestones calendar, project kickoff, 2 client check in calls</li><li>• <b>Interviews:</b> Information requests, begin information review, input on stakeholder input</li></ul>	<i>Invoice initiated upon acceptance of detailed status report by CS</i>	April 30, 2022	\$60,000
<b>Deliverable #2:</b> Research and background review, stakeholder input, future state workshops, and leading practice research	<ul style="list-style-type: none"><li>• <b>Project Management:</b> 2 formal client check-in meetings</li><li>• <b>Research:</b> Complete background information review, analyze and summarize DEO labor market information, review and summarize information on the workforce boards (begin</li></ul>	<i>Invoice initiated upon acceptance of detailed status report by CS</i>	June 3, 2022	\$120,000



Deliverables	Summary of Work	Evidence of Completion	Completion Date	Price
	draft of summary of regions) <ul style="list-style-type: none"><li>• <b>Interviews:</b> Prepare and host listening sessions and stakeholder input, facilitate 2 future state workshops, and research other state workforce boards</li></ul>			
<b>Deliverable #3:</b> Present at June Board meeting and deliver findings report	<ul style="list-style-type: none"><li>• <b>Presentations:</b> Deliver draft presentation for workforce board for review, incorporate input, travel to and present at June 9 State Board meeting, deliver report containing our research findings</li></ul>	<i>Invoice initiated upon acceptance of Final Report by CS</i>	June 30, 2022	\$70,000
			<b>TOTAL</b>	<b>\$250,000</b>

In witness whereof, the parties have executed this SOW as of the date set forth below.

**AGREED:**

CareerSource Florida

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Ernst & Young LLP

By: \_\_\_\_\_

Name: Samuel Hughes

Title: Principal



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7B

**AGENDA ITEM SUBJECT:** DEPARTMENT OF ECONOMIC OPPORTUNITY DE-OBLIGATION AND REALLOCATION OF WORKFORCE INNOVATION AND OPPORTUNITY ACT FUNDS POLICY UPDATE

**AGENDA ITEM TYPE:** **INFORMATIONAL**

**RECOMMENDATION:** N/A.

**STRATEGIC GOAL:** **STRONG WORKFORCE SYSTEM LEADERSHIP**

**STRATEGIC PROJECT:** **Strengthen workforce system accountability**

### **BACKGROUND:**

The CareerSource Florida (CSF) De-obligation and Re-allocation of Workforce Innovation and Opportunity Act policy requires an annual review of Workforce Innovation and Opportunity Act (WIOA) formula funding obligations for Local Workforce Development Boards (LWDB). The annual review determines whether the LWDB obligations of WIOA funds fall below the federal threshold to permit reallocation to other LWDB.

The Department of Economic Opportunity (DEO) requested that each of the 24 Workforce Development Boards review and comment on the proposed updates to the De-Obligation and Re-Allocation of WIOA Funding Policy. The last update to the current policy occurred in May 2017; however, due to the passage of the Reimagining Education and Career Help (REACH) Act of 2021 and feedback from stakeholders, additional revisions are required.

The DEO released a Policy Development Framework Stakeholder Input Form that can be accessed via a special link on their website. The form will allow stakeholders to provide valuable input to ensure that the key components, objectives and desired outcomes are addressed in the proposed policy.

The key areas to be addressed in the policy include, but may not be limited to, the following:

- Establishing the state's expectations for WIOA funding obligations and expenditure levels.
- Establishing the state's procedures for reallocating WIOA funds in accordance with 20 CFR 683.140 and Section 445.006(4)(b), F.S.
- The circumstances under which WIOA funds may be de-obligated from one LWDB and re-allocated to another.

Additionally, local boards were asked to respond to three specific questions:

1. Do the proposed policy components address all needed objectives and/or desired outcomes?
2. Are there any circumstances that have been encountered in your local area that you would like to ensure are addressed in this policy?
3. If this is an existing policy, do you recommend any revisions beyond those being proposed above?

It is also noted that the recommendations may be considered for current and future revisions to the policy.

SFWIB staff has requested a copy of the draft policy framework and will continue to work with the DEO to ensure that the concerns of the SFWIB are addressed in the new policy. Upon receipt, the draft copy of the policy frameworks will be provided for the Board's review.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7C

**AGENDA ITEM SUBJECT:** 2021-2022 WDA 23 DEMAND OCCUPATIONS LIST (TOL) ADDITION

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the Board the approval to add a new occupation to the 2021-2022 Targeted Occupation, as set forth below.

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

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

### **BACKGROUND:**

On May 17, 2021, The Department of Economic Opportunity (DEO) released the 2021-2022 Demand Occupation List for the 24 Workforce Development Areas (WDA) in the State of Florida. In accordance with CareerSource Florida's Administrative Policy #82, local areas may revise the list, as needed, based on local demand in support of the occupation's addition.

SFWIB staff received a request with supporting documentation from Miami Dade County Public Schools to add Standard Occupational Classification (SOC) code 53-3033 Light Truck or Delivery Service Drivers to the list for their Commercial Class "B" Driving program.

SFWIB staff completed the review process and the request is being presented to the Global Talent and Competitiveness Council for a recommendation to the Board for approval.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*





## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7D

**AGENDA ITEM SUBJECT:** EXISTING TRAINING PROVIDER AND PROGRAMS

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

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

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

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

### **BACKGROUND:**

In accordance with Section 122 of the Workforce Innovation and Opportunity Act, regional workforce boards are permitted to independently develop criteria for the selection and subsequent eligibility of Training Providers and programs. The South Florida Workforce Investment Board (SFWIB) developed processes to evaluate an applicant's programmatic capabilities.

SFWIB staff completed the review process and documentation is being presented to the Global Talent and Competitiveness Council for a recommendation to the Board for approval.

Below are the requests to add new programs for an existing training provider for the review and approval of the Council.

New Request(s) from Existing Training Provider(s) to add New Program(s):

1. Miami Dade County Public Schools

Request to Add a new program(s) to an existing location(s):

- Commercial Class "B" Driving – Certificate of Completion

2. M-DCPS Adult Pre-Apprenticeship Program (P-123)

Request to Add a new program(s) to an existing location(s):

- Automotive Service Mechanic (Automotive Service Technology, I470608, Automotive Service Technology) – Pre-Apprenticeship Certificate

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

## Training Vendor Program Information for: Miami Dade County Public Schools

**Note:** An Individual Training Account (ITA) is issued in accordance with the South Florida Workforce Investment Board (SFWIB) ITA Policy. The initial ITA voucher may cover up to and including 50 percent of the program's maximum ITA amount. The subsequent ITA is issued upon the participant's arrival at the midpoint of the specified training program's length and may cover up to and including the remaining 50 percent of the program's maximum ITA amount. The maximum cap for an ITA is **\$10,000**. The amount of an ITA is based upon the program's applicable quadrant category. **Pell Grants:** All participants are required to apply for the Pell Grant if the participant and program are Pell eligible. Once PELL eligibility has been established, the Pell Grant must be deducted from the total ITA amount. An ITA will only cover up to one year of training. Associate of Arts and Bachelor degree programs are not covered by an ITA. Participants are responsible for all training costs beyond the one year covered by the ITA. **Refunds:** Refunds are issued in accordance with the SFWIB Standardized Refund Policy. **Notice:** If the ITA amount and/or Pell Grant does not cover the full cost of the training program, participants may be required to obtain grant assistance from other financial sources to cover the cost of the program in which they wish to enroll. **The SFWIB will not be responsible for any debts incurred by a participant.**

																				2021-2022 TOL Wage Rate		
Training Program Title (program name must be written as approved by the Department of Education, CE and/or SACS/AdvancED)	Credential Type (e.g., Diploma, College Credit Certificate, Associate of Science, etc.)	Location/ Campus/ Online (street address, city, state & zip)	Credit Hours	Clock Hours	Course Length (in months)	Tuition Cost	Application Registration Fees Cost	Books Cost	Materials Cost	Uniforms Cost	Tools Cost	Testing Fees Cost	Certification Fees Cost	Licensing Fees Cost	Other Fees/ Costs	Total Program Costs	Pell Eligible (Yes/No)	CIP Code	2021-2022 TOL Related Occupations (SOC & Name)	Mean	Entry	Quadrant Category
Diploma/Certificate Programs																						
Automotive Service Mechanic (Automotive Service Technology, I470608, Automotive Service Technology)	Pre-Apprenticeship Certificate	DA Dorsey Technical College 7100 NW 17 Avenue Miami, Florida 33147	N/A	470	6	Waived (\$1,203.20)	\$15.00	\$73.75	\$218.87	\$100.00	\$325.00	\$34.00	\$77.00	\$0.00	\$97.00	\$940.62	No	0647060405	49-3023: Automotive Service Technicians and Mechanics	\$21.81	\$12.68	LGHW
Commercial Class "B" Driving	Licensure	M-DCPS All	N/A	\$150	3	\$384.00	\$15.00	\$55.00	\$300.00	\$50.00	\$45.00	\$0.00	\$60.00	\$75.00	\$240.00	\$1,224.00	No	0649020502	53-3033: Light Truck or Delivery Service Drivers	\$17.20	\$10.58	HGLW





## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7E

**AGENDA ITEM SUBJECT:** SUMMER YOUTH INTERNSHIP 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 \$1,500,000 in Temporary Assistance for Needy Families funds to Miami Dade County Public Schools for the Summer Youth Internship Program, as set forth below.

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

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

### **BACKGROUND:**

The Summer Youth Internship Program (SYIP) initiative is a partnership with Miami-Dade County, The Children's Trust, the South Florida Educational Federal Credit Union, the Foundation for New Educational Initiatives, Miami-Dade County Public Schools, and the South Florida Workforce Investment Board (SFWIB). The initiative launched the SYIP to provide employment opportunities to South Florida's future workforce, while decreasing crime within Miami-Dade County.

The following are the overall program results for the 2021 SYIP:

- Of the 2,819 youth who were recruited and applied to the internship program, 2,338 were enrolled.
- Of those enrolled, 2,321 (99%) completed the program.
- The program intentionally recruited participants from high risk populations. Seventy-five percent (1,756) of the youth enrolled in the program qualified for free or reduced price lunch; and 26% (623) were youth with disabilities.

SFWIB staff recommends that the Board invest Temporary Assistance for the Needy Families (TANF) funds to cover summer youth employment activities and services for youth with barriers to employment, particularly those whose families are receiving cash and/or free or reduced price lunch. The SYIP will provide participants, ages 15-18, with 30 hours of work per week and a stipend of \$1,500.00 over a five-week period. In addition to receiving a stipend, youth participants will earn high school course credits and be provided with an opportunity to earn college credits. The stipends will consist of the following:

- Two subsequent payments of \$750.00 each.

These funds will be distributed via direct deposit through collaboration with the South Florida Educational Federal Credit Union and the Foundation for New Initiatives, Inc.

The internships will assist youth in obtaining the skills needed for future employment, while gaining a better understanding of the workplace. The SYIP will link participants to employers who will provide the work experience opportunity and career advice.

The SYIP recruitment will begin in April 2022 and will end no later than August 2022.

In the following procurement process of Miami-Dade County Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it recommended by the Executive Director that this is in the best interest of the SFWIB. A two-thirds vote of a quorum present is required to waive the competitive procurement process and award Miami-Dade County Public Schools, an allocation not to exceed \$1,500,000 in Temporary Assistance for Needy Families funds for the Summer Youth Internship Program.

**FUNDING:** Temporary Assistance for Needy Families

**PERFORMANCE:** N/A

*ATTACHMENT*

# 2021 Summer Youth Internship Program





## Summer Youth Internship Program 2021

### Final Report

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## **Summer Youth Internship Program 2021**

### **Final Report**

In its sixth year of operation, the Summer Youth Internship Program continues to serve our community despite the ongoing challenges with COVID-19. Contingency plans were established which allowed us to adapt to the changing CDC and local municipality guidelines. The Children's Trust, Miami Dade County, CareerSource South Florida, EdFed - The Educational Federal Credit Union and the Foundation for New Education Initiatives, collaborated with a single intent in mind: to provide a meaningful paid summer internship opportunity for youth across Miami Dade County.

This year, additional funding was added to the program to support the addition of up to 500 students as a part of the Miami-Dade County Mayor's Peace and Prosperity initiative. These students generally meet the criteria of residing in at-risk zip codes highlighted by the Peace & Prosperity initiative.

The unique structure of this high-quality summer internship program included parent, student and employer orientations conducted virtually, online pre-internship training for interns, student interns assigned to certified M-DCPS teachers, a curriculum that includes weekly assignments, and an online interface, and Miami.GetMyInterns.org for registration, matching of interns and employers and a digitized student time recordkeeping system.

#### **Final results:**

- Of the 2,819 youth that were eligible and applied to the internship program, 2,338 were enrolled.
- Of the 2,338 students enrolled in SYIP, 99% (2,321) successfully completed the program and of these, 74 youth received Miami Dade College credit through dual enrollment.
- Of the 2,321 students that completed the SYIP program, 54.1% (1,256) participated in standard on-site internships, 30.3% (703) had a hybrid internship of both remote and on-site hours, and 15.6% (362) participated in remote internships.
- The program intentionally recruited participants from high-risk populations. Of those that enrolled in the program: 75% (1,756) qualified for free/reduced price lunch and 26% (623) were youth with disabilities.

**Submitted by**  
**Miami-Dade County Public Schools**  
**Division of Academics**  
**Department of Career & Technical Education**  
**September 30, 2021**





# 2021 INTERNSHIP IMPACT



2321 Students Completed  
99% Completion Rate

61 Participating Schools  
2819 Students Applied

74 Students Earned Dual  
Enrollment Credit

655 Participating  
Companies

369,507 Hours Worked



## PERFORMANCE MEASURES

### QUANTITY--“How much will we do?”

#### 1. Outreach efforts made at each school

There were 61 schools who participated in the 2021 Summer Youth Internship Program. All schools were provided poster and flyer templates to customize for their school as well as conducting public address announcements made on a daily basis to inform students about the SYIP, specifically:

- Basic information on qualification
- Deadline dates for application
- Dates for Parent Information Sessions
- Who to contact for additional information at the school (Teacher Champion)

Outreach efforts that took place Pre- and Post-Internship as well as during the Internship are presented below:

### **PRE-INTERNSHIP**

#### **Training for Assigned Teacher Champion Training at Each School**

The virtual trainings took place on the following dates: March 23, April 6,8,14,21 and 29 with additional individual virtual help sessions scheduled when needed.

#### **Teacher Champions Trained Per School**

School	Number Attended	School	Number Attended
Academy for Community Education	1	Miami Beach SHS	2
Alonzo & Tracy Mourning	2	Miami Carol City SHS	1
American SHS	5	Miami Central SHS	2
Arthur & Polly Mays	1	Miami Coral Park SHS	1
Barbara Goleman SHS	3	Miami Edison SHS	1
BioTech @ Richmond Heights	1	Miami Killian SHS	1
Booker T Washington SHS	2	Miami Jackson SHS	1
Center for International Studies	1	Miami Lakes Educational Center	6
COPE Center North	1	Miami Norland SHS	2
Coral Gables SHS	2	Miami Northwestern SHS	1
Coral Reef SHS	7	Miami Palmetto SHS	1
Cutler Bay SHS	2	Miami Southridge SHS	2
DASH	1	Miami Springs SHS	3
Dorothy M. Wallace Cope Center	1	Miami Senior	1
Dr. Michael M. Krop SHS	3	Miami Sunset SHS	3
Felix Varela SHS	3	New World of the Arts	1
G. Holmes Braddock SHS	1	North Miami SHS	4
Hialeah SHS	1	North Miami Beach SHS	3
Hialeah Gardens SHS	6	Robert Morgan Educational Center	1
Hialeah Miami Lakes SHS	1	Ronald Reagan /Doral SHS	1

Homestead SHS	3	School of Advanced Studies -- Homestead, MDC, North, South and West	1
International Studies Prep Academy	1	South Dade SHS	1
iPrep Academy	2	South Miami SHS	1
iTech @Edison	2	Southwest Miami SHS	3
Jann Mann Educational Center	1	SPED -Districtwide Instruction	8
John A. Ferguson SHS	4	TERRA Environmental	1
Jose Marti MAST 6-12	1	Westland Hialeah SHS	1
Law Memorial Officers Memorial HS	1	William Turner Technical High	8
MAST @ FIU	1	Young Men's Prep Academy	1
MAST @ Homestead	1	Young Women's Prep Academy	1
MAST @ Key Biscayne	1		
Miami Art Studio @ Zelda Glazer	1	<b>Total</b>	<b>128</b>

\*NOTE: Teacher Champions serve on a volunteer basis.

### **EdFed - The Educational Federal Credit Union Account Openings and Average Balances**

Below is a comparison of new accounts opened for the past two program years. We also show a comparison of the account average balance which shows that the account balances have increased noticeably from last summer to this summer. The account balances are representative of students, both past and present, that have opened accounts as part of the SYIP program.

Accounts opened between January 1, 2020, and August 31, 2020: **1,025**

Accounts opened between January 1, 2021, and August 31, 2021: **1,666**

	<b>As of 9/1/20</b>	<b>As of 9/1/21</b>
Total Number of SYIP Accounts	5,870	6,279
Aggregate Account Balances	\$5,580,645.50	\$7,985,881.06
Average Account Balance	\$950.71	\$1,271.84

### **Parent Information Sessions**

<b>Date</b>	<b>Location</b>	<b>Number Attended</b>
Monday, May 10, 2021 6 PM	Virtual – ZOOM/Facebook Live	250
Wednesday, May 12, 2021 1 PM	Virtual – ZOOM/Facebook Live	204
Wednesday, May 12, 2021 6 PM ( <i>Spanish</i> )	Virtual – ZOOM/Facebook Live	173
Wednesday, May 12, 2021 6 PM ( <i>Creole</i> )	Virtual – ZOOM/Facebook Live	52
Thursday, May 13, 2021 6 PM	Virtual – ZOOM/Facebook Live	369
Monday, May 17, 2021 1 PM ( <i>English &amp; Spanish</i> )	Virtual – ZOOM (ESE)	80



Tuesday, May 18, 2021 6 PM ( <i>English &amp; Spanish</i> )	Virtual – ZOOM (ESE)	90
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\*Additionally, there were over 291 views between Facebook and You Tube as of July 19, 2021

### Employer Orientation Sessions

Date	Location	Number Attended
Tuesday, May 18, 2021 9:00 AM	Virtual – ZOOM/Facebook Live	90
Tuesday, May 25, 2021 9:00 AM	Virtual – ZOOM/Facebook Live	105

\*Additionally, there were over 322 views between Facebook and You Tube as of July 19, 2021

### Outreach Efforts to Promote SYIP

Date	Media
March 26, 2021	Email sent out to all previous employers with updates about the upcoming internship program.
May 4, 2021	Parent and employer orientation fliers were created. Parent flier was emailed to students, parents and posted on the Get My Interns website.
May 17, 2021	Employer orientation flier was emailed to registered employers and posted on Get My Interns.
June 7 & 18, 2021	All registered employers received updates and reminders via email.
May – June, 2021	Social media posts promoting internship to students, parents and employers.
June 21 and 22, 2021	Conducted a Virtual Kickoff for all interns on Facebook Live.
June 11 and 20, 2021	Updates were sent to students with confirmation of their placement in the internship.

## Promotional Materials

LOCATION	MATERIALS
School Site	<a href="#">Postcards</a> <a href="#">Flyers</a> <a href="#">SYIP FAQs</a>
Florida College Access Network	<a href="#">Scaling Experiential Learning</a>

## Created and Distributed

- [Postcard](#) used for promoting the Summer Youth Internship Program to potential internship host providers.
- [Frequently Asked Questions \(FAQ\)](#) handout for internship providers, parents, and students.
- Posted Tweets on Twitter promoting SYIP to community
- Created You Tube Channel that includes production of several videos promoting SYIP.
- Updated Internship Provider Handbook and Student Handbook to reflect best practices while in a COVID-19 environment.
- Updated and distributed handouts for Best Practices for Remote Work, Best Practices for Online Interviews, and a Remote Internship Project Template.

2. Number of youth who applied to the Program including the names of schools that youth who applied to the program attend (#3)

**(CHART 1) - Students who have Applied, Enrolled, and Completed the SYIP by School**

School	Number of Student Intern Applicants	Number of Interns Enrolled/Hired	Number of Interns Completed
Dr. Marvin Dunn Academy for Community Ed.	0	0	0
Alonzo & Tracy Mourning SHS	57	56	55
American SHS	36	24	23
Arthur & Polly Mays Conservatory of the Arts	15	11	11
Barbara Goleman SHS	93	84	82
BioTech @ Richmond Heights	8	6	6
Booker T Washington SHS	30	15	15
Center for International Studies	22	18	18
Coral Gables SHS	78	61	61
Coral Reef SHS	255	203	202
Cutler Bay SHS	23	21	21
DASH	34	27	27

Dorothy M. Wallace Cope Center	0	0	0
Dr. Michael M. Krop SHS	62	59	59
Felix Varela SHS	45	42	42
G. Holmes Braddock SHS	41	38	38
Hialeah High	33	28	27
Hialeah Gardens SHS	219	200	199
Hialeah-Miami Lakes SHS	10	10	10
Homestead SHS	51	36	35
International Studies Prep Academy	1	0	0
iPreparatory Academy	28	22	22
iTech @Thomas Edison	17	13	13
J.C. Bermudez Doral SHS	4	2	2
Jan Mann Educational Center	1	0	0
John A. Ferguson SHS	88	78	77
Jose Marti MAST 6-12	13	12	12
Law Enforcement Officers Memorial HS	27	27	27
MAST @ FIU Biscayne Bay Campus	26	24	24
MAST @ Homestead	26	23	23
MAST @ Key Biscayne	28	19	19
Miami Arts Studio 6-12 @ Zelda Glazer	65	51	51
Miami Beach SHS	39	29	28
Miami Carol City SHS	17	11	11
Miami Central SHS	68	51	51
Miami Coral Park SHS	63	59	59
Miami Edison SHS	18	12	12
Miami Killian SHS	4	4	4
Miami Jackson SHS	5	1	1
Miami Lakes Educational Center	138	109	109
Miami Palmetto SHS	25	16	15
Miami Norland SHS	38	34	34
Miami Northwestern SHS	45	40	39
Miami Southridge SHS	23	23	23
Miami Springs SHS	49	41	40
Miami Senior	34	31	30
Miami Sunset SHS	40	30	30
New World School of the Arts	6	5	5
North Miami SHS	151	128	128
North Miami Beach SHS	41	38	38
Robert Morgan Educational Center	90	78	78
Robert Renick Educational Center	4	4	4
Ronald Reagan /Doral SHS	16	5	5

Ruth Owens Kruse Educational Center	1	0	0
School for Advanced Studies - MDC	4	3	3
School for Advanced Studies - North	4	4	4
School for Advanced Studies - South	6	6	6
South Dade SHS	73	58	58
South Miami SHS	54	37	37
Southwest Miami SHS	68	65	64
SPED -Districtwide Instruction	6	6	6
TERRA Environmental	39	31	30
Westland Hialeah SHS	32	25	25
William Turner Technical SHS	162	128	127
Young Men's Prep Academy	1	1	1
Young Women's Prep Academy	19	15	15
<b>TOTAL</b>	<b>2,819</b>	<b>2,338</b>	<b>2,321</b>

4. The number of youth interviewed by the SYIP providers totaled 2,819. This count includes 2,321 students who completed the program and 498 not hired because of limited positions because of the continued COVID-19 pandemic. The breakdown of the internship placement type (Chart 2)

**(CHART 2) – Types of Internship Placements**

Type of Internship Placement	Number of Interns
On-site	1,256
Hybrid	703
Remote	362

- 5 and 6. Students selected and hired for the SYIP (Chart 3)

**(CHART 3) - Students selected by School and Hired for SYIP**

School	Number of Student Selected	Number of Interns Hired
Dr. Marvin Dunn Academy for Community Ed.	0	0
Alonzo & Tracy Mourning SHS	57	56
American SHS	36	24
Arthur & Polly Mays Conservatory of the Arts	15	11
Barbara Goleman SHS	93	84
BioTech @ Richmond Heights	8	6
Booker T Washington SHS	30	15

Center for International Studies	22	18
Coral Gables SHS	78	61
Coral Reef SHS	255	203
Cutler Bay SHS	23	21
DASH	34	27
Dorothy M. Wallace Cope Center	0	0
Dr. Michael M. Krop SHS	62	59
Felix Varela SHS	45	42
G. Holmes Braddock SHS	41	38
Hialeah High	33	28
Hialeah Gardens SHS	219	200
Hialeah-Miami Lakes SHS	10	10
Homestead SHS	51	36
International Studies Prep Academy	1	0
iPreparatory Academy	28	22
iTech @Thomas Edison	17	13
J.C. Bermudez Doral SHS	4	2
Jan Mann Educational Center	1	0
John A. Ferguson SHS	88	78
Jose Marti MAST 6-12	13	12
Law Enforcement Officers Memorial HS	27	27
MAST @ FIU Biscayne Bay Campus	26	24
MAST @ Homestead	26	23
MAST @ Key Biscayne	28	19
Miami Arts Studio 6-12 @ Zelda Glazer	65	51
Miami Beach SHS	39	29
Miami Carol City SHS	17	11
Miami Central SHS	68	51
Miami Coral Park SHS	63	59
Miami Edison SHS	18	12
Miami Killian SHS	4	4
Miami Jackson SHS	5	1
Miami Lakes Educational Center	138	109
Miami Palmetto SHS	25	16
Miami Norland SHS	38	34
Miami Northwestern SHS	45	40
Miami Southridge SHS	23	23
Miami Springs SHS	49	41
Miami Senior	34	31
Miami Sunset SHS	40	30
New World School of the Arts	6	5

North Miami SHS	151	128
North Miami Beach SHS	41	38
Robert Morgan Educational Center	90	78
Robert Renick Educational Center	4	4
Ronald Reagan /Doral SHS	16	5
Ruth Owen Kruse Educational Center	1	0
School for Advanced Studies - MDC	4	3
School for Advanced Studies - North	4	4
School for Advanced Studies – South	6	6
South Dade SHS	73	58
South Miami SHS	54	37
Southwest Miami SHS	68	65
SPED -Districtwide Instruction	6	6
TERRA Environmental	39	31
Westland Hialeah SHS	32	25
William Turner Technical SHS	162	128
Young Men's Prep Academy	1	1
Young Women's Prep Academy	19	15
	<b>2,819</b>	<b>2,338</b>

7. Number of youth in a magnet program, academy or other career and technical education program.

<b>Chart 4. Academy, Educational or Vocational Program</b>	<b>Total</b>
<b>Magnet*</b>	998
<b>Career Academy</b>	1,264
<b>Other Program</b>	76
<b>Total</b>	<b>2,338</b>

\* If students are enrolled in a career academy at a total magnet school, they are only counted once and included in the magnet count.

8-11. **Chart 5** indicates the number of youth who completed the program, earned high school and college credit and those who receive free or reduced lunch.

<b>CHART 5 - Youth Who Completed, Earned High School and College Credit, and Free/Reduced Lunch</b>	
Completed Program	2,321
High School Credit	2,319
College Credit	74
Free/Reduced Lunch	1,756

## DEMOGRAPHIC INFORMATION

**Chart 6** includes students who completed the program by gender, age, race, ethnicity, current school, and other risk factors. Please note that truancy factors will be made available for the final report.

Chart 6. SYIP Student Demographics			
Gender	Numbers	Age	Numbers
Female	1,442	15	416
Male	896	16	768
Total	2,338	17	995
		18	91
		19	27
		20	20
		21	15
		22	6
		Total	2,338

Race	Numbers
White	1,348
Black	837
American Indian	5
Asian	41
Other	107
Total	2,338

Ethnicity	Numbers
Hispanic	1,395
Other	943
Total	2,338

Grade	Numbers
9	308
10	750
11	1,274
12	6
Total	2,338

SYIP Risk Factors	Count
Foster Care	12
ELL	137
Truancy*	0
SPED	623
Free/Reduced Price Lunch	1,756

\*Students who have 15 unexcused absences within a 90-day calendar period.

## QUALITY--“How well will we do it?”

The three satisfaction surveys that measured student, internship provider and teacher supervisor satisfaction can be found in **Appendix A**.

Overall satisfaction results indicate:

Youth satisfied with program	96.62%
Employers satisfied with interns	99.60%
Instructors satisfied with program	98.61%

To view the full reports that include comments, please click on the following links:

<a href="#">SYIP Student Survey with Responses</a>	98.15% Response Rate
<a href="#">SYIP Internship Provider Survey with Responses</a>	100% Response Rate
<a href="#">SYIP Teacher Survey with Responses</a>	100% Response Rate

## OUTCOMES – “Is Anyone Better Off”

Of the students who applied for the SYIP, 66% of the students met the outcome on improvement of employability skills by having completed the online internship program competency tool.

Of the 2,321 students who completed the program, 99.9% of these students passed the course with a rate of 70% or higher.

## COMMISSION DISTRICT MAPS

Please see **Appendix B** for three County Commission District Maps.

Map 1: SYIP Count per School

Map 2: SYIP Student Address

Map 3: SYIP Company Address



# **2021 Student Self - Evaluation - Assignment for Week 3 Results**

***Published: 9/13/2021***

## Appendix A

### **SURVEY OVERVIEW** **4**

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DESCRIPTION	4
INSTRUCTIONS PROVIDED TO RESPONDENTS	4
RESPONDENT METRICS	4

### **SURVEY RESULTS** **5**

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SECTION - WORK ENVIRONMENT   EVALUATE YOUR WORK ENVIRONMENT BY SELECTING THE NUMBER THAT BEST DESCRIBES HOW YOU FEEL. EXPLAIN THE RATIONALE FOR ANY RATING OTHER THAN	5
INSTRUCTIONS PROVIDED TO RESPONDENTS	5
1. Which industry represents your internship?	5
2. Which of the following describes the position you held as an intern?	6
3. Employees in my department understood their job requirements and went about meeting them.	7
4. I knew the requirements of my internship assignment after completing Odysseyware Pre-Internship online course.	8
5. Employees in my department cooperate with each other in order to get the job done.	9
6. Care was taken to ensure the work area was pleasant for all employees.	10
7. My internship experience gave me a feeling of personal accomplishment.	11
8. I was able to use my talents and abilities in accomplishing my duties.	12

SECTION - INTERNSHIP WORKPLACE SUPERVISOR   EVALUATE YOUR INTERNSHIP WORKPLACE SUPERVISOR BY SELECTING THE NUMBER THAT BEST DESCRIBES HIS/HER ROLE. EXPLAIN THE RATIONALE FOR ANY NUMBER	13
INSTRUCTIONS PROVIDED TO RESPONDENTS	13
10. Ability to motivate employees	13
11. Ability to delegate authority	14
12. Ability to solve work-related problems	15
13. Sense of fairness	16
14. Ability to communicate effectively with employees	17
15. Ability to be diplomatic and to provide performance feedback	18
16. Comments or concerns	

SECTION - INTERNSHIP EXPERIENCE   USE THE CRITERIA BELOW TO EVALUATE YOUR OVERALL INTERNSHIP EXPERIENCE.	19
INSTRUCTIONS PROVIDED TO RESPONDENTS	19
17. I was extremely pleased with the pre-placement process at my school?	19
18. My internship experience broadened my work-related knowledge?	20
19. The remote or hybrid (remote/on-site) internship was an effective use of my time and skills?	21
20. I was satisfied with the opportunity to learn varied tasks within my department?	22
21. The information/guidance I received from my school contact (teacher champion/lead teacher) was helpful?	23
22. The information/guidance I received from my Internship Teacher Supervisor was helpful?	24
23. The information/guidance I received from my Internship Workplace Supervisor was helpful?	25
SECTION - OVERALL EXPERIENCE   TAKING EVERYTHING INTO CONSIDERATION, PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING COMPONENTS OF YOUR INTERNSHIP:	26

## Appendix A

INSTRUCTIONS PROVIDED TO RESPONDENTS	26
24. Your weekly internship assignments?	26
25. Your work environment?	27
26. The company you were assigned?	28
27. The internship program?	29

## Appendix A

### Survey Overview

#### Description

Student Evaluation - Assignment for Week 3

#### Instructions Provided To Respondents

The questions that follow ask you to evaluate your internship experience. Your input in completing this questionnaire will assist us in improving the existing program. Please complete the evaluation and your Internship Teacher Supervisor will receive the results electronically and grade it as your Week 3 assignment.

#### Respondent Metrics

Respondents: 2278

First Response: 7/13/2021 01:04 PM

Last Response: 8/10/2021 11:30 PM

## Appendix A

### Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

Section - Work Environment | Evaluate your work environment by selecting the number that best describes how you feel. Explain the rationale for any rating other than

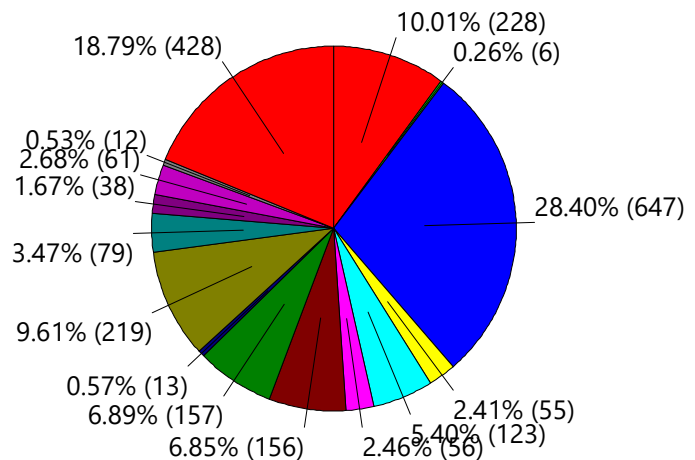
#### Instructions Provided To Respondents

For questions 3-7, please use the following rating scale: Strongly Agree 4 • Agree 3 • Disagree 2 • Strongly Disagree 1

#### 1. Which industry represents your internship?

Min: 1.00 — Max: 15.00 — Mean: 7.34 — Mode: 3.00 — Median: 7.00 — Std Dev: 4.87

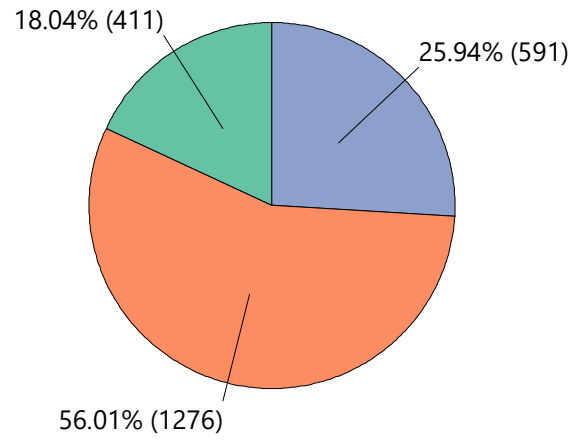
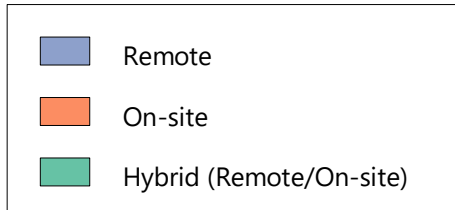
- Advertising/Marketing
- Aviation
- Education
- Engineering
- Finance/Banking
- Government
- Hospitality
- Information Technology
- Insurance
- Life Sciences & Health Care
- Recreational/Leisure Arts
- Restaurant
- Retail
- Trade & Logistics
- Other



## Appendix A

### 2. Which of the following describes the position you held as an intern?

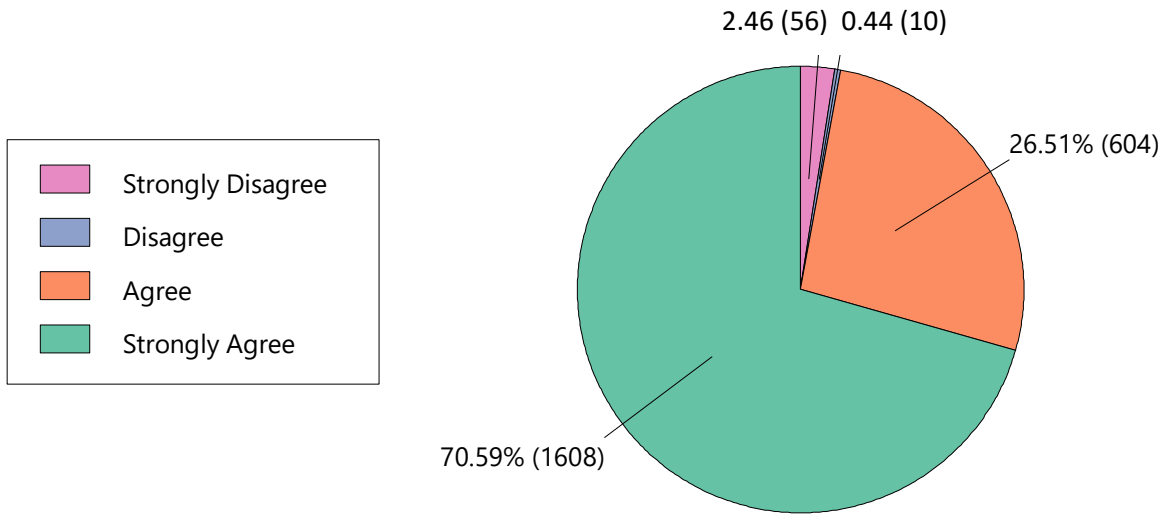
Min: 1.00 Max: 3.00 Mean: 1.92 Mode: 2.00 Median: 2.00 Std Dev: 0.66



## Appendix A

*3. Employees in my department understood their job requirements and went about meeting them.*

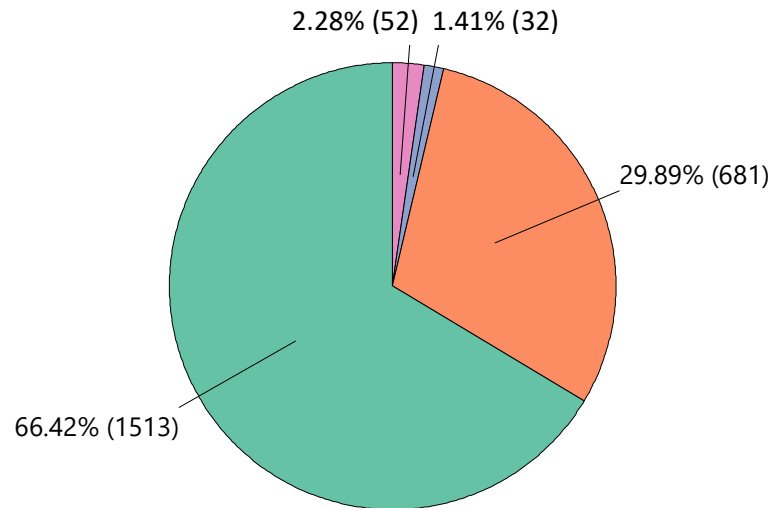
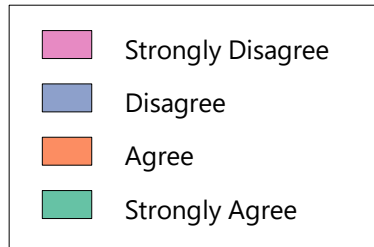
Min: 1.00 Max: 4.00 Mean: 3.65 Mode: 4.00 Median: 4.00 Std Dev: 0.62



## Appendix A

4. *I knew the requirements of my internship assignment after completing Odysseyware Pre-Internship online course.*

Min: 1.00 Max: 4.00 Mean: 3.60 Mode: 4.00 Median: 4.00 Std Dev: 0.64

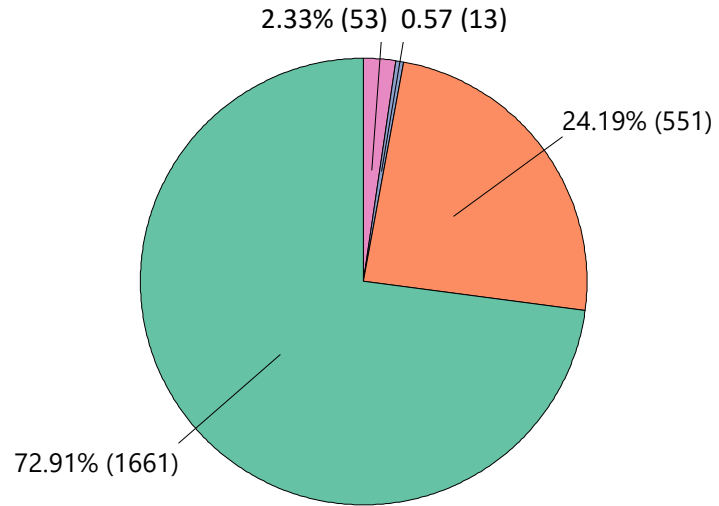
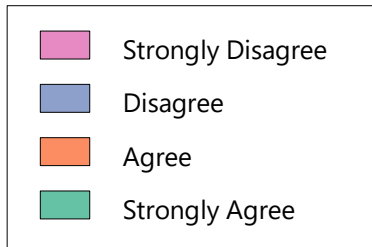




## Appendix A

5. *Employees in my department cooperate with each other in order to get the job done.*

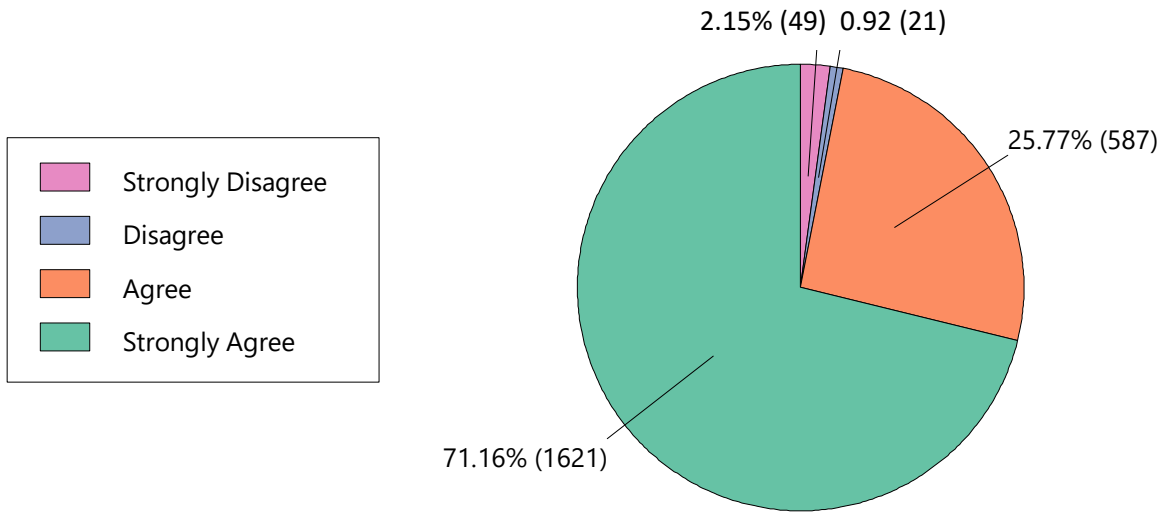
Min: 1.00 Max: 4.00 Mean: 3.68 Mode: 4.00 Median: 4.00 Std Dev: 0.61



## Appendix A

6. Care was taken to ensure the work area was pleasant for all employees.

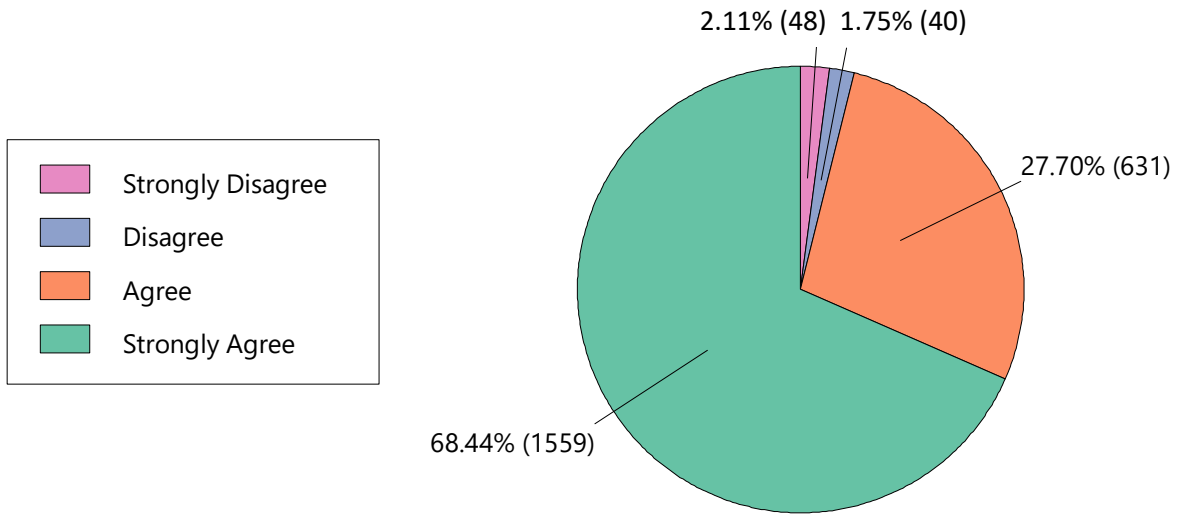
Min: 1.00 Max: 4.00 Mean: 3.66 Mode: 4.00 Median: 4.00 Std Dev: 0.61



## Appendix A

7. *My internship experience gave me a feeling of personal accomplishment.*

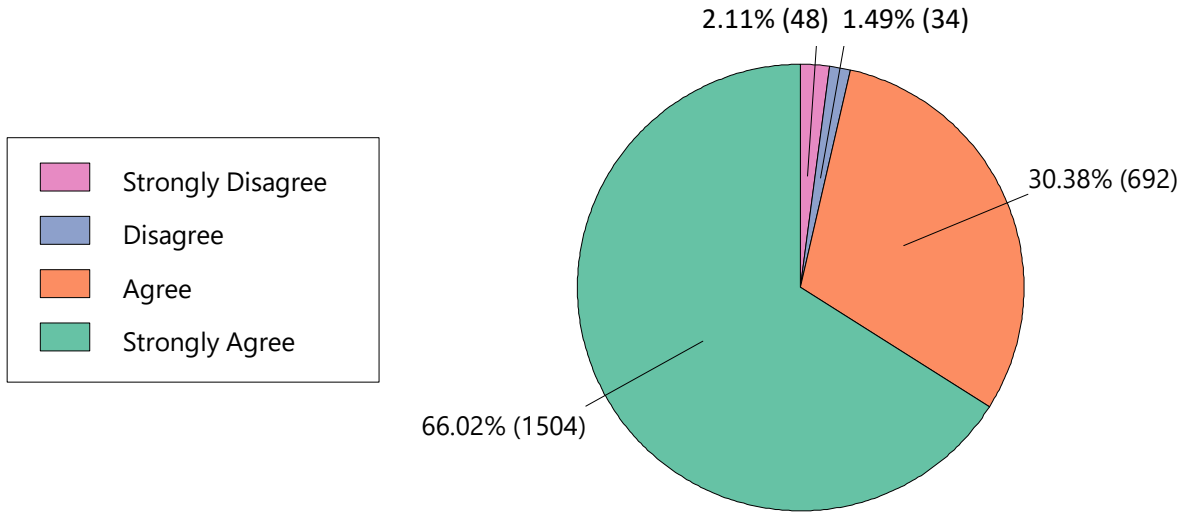
Min: 1.00 Max: 4.00 Mean: 3.62 Mode: 4.00 Median: 4.00 Std Dev: 0.63



## Appendix A

8. *I was able to use my talents and abilities in accomplishing my duties.*

Min: 1.00 Max: 4.00 Mean: 3.60 Mode: 4.00 Median: 4.00 Std Dev: 0.63



## Appendix A

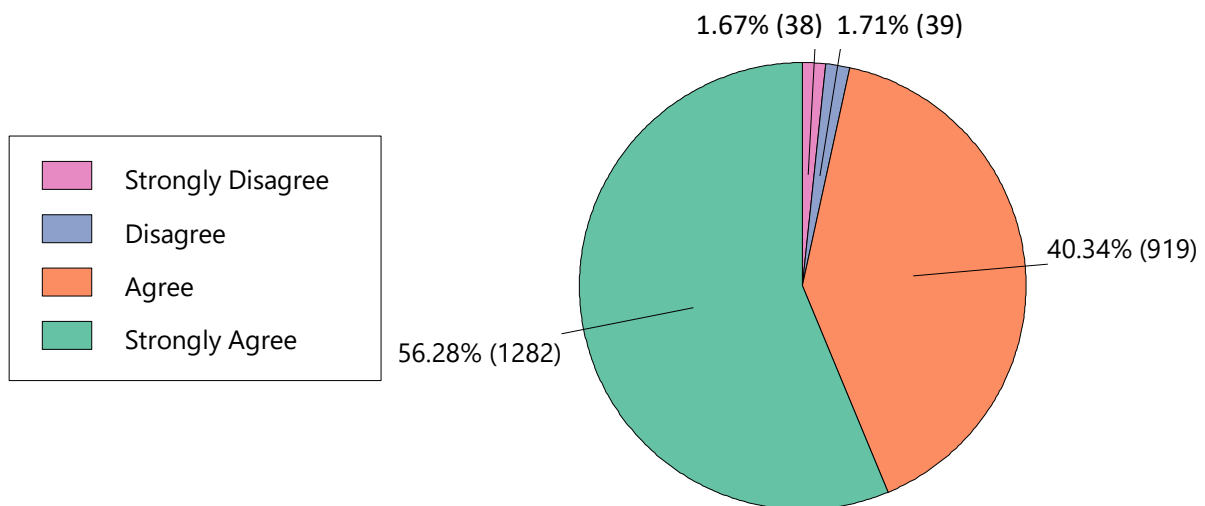
Section - Internship Workplace Supervisor | Evaluate your Internship Workplace Supervisor by selecting the number that best describes his/her role. Explain the rationale for any number

Instructions Provided To Respondents

Please use the following rating scale: Strongly Agree 4 • Agree 3 • Disagree 2 • Strongly Disagree 1

### 10. Ability to motivate employees

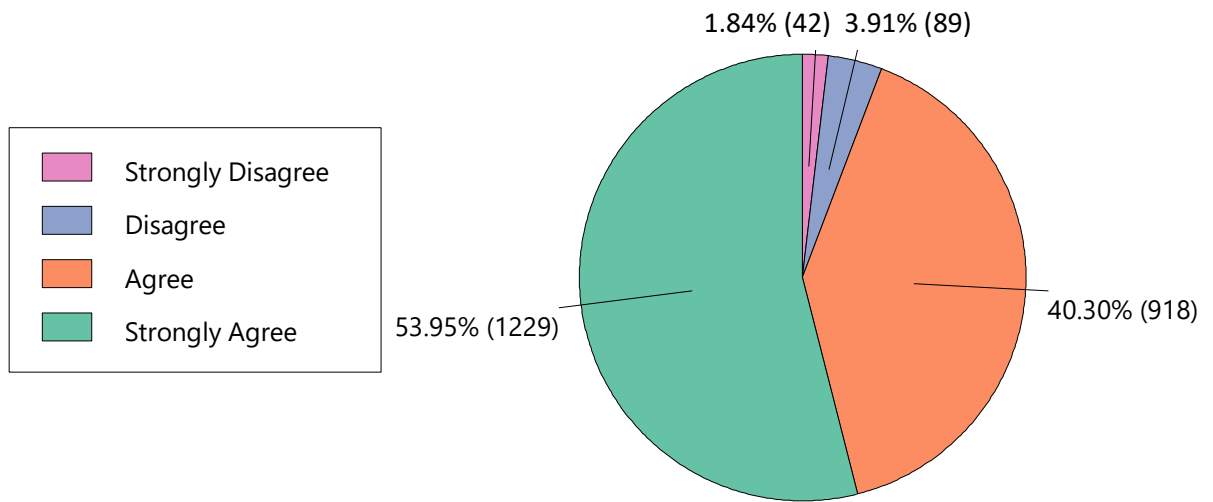
Min: 1.00 Max: 4.00 Mean: 3.51 Mode: 4.00 Median: 4.00 Std Dev: 0.62



## Appendix A

### 11. Ability to delegate authority

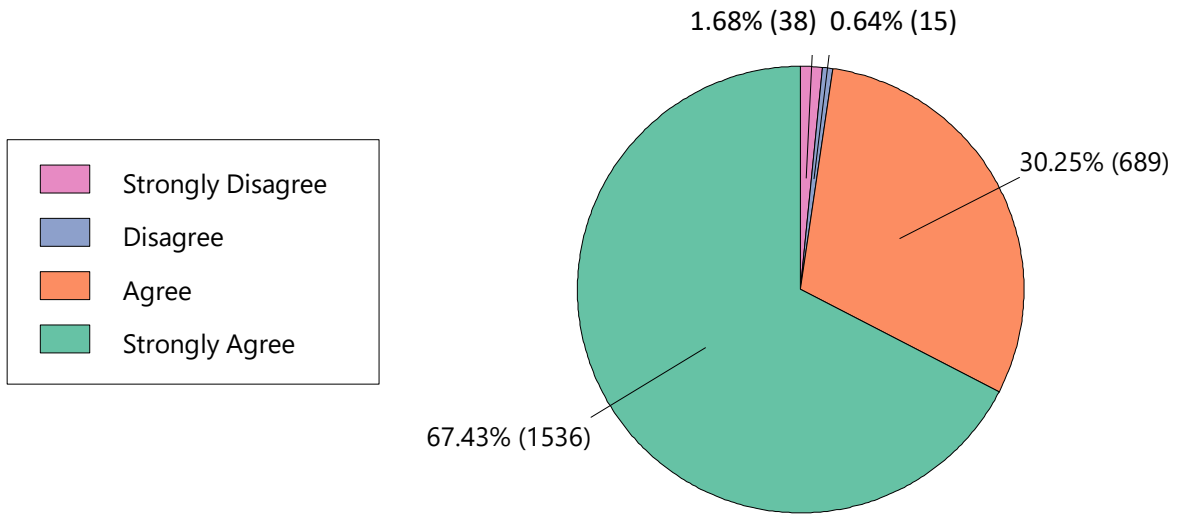
Min: 1.00 Max: 4.00 Mean: 3.46 Mode: 4.00 Median: 4.00 Std Dev: 0.66



## Appendix A

### 12. Ability to solve work-related problems

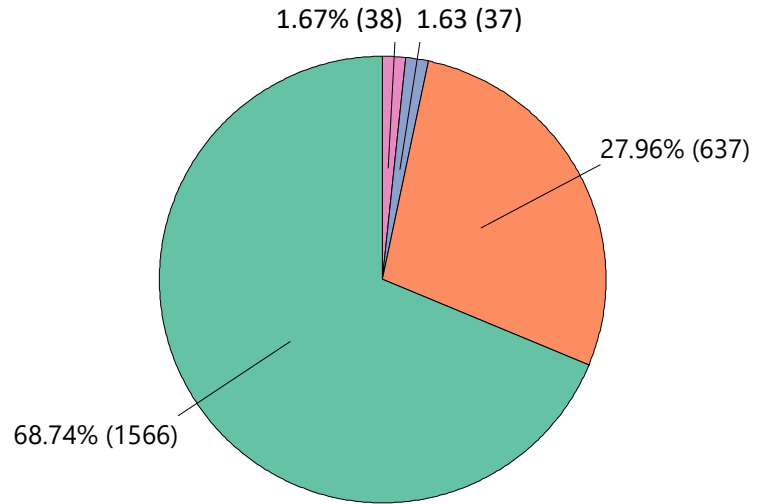
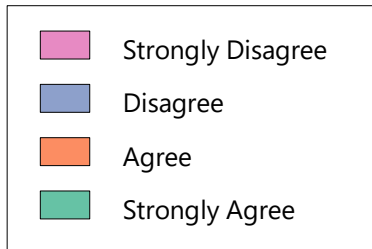
Min: 1.00 Max: 4.00 Mean: 3.64 Mode: 4.00 Median: 4.00 Std Dev: 0.58



## Appendix A

### 13. *Sense of fairness*

Min: 1.00 Max: 4.00 Mean: 3.64 Mode: 4.00 Median: 4.00 Std Dev: 0.60

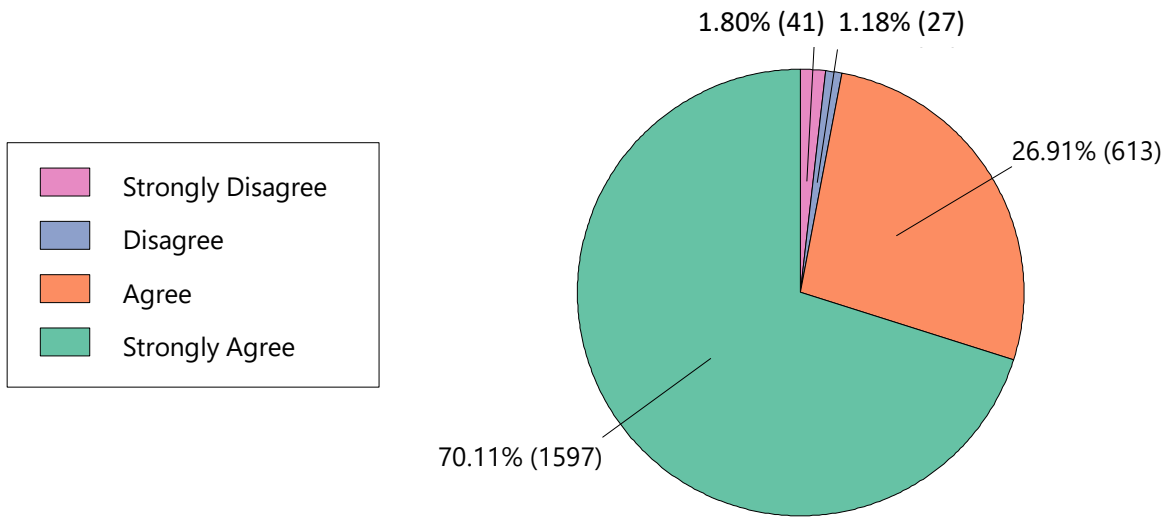




## Appendix A

### 14. *Ability to communicate effectively with employees*

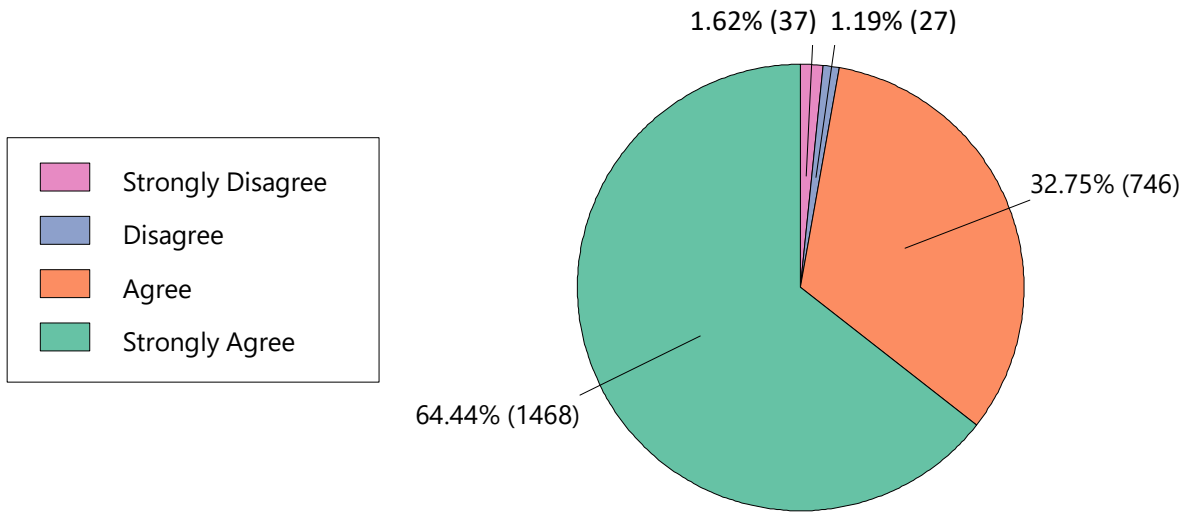
Min: 1.00 Max: 4.00 Mean: 3.65 Mode: 4.00 Median: 4.00 Std Dev: 0.60



## Appendix A

### 15. Ability to be diplomatic and to provide performance feedback

Min: 1.00 Max: 4.00 Mean: 3.60 Mode: 4.00 Median: 4.00 Std Dev: 0.60



## Appendix A

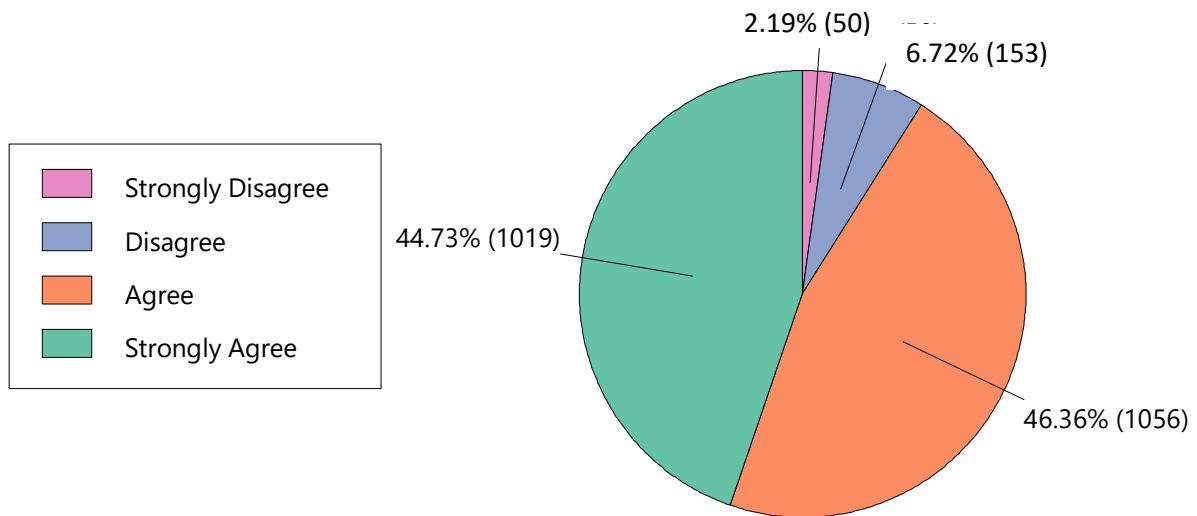
Section - Internship Experience | Use the criteria below to evaluate your overall internship experience.

Instructions Provided To Respondents

Please use the following rating scale: Strongly Agree 4 • Agree 3 • Disagree 2 • Strongly Disagree 1

*17. I was extremely pleased with the pre-placement process at my school?*

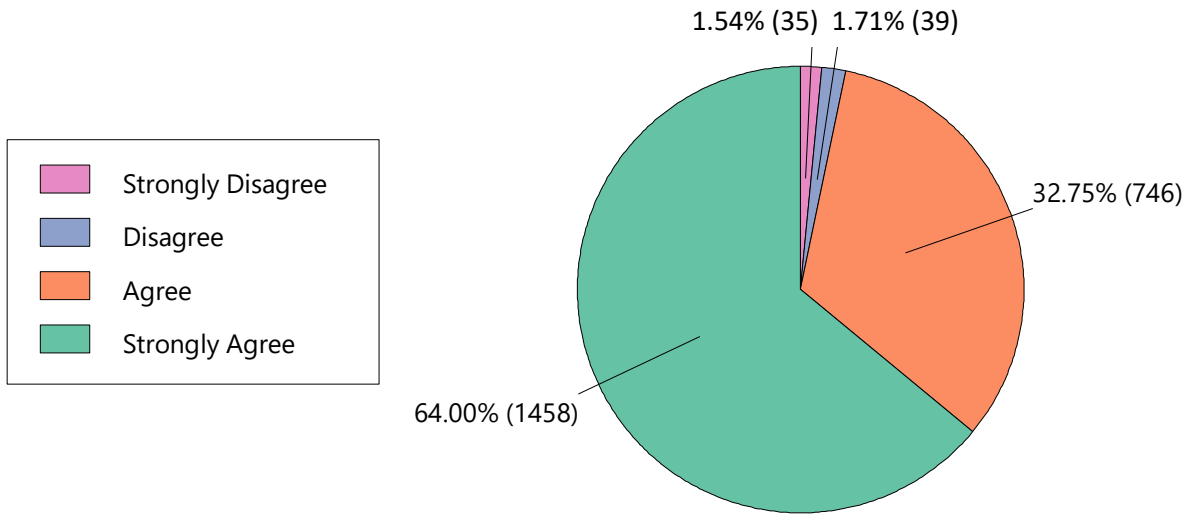
Min: 1.00 Max: 4.00 Mean: 3.34 Mode: 3.00 Median: 3.00 Std Dev: 0.70



## Appendix A

### 18. *My internship experience broadened my work-related knowledge?*

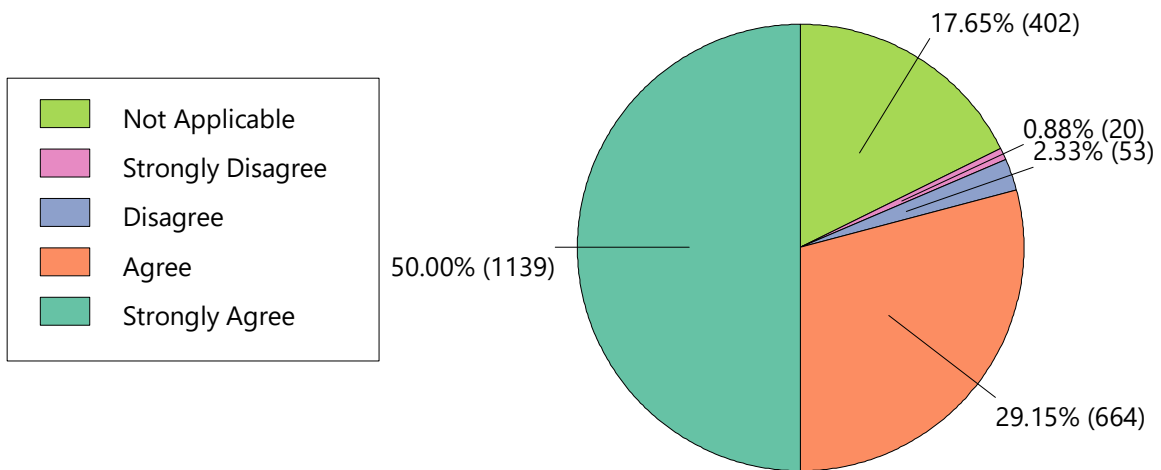
Min: 1.00 Max: 4.00 Mean: 3.59 Mode: 4.00 Median: 4.00 Std Dev: 0.61



## Appendix A

19. *The remote or hybrid (remote/on-site) internship was an effective use of my time and skills?*

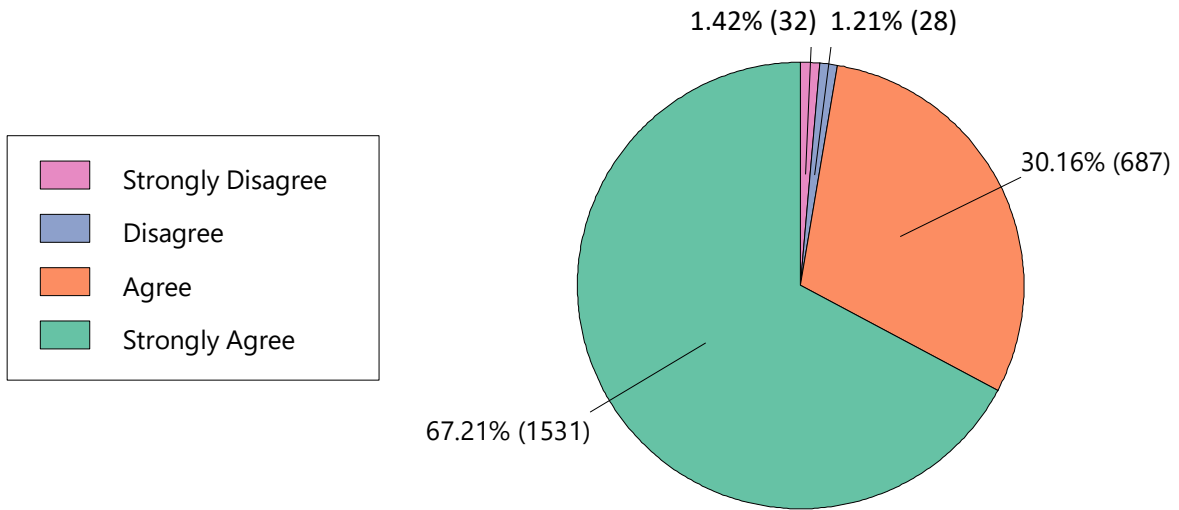
Min: 1.00 Max: 5.00 Mean: 3.93 Mode: 5.00 Median: 4.50 Std Dev: 1.46



## Appendix A

20. *I was satisfied with the opportunity to learn varied tasks within my department?*

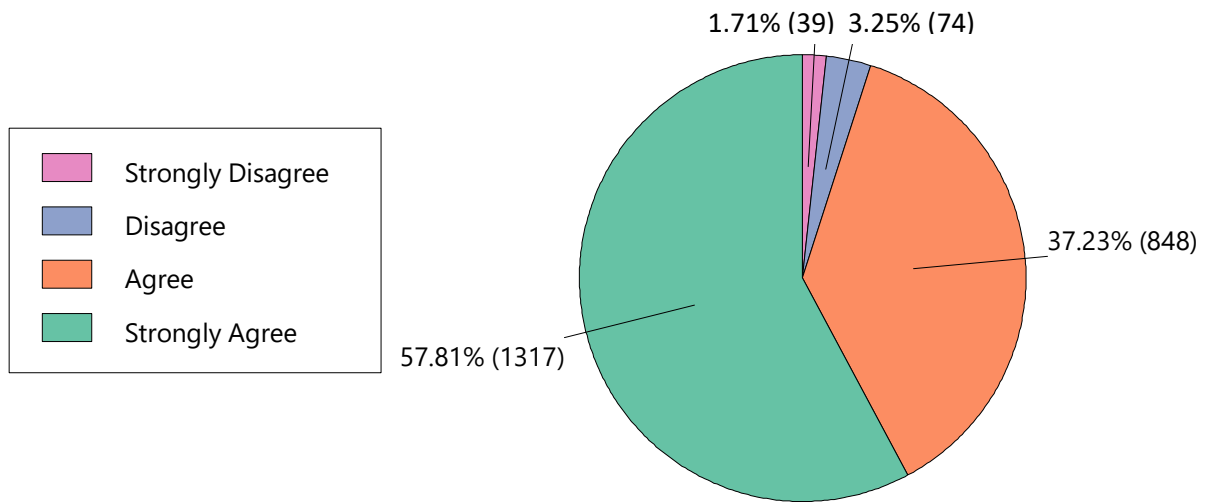
Min: 1.00 Max: 4.00 Mean: 3.63 Mode: 4.00 Median: 4.00 Std Dev: 0.58



## Appendix A

21. *The information/guidance I received from my school contact (teacher champion/lead teacher) was helpful?*

Min: 1.00 Max: 4.00 Mean: 3.51 Mode: 4.00 Median: 4.00 Std Dev: 0.65

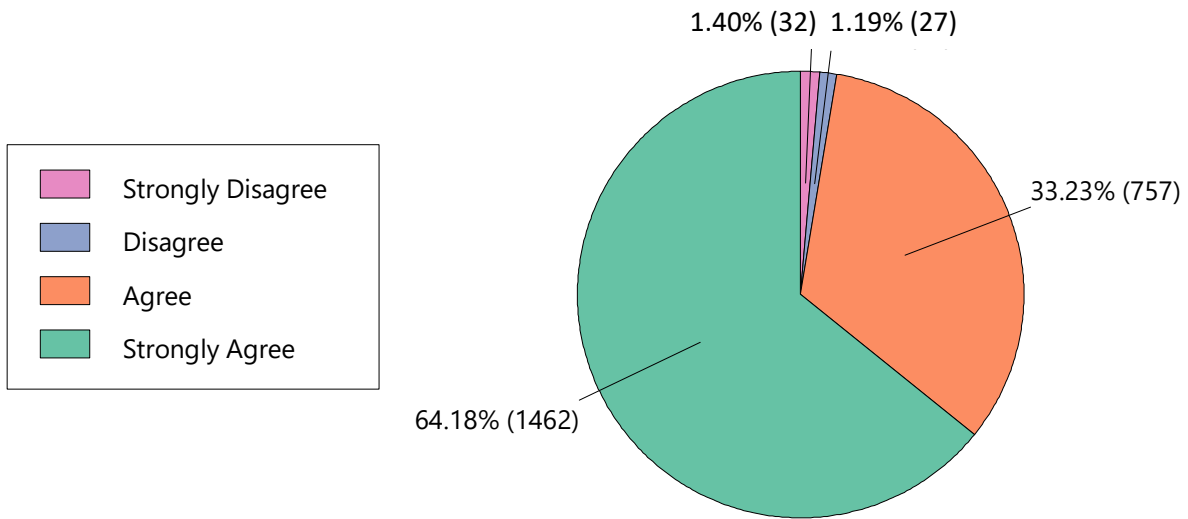




## Appendix A

### 22. *The information/guidance I received from my Internship Teacher Supervisor was helpful?*

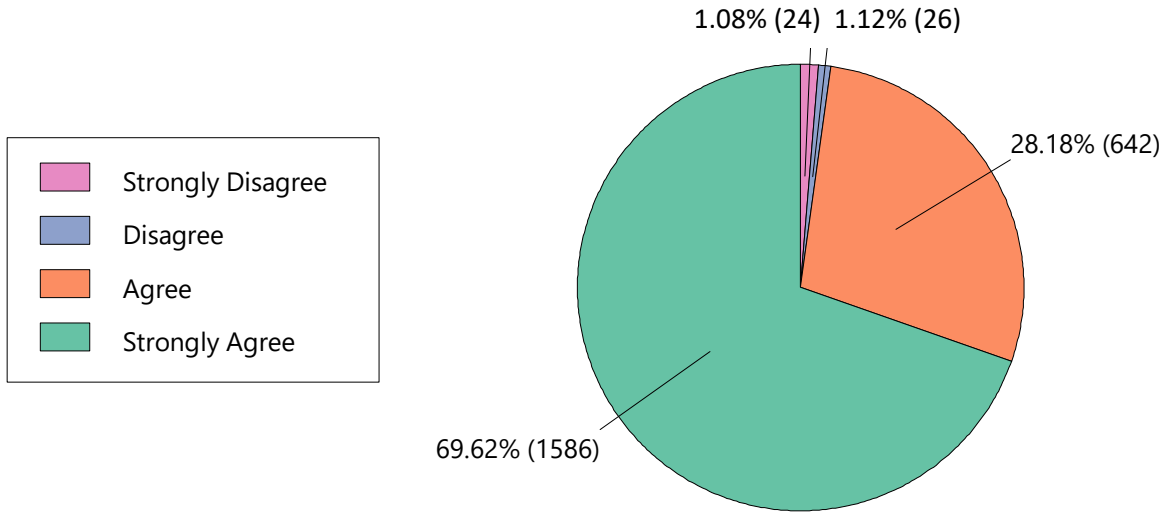
Min: 1.00 Max: 4.00 Mean: 3.60 Mode: 4.00 Median: 4.00 Std Dev: 0.59



## Appendix A

### 23. *The information/guidance I received from my Internship Workplace Supervisor was helpful?*

Min: 1.00 Max: 4.00 Mean: 3.66 Mode: 4.00 Median: 4.00 Std Dev: 0.57



## Appendix A

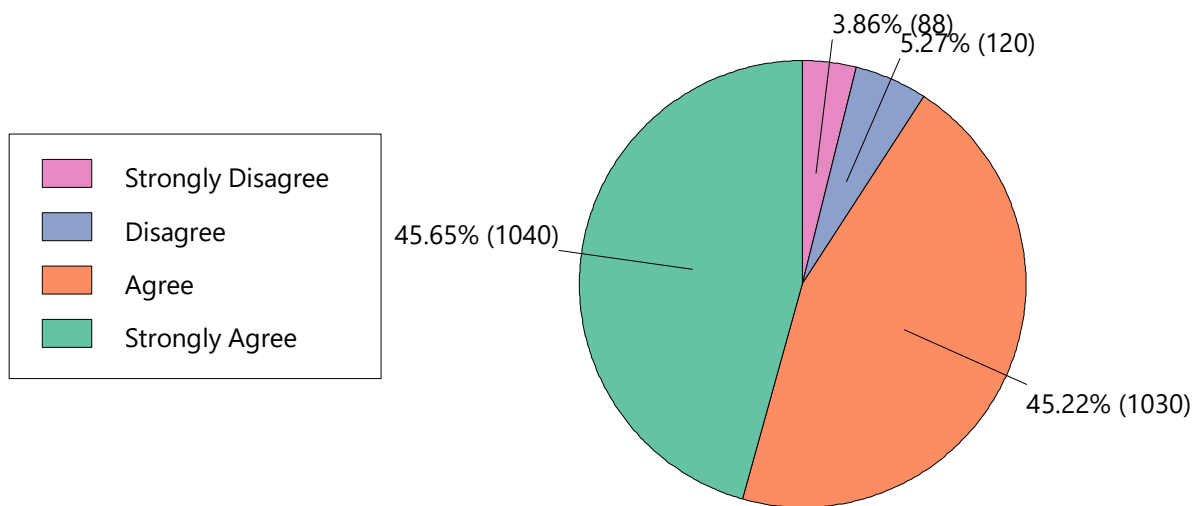
Section - Overall Experience | Taking everything into consideration, please indicate your satisfaction with the following components of your internship:

Instructions Provided To Respondents

Please use the following rating scale: Strongly Agree 4 • Agree 3 • Disagree 2 • Strongly Disagree 1

### 24. Your weekly internship assignments?

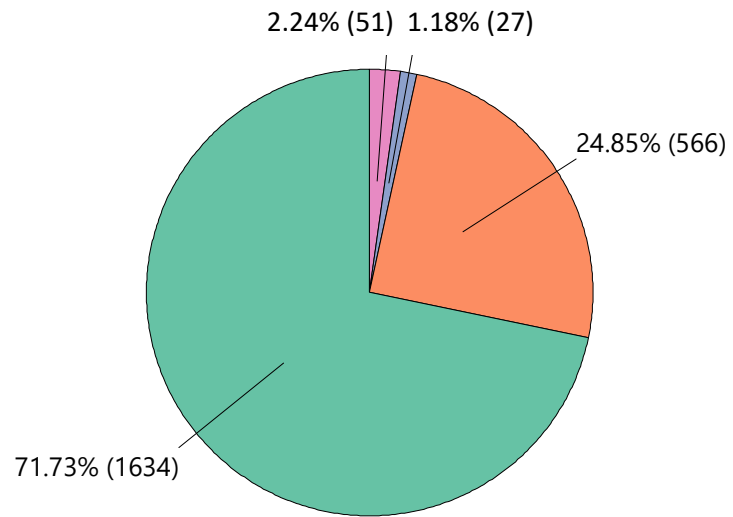
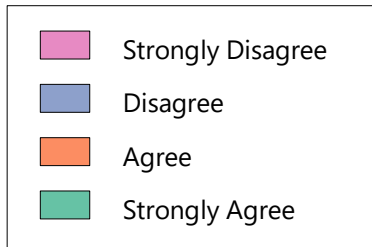
Min: 1.00 Max: 4.00 Mean: 3.33 Mode: 4.00 Median: 3.00 Std Dev: 0.75



## Appendix A

### 25. *Your work environment?*

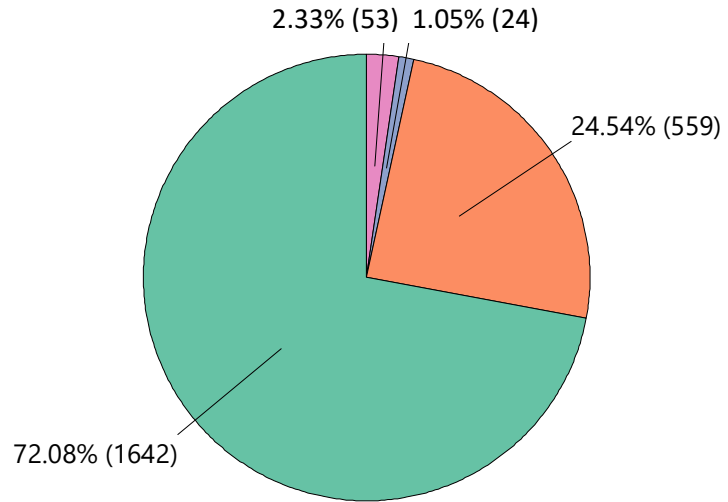
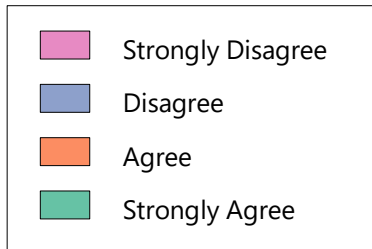
Min: 1.00 Max: 4.00 Mean: 3.66 Mode: 4.00 Median: 4.00 Std Dev: 0.62



## Appendix A

### 26. *The company you were assigned?*

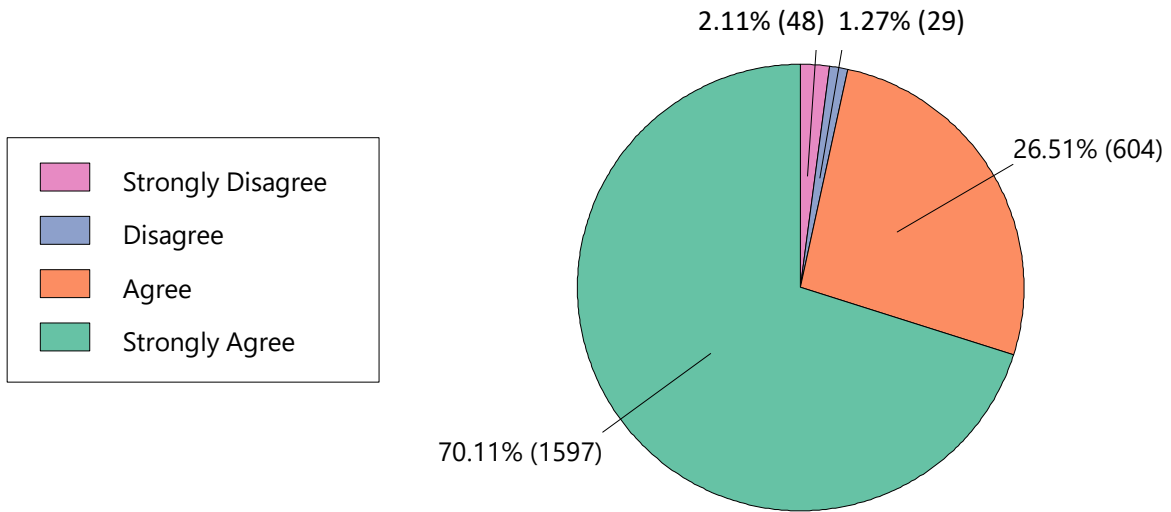
Min: 1.00 Max: 4.00 Mean: 3.66 Mode: 4.00 Median: 4.00 Std Dev: 0.62



## Appendix A

### 27. *The internship program?*

Min: 1.00 Max: 4.00 Mean: 3.65 Mode: 4.00 Median: 4.00 Std Dev: 0.62



# **2021 Internship Provider Assessment of Student Work and Program Evaluation Results**

***Published: 9/13/2021***

## Appendix A

### **SURVEY OVERVIEW** **4**

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INSTRUCTIONS PROVIDED TO RESPONDENTS	4
RESPONDENT METRICS	4

### **SURVEY RESULTS** **5**

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SECTION - STUDENT EVALUATION	5
INSTRUCTIONS PROVIDED TO RESPONDENTS	5
1. Behaves ethically	5
2. Listens attentively	6
3. Comprehends information	7
4. Communicates verbally	8
5. Communicates in writing	9
6. Practices workplace safety procedures	10
7. Maintains a positive attitude	11
8. Responds appropriately to directions by supervisor	12
9. Uses time wisely	13
10. Manages time wisely	14
11. Strives to do an excellent job	15
12. Collaborates with co-workers	16
13. Maintains a professionally-groomed appearance	17
14. Adapts to diverse situations	18
15. Uses necessary technology	19
16. Is punctual	20
17. Takes initiative in appropriate ways	21
18. Asks appropriate questions	22
19. Seeks to learn	23
20. Prioritizes tasks appropriately	24
21. Takes initiative	25
22. Shows appropriate persistence	26
23. Completes assigned tasks	27
24. Exhibits professional behavior as defined by the industry or field	28
25. Understands career requirements in the industry or field	29
26. Understands the culture, etiquette, and practices of the workplace/organization	30
27. Please contribute any additional observations or explanations of your ratings; particularly if the ratings are "excellent" or "needs improvement.	<b>Error! Bookmark not defined.</b>
28. What grade would you give this student for their internship experience?	31
SECTION - POSITION-SPECIFIC TECHNICAL SKILLS PLEASE LIST ONE POSITION-SPECIFIC TECHNICAL SKILLS OF PARTICULAR SIGNIFICANCE IN YOUR INDUSTRY, OCCUPATION, WORKPLACE, OR PROJECT THAT THE STUDENT WAS CLEARLY EXPECTED TO DEMONSTRATE DURING THE INTERNSHIP.	<b>Error! Bookmark not defined.</b>
INSTRUCTIONS PROVIDED TO RESPONDENTS	<b>Error! Bookmark not defined.</b>



## Appendix A

29. Please list one position-specific technical skill of particular significance in your industry, occupation, workplace, or project that the student was clearly expected to demonstrate during the internship i.e., computer networking, accounting skills, event planning, and second language fluency. **Error! Bookmark not defined.**

30. Please rate the technical skill listed above according to the rating scale below: 1 Skill Falls Below Expectations 2 Skill Approaches Expectations 3 Skill Meets Expectations 4 Skill Exceeds Expectations

	32
SECTION - PROGRAM EVALUATION	33
INSTRUCTIONS PROVIDED TO RESPONDENTS	33
31. Which industry represents your company?	33
32. What type of internship experience did your company offer?	34
33. Employer orientation session held (May 18 or May 25, 2021)	35
34. Employer resource Miami.getmyinterns.org website	36
35. Information provided about the internship (e-mail communications, website, promotional materials)	37
36. District support provided by SYIP Staff	38
37. The SYIP Program provided a meaningful way for our company to support student success and develop workplace and leadership skills.	39
38. The remote or hybrid (remote/on-site) internship was an effective use of my company's time and resources.	40
39. What are the strengths and/or weaknesses of the program?	
40. How can the program be improved?	
41. If given a choice in the future, would you prefer providing a remote or hybrid (remote/on-site) internship instead of an on-site internship?	41
42. After participating in the internship program, would your company be interested in hiring your intern during the school year or after graduation?	42

## Appendix A

### Survey Overview

#### Instructions Provided To Respondents

Please answer questions as they relate to you. For most answers, select the appropriate response most applicable to you or fill in the blanks.

#### Respondent Metrics

Respondents: 2331

First Response: 7/22/2021 12:00 AM

Last Response: 8/10/2021 11:30 PM

## Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

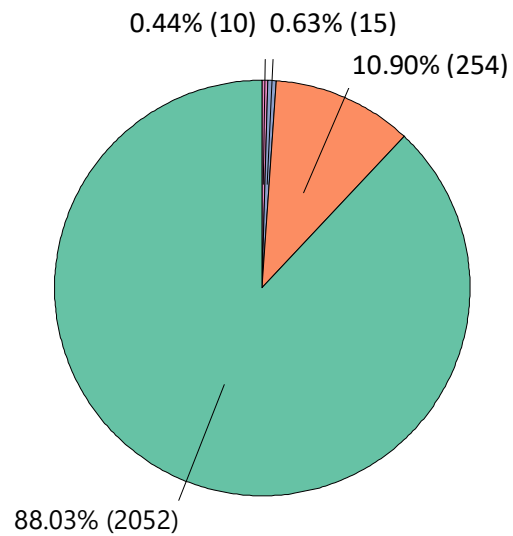
### Section - Student Evaluation

#### Instructions Provided To Respondents

Rate the student on each of the following skills and behaviors by selecting the appropriate response. Choose "not applicable" if the skill or behavior listed is not relevant to the student's responsibilities or if you have not had an opportunity to observe it.

#### 1. Behaves ethically

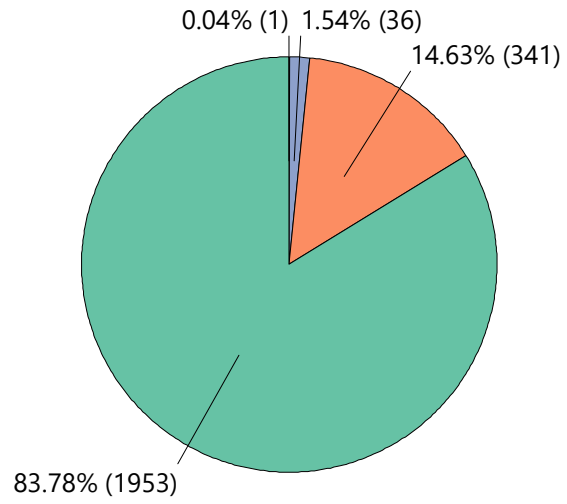
Min: 1.00 Max: 4.00 Mean: 3.87 Mode: 4.00 Median: 4.00 Std Dev: 0.39



## Appendix A

### 2. *Listens attentively*

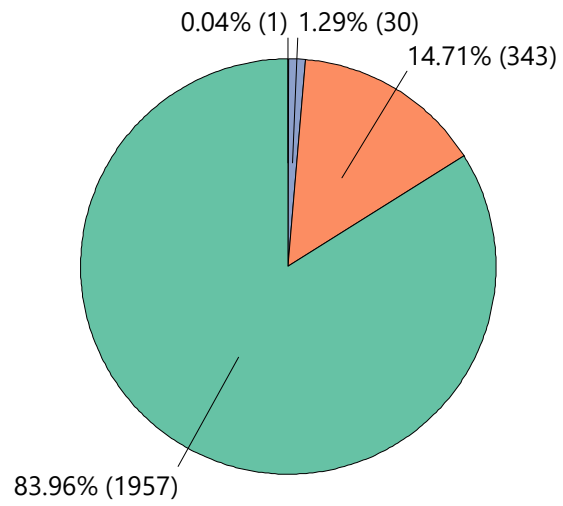
Min: 1.00 Max: 4.00 Mean: 3.82 Mode: 4.00 Median: 4.00 Std Dev: 0.42



## Appendix A

### 3. *Comprehends information*

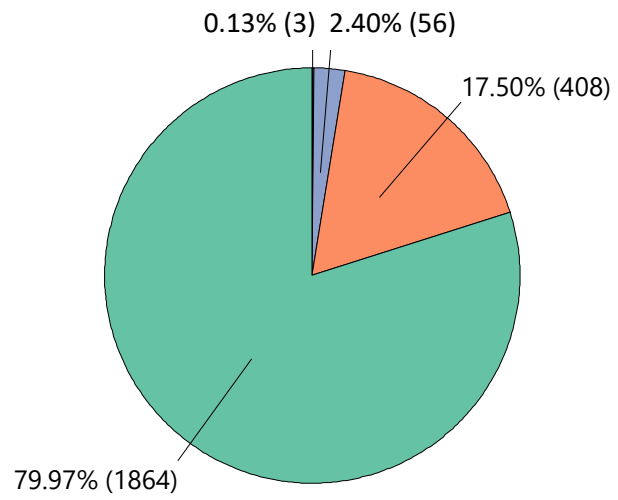
Min: 1.00 Max: 4.00 Mean: 3.83 Mode: 4.00 Median: 4.00 Std Dev: 0.41



## Appendix A

### 4. *Communicates verbally*

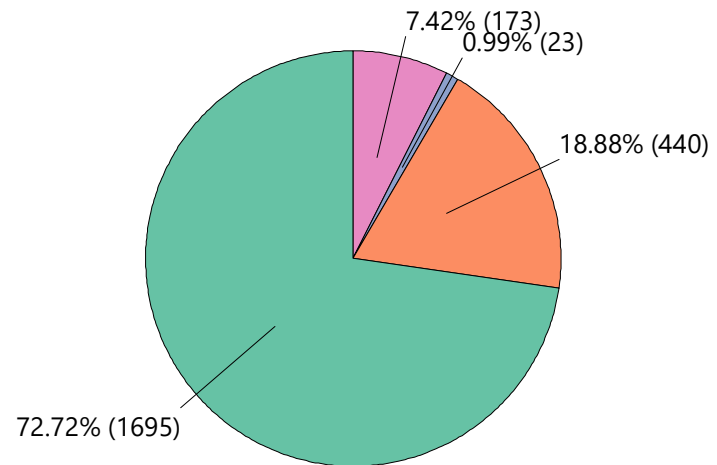
Min: 1.00 Max: 4.00 Mean: 3.77 Mode: 4.00 Median: 4.00 Std Dev: 0.48



## Appendix A

### 5. *Communicates in writing*

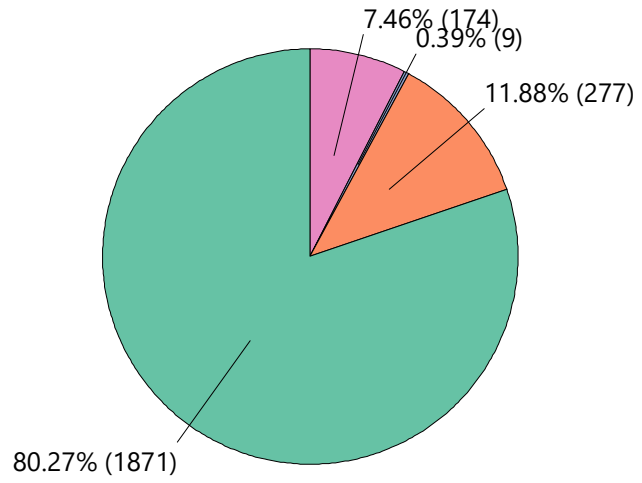
Min: 1.00 Max: 4.00 Mean: 3.57 Mode: 4.00 Median: 4.00 Std Dev: 0.84



## Appendix A

### 6. Practices workplace safety procedures

Min: 1.00 Max: 4.00 Mean: 3.65 Mode: 4.00 Median: 4.00 Std Dev: 0.83

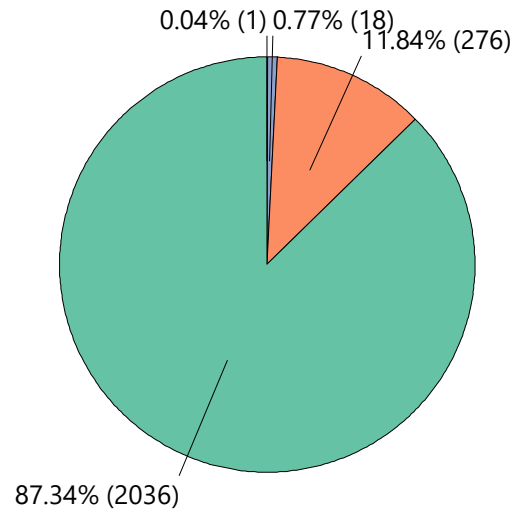




## Appendix A

### 7. *Maintains a positive attitude*

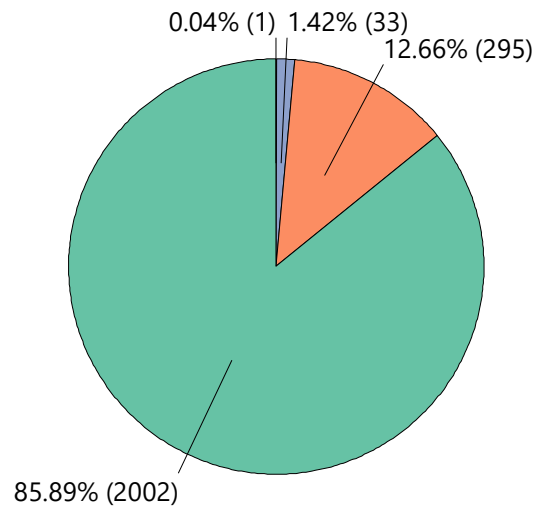
Min: 1.00 Max: 4.00 Mean: 3.86 Mode: 4.00 Median: 4.00 Std Dev: 0.37



## Appendix A

### 8. Responds appropriately to directions by supervisor

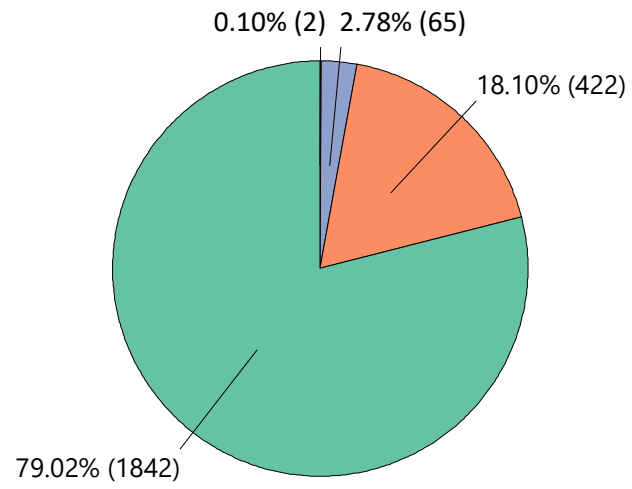
Min: 1.00 Max: 4.00 Mean: 3.84 Mode: 4.00 Median: 4.00 Std Dev: 0.40



## Appendix A

### 9. Uses time wisely

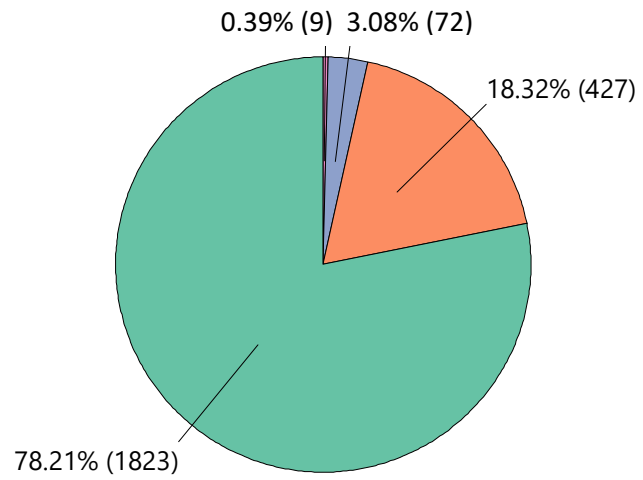
Min: 1.00 Max: 4.00 Mean: 3.76 Mode: 4.00 Median: 4.00 Std Dev: 0.49



## Appendix A

### 10. *Manages time wisely*

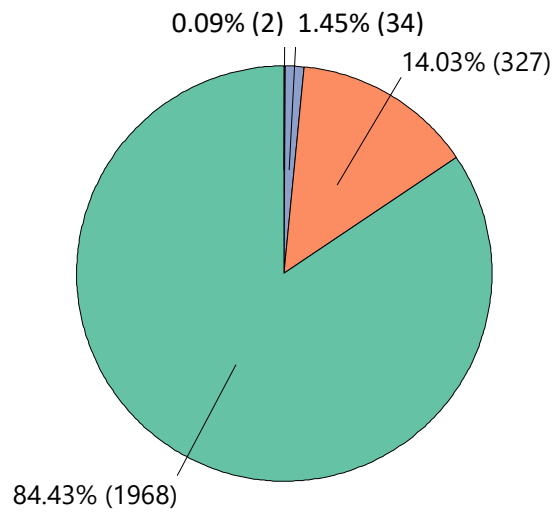
Min: 1.00 Max: 4.00 Mean: 3.74 Mode: 4.00 Median: 4.00 Std Dev: 0.53



## Appendix A

### 11. *Strives to do an excellent job*

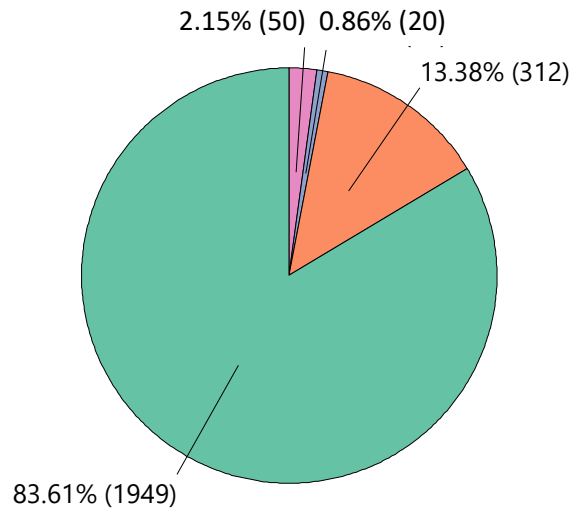
Min: 1.00 Max: 4.00 Mean: 3.83 Mode: 4.00 Median: 4.00 Std Dev: 0.42



## Appendix A

### 12. *Collaborates with co-workers*

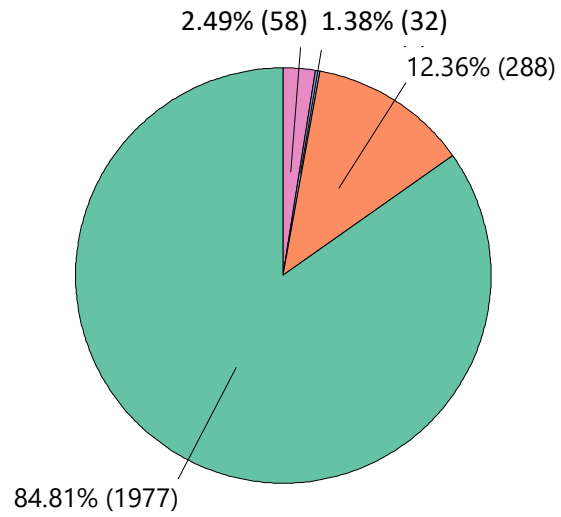
Min: 1.00 Max: 4.00 Mean: 3.78 Mode: 4.00 Median: 4.00 Std Dev: 0.56



## Appendix A

### 13. *Maintains a professionally-groomed appearance*

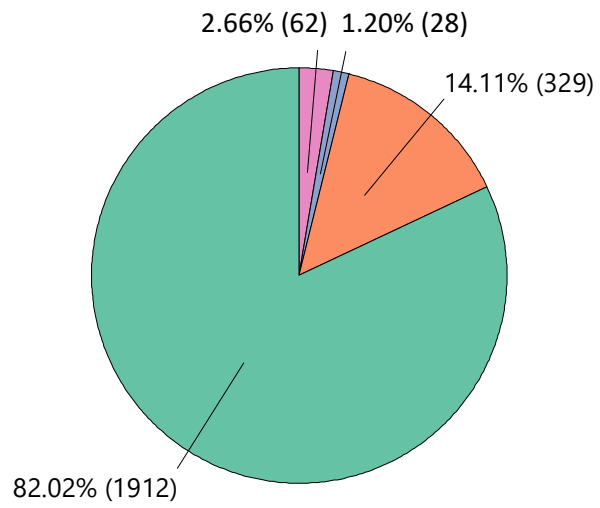
Min: 1.00 Max: 4.00 Mean: 3.79 Mode: 4.00 Median: 4.00 Std Dev: 0.56



## Appendix A

### 14. Adapts to diverse situations

Min: 1.00 Max: 4.00 Mean: 3.76 Mode: 4.00 Median: 4.00 Std Dev: 0.61

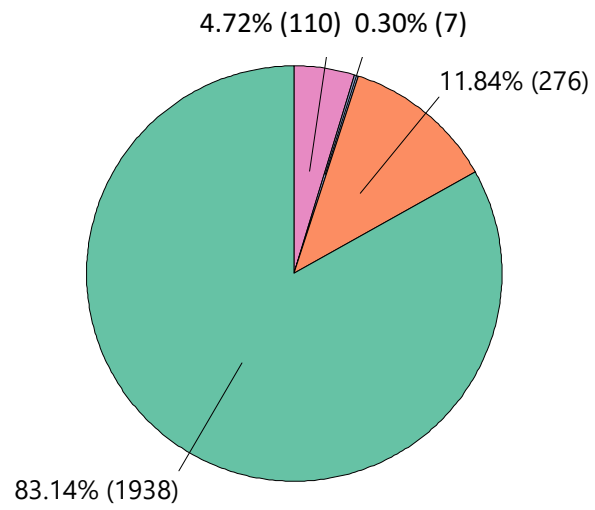




## Appendix A

### 15. *Uses necessary technology*

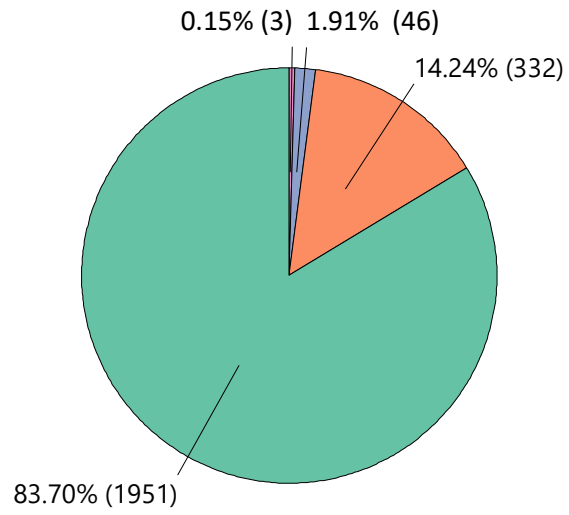
Min: 1.00 Max: 4.00 Mean: 3.73 Mode: 4.00 Median: 4.00 Std Dev: 0.70



## Appendix A

### 16. *Is punctual*

Min: 1.00 Max: 4.00 Mean: 3.81 Mode: 4.00 Median: 4.00 Std Dev: 0.46



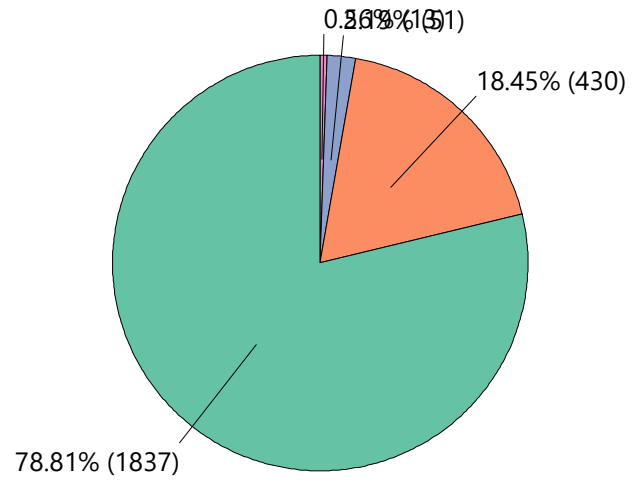
## Appendix A

### 17. Takes initiative in appropriate ways



Min: 1.00 Max: 4.00 Mean: 3.76 Mode: 4.00 Median: 4.00 Std Dev: 0.51

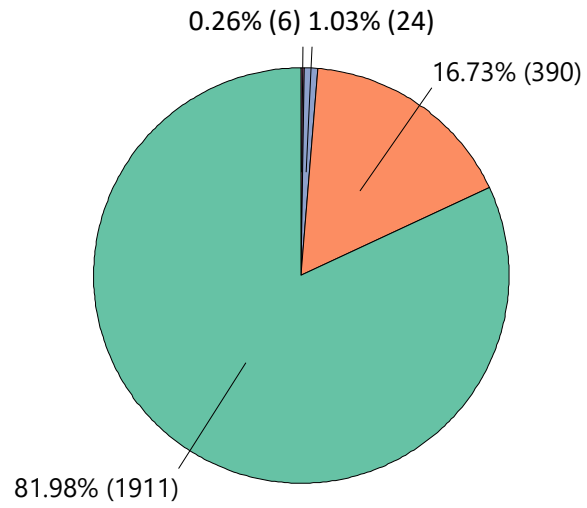
0.13% (3) 2.61% (61)



## Appendix A

### 18. Asks appropriate questions

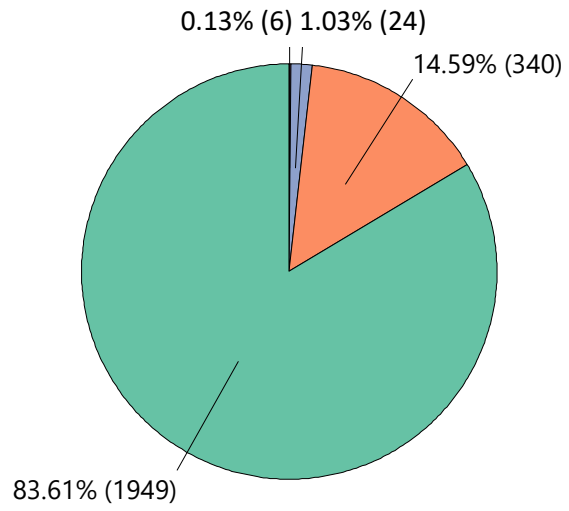
Min: 1.00 Max: 4.00 Mean: 3.80 Mode: 4.00 Median: 4.00 Std Dev: 0.44



## Appendix A

### 19. *Seeks to learn*

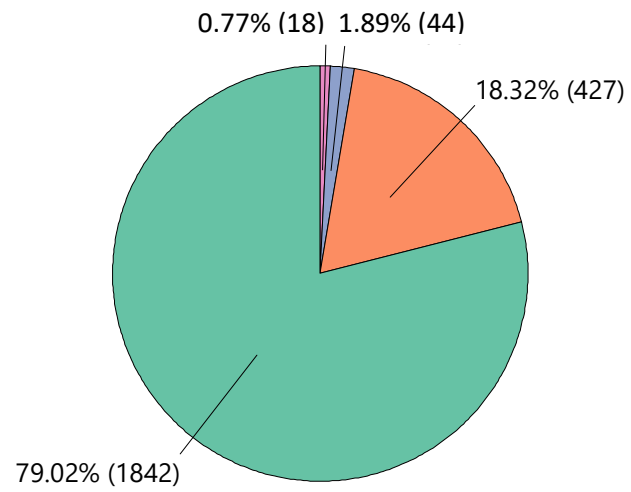
Min: 1.00 Max: 4.00 Mean: 3.82 Mode: 4.00 Median: 4.00 Std Dev: 0.44



## Appendix A

### 20. *Prioritizes tasks appropriately*

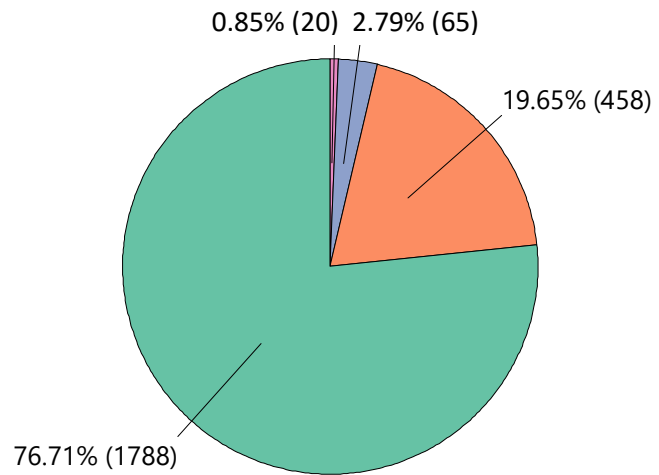
Min: 1.00 Max: 4.00 Mean: 3.76 Mode: 4.00 Median: 4.00 Std Dev: 0.52



## Appendix A

### 21. *Takes initiative*

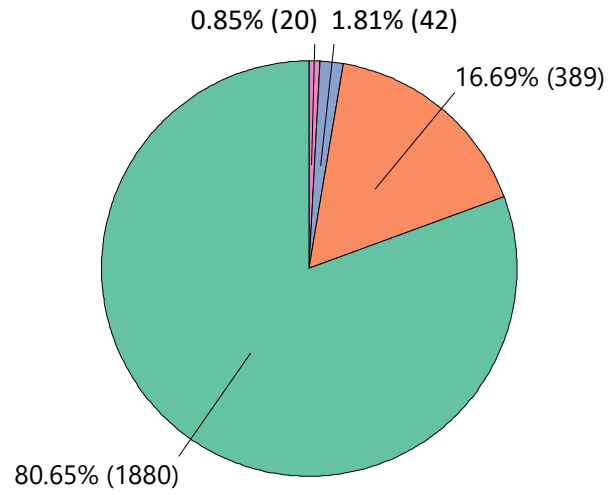
Min: 1.00 Max: 4.00 Mean: 3.72 Mode: 4.00 Median: 4.00 Std Dev: 0.55



## Appendix A

### 22. *Shows appropriate persistence*

Min: 1.00 Max: 4.00 Mean: 3.77 Mode: 4.00 Median: 4.00 Std Dev: 0.51

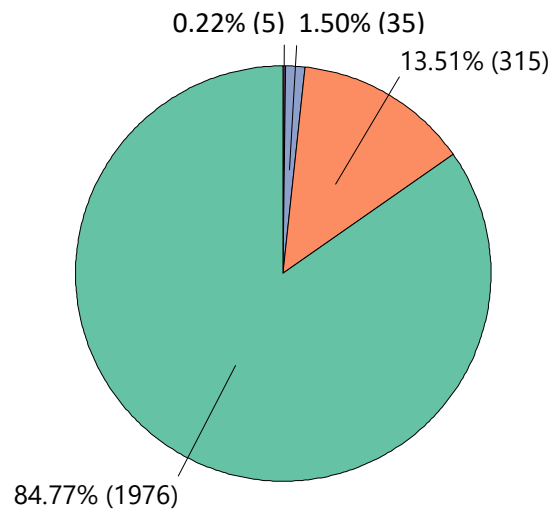




## Appendix A

### 23. *Completes assigned tasks*

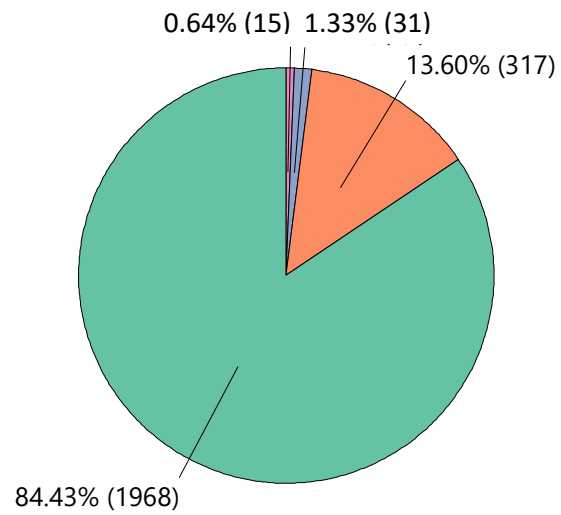
Min: 1.00 Max: 4.00 Mean: 3.83 Mode: 4.00 Median: 4.00 Std Dev: 0.43



## Appendix A

### 24. Exhibits professional behavior as defined by the industry or field

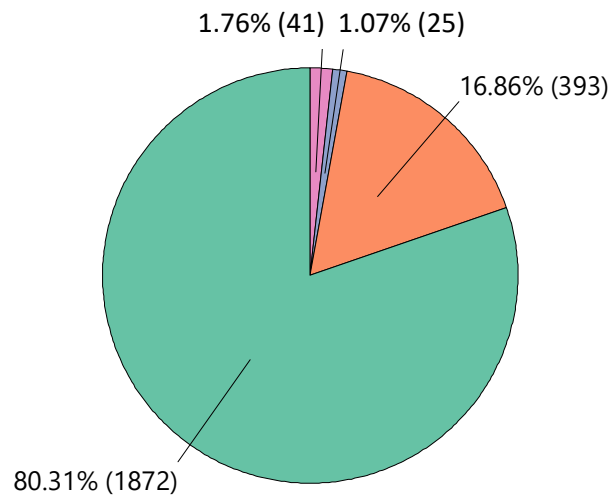
Min: 1.00 Max: 4.00 Mean: 3.82 Mode: 4.00 Median: 4.00 Std Dev: 0.46



## Appendix A

### 25. *Understands career requirements in the industry or field*

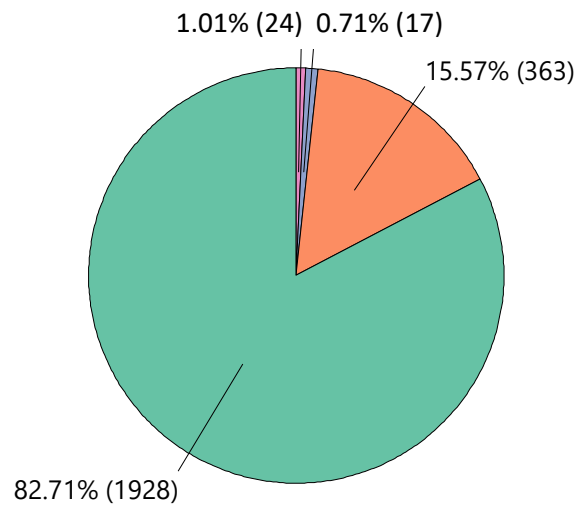
Min: 1.00 Max: 4.00 Mean: 3.76 Mode: 4.00 Median: 4.00 Std Dev: 0.56



## Appendix A

### 26. *Understands the culture, etiquette, and practices of the workplace/organization*

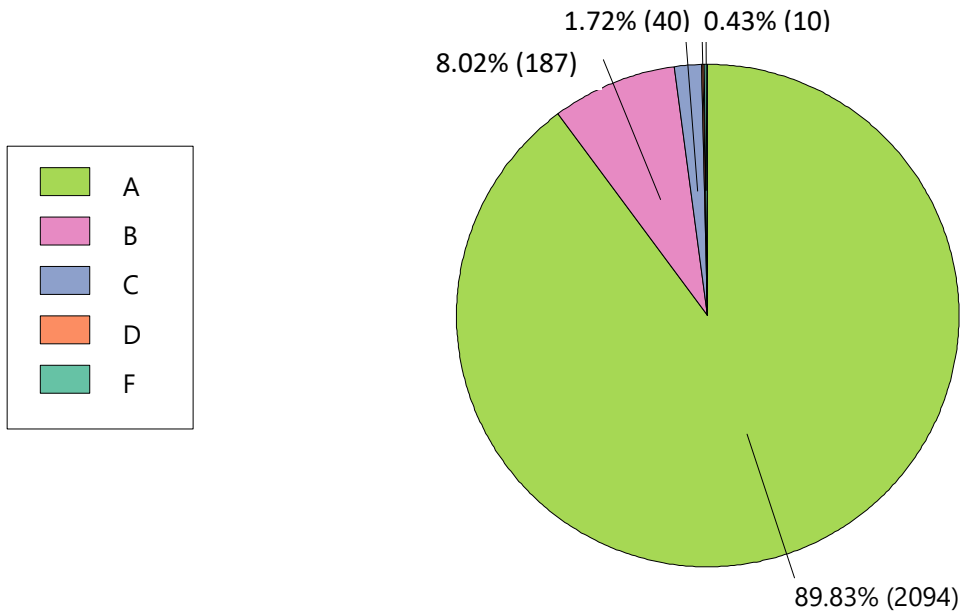
Min: 1.00 Max: 4.00 Mean: 3.80 Mode: 4.00 Median: 4.00 Std Dev: 0.47



## Appendix A

28. *What grade would you give this student for their internship experience?*

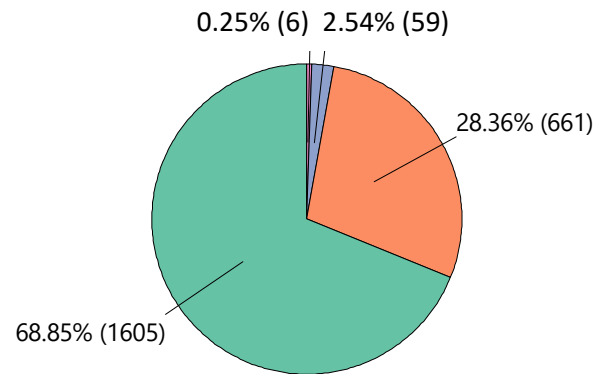
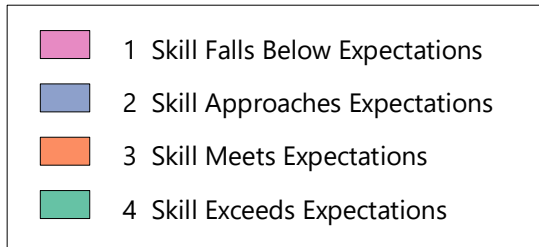
Min: 1.00 Max: 5.00 Mean: 1.13 Mode: 1.00 Median: 1.00 Std Dev: 0.43



## Appendix A

30. Please rate the technical skill listed above according to the rating scale below: 1 Skill Falls Below Expectations 2 Skill Approaches Expectations 3 Skill Meets Expectations 4 Skill Exceeds Expectations

Min: 1.00 Max: 4.00 Mean: 3.66 Mode: 4.00 Median: 4.00 Std Dev: 0.55



## Appendix A

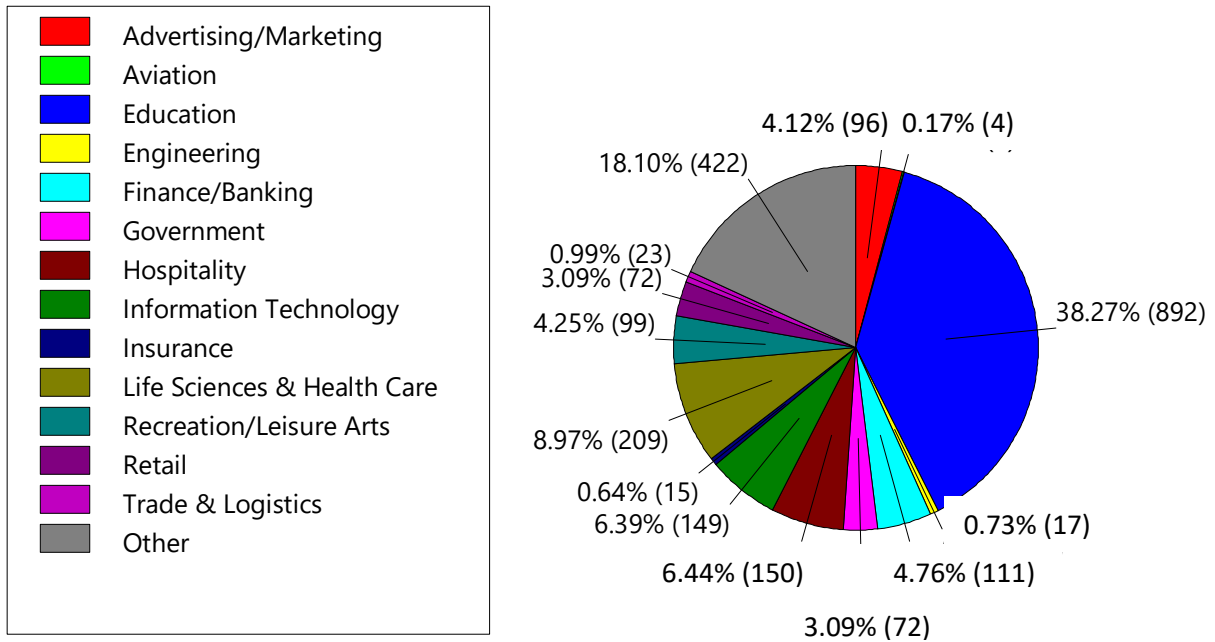
### Section - Program Evaluation

#### Instructions Provided To Respondents

Rate the quality of your experience with the Summer Youth Internship Program (SYIP).

#### 31. Which industry represents your company?

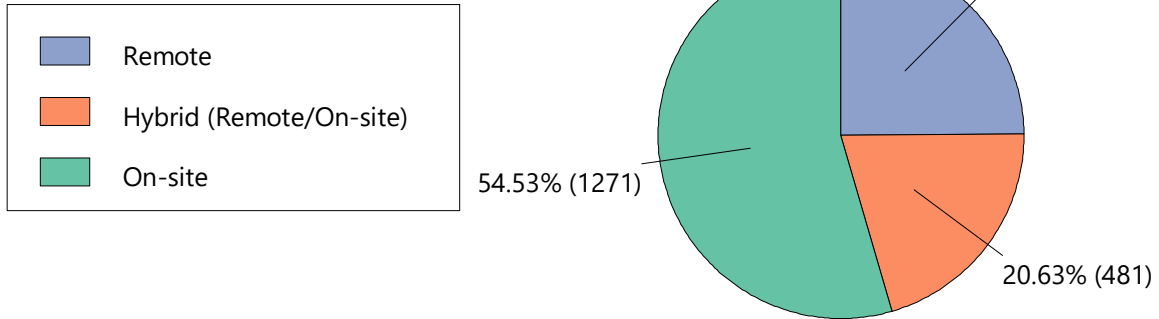
Min: 1.00 Max: 14.00 Mean: 7.06 Mode: 3.00 Median: 6.00 Std Dev: 4.42



## Appendix A

### 32. What type of internship experience did your company offer?

Min: 1.00 Max: 3.00 Mean: 2.30 Mode: 3.00 Median: 3.00 Std Dev: 0.84

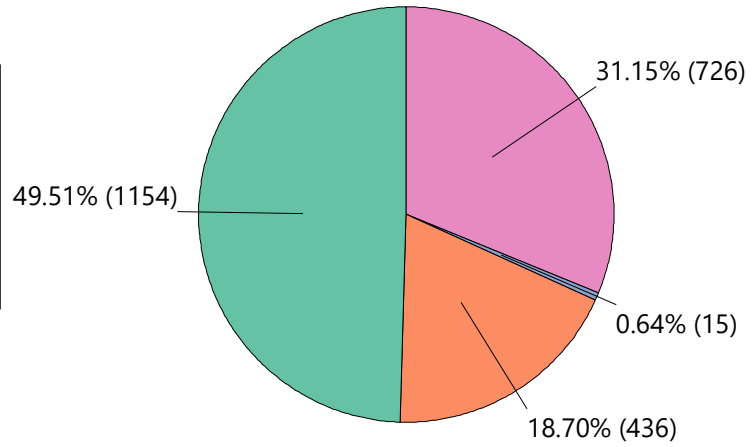




## Appendix A

### 33. Employer orientation session held (May 18 or May 25, 2021)

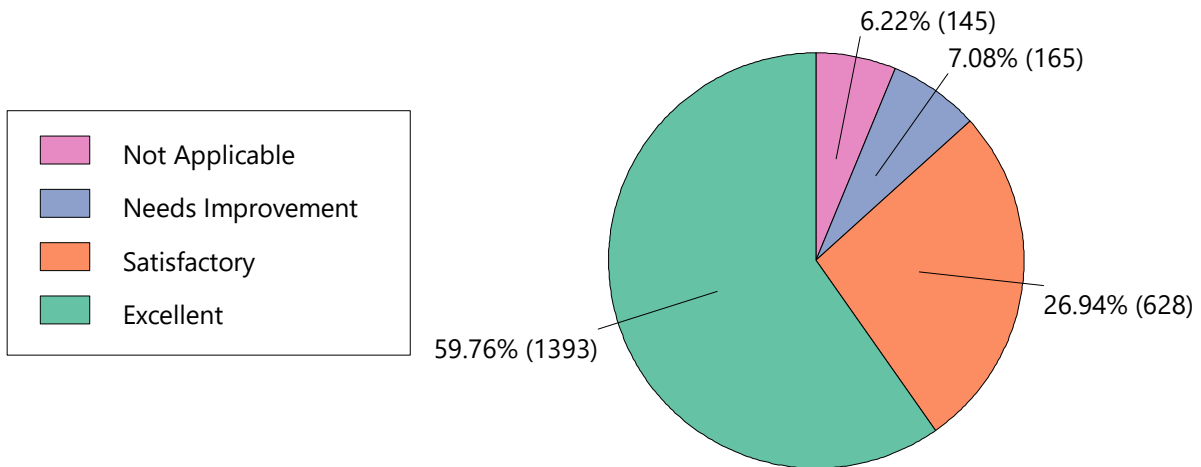
Min: 1.00 Max: 4.00 Mean: 2.87 Mode: 4.00 Median: 3.00 Std Dev: 1.32



## Appendix A

### 34. Employer resource *Miami.getmyinterns.org* website

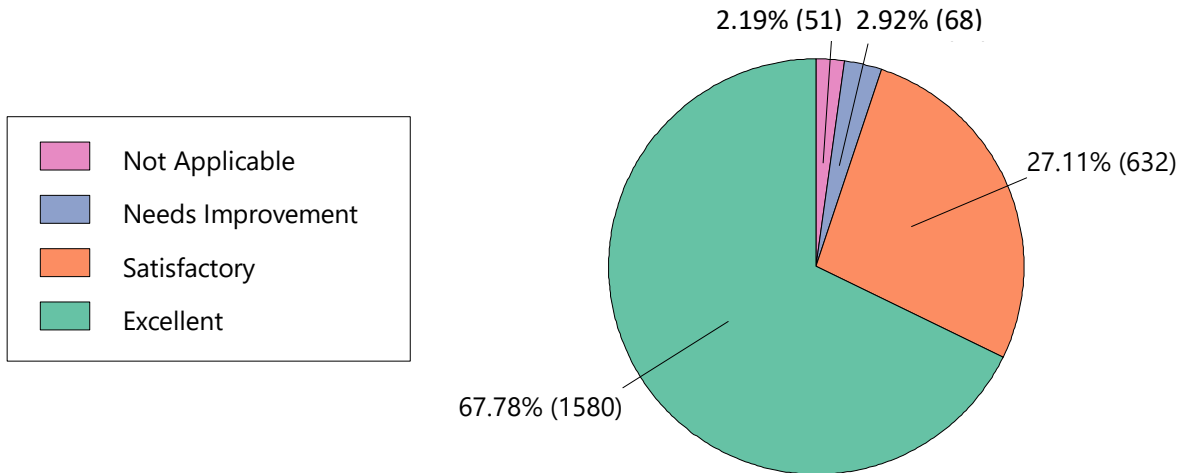
Min: 1.00 Max: 4.00 Mean: 3.40 Mode: 4.00 Median: 4.00 Std Dev: 0.87



## Appendix A

### 35. Information provided about the internship (e-mail communications, website, promotional materials)

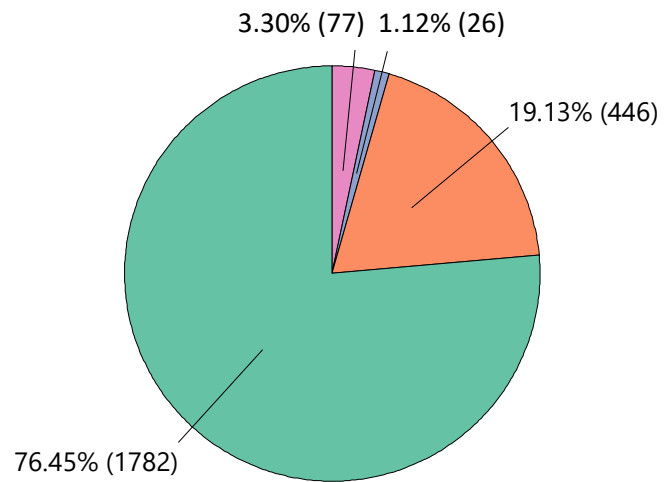
Min: 1.00 Max: 4.00 Mean: 3.60 Mode: 4.00 Median: 4.00 Std Dev: 0.65



## Appendix A

### 36. District support provided by SYIP Staff

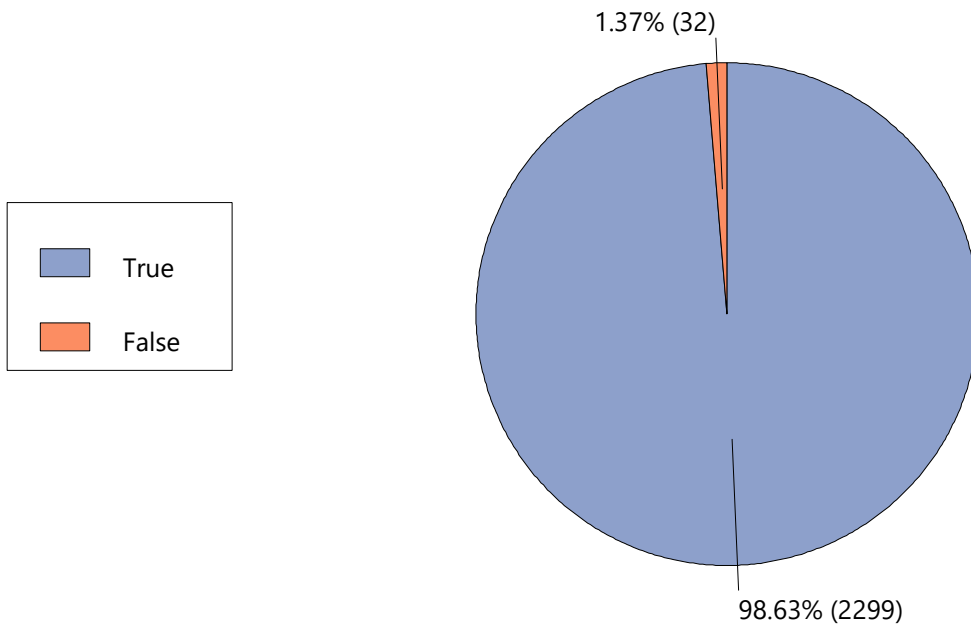
Min: 1.00 Max: 4.00 Mean: 3.69 Mode: 4.00 Median: 4.00 Std Dev: 0.66



## Appendix A

*37. The SYIP Program provided a meaningful way for our company to support student success and develop workplace and leadership skills.*

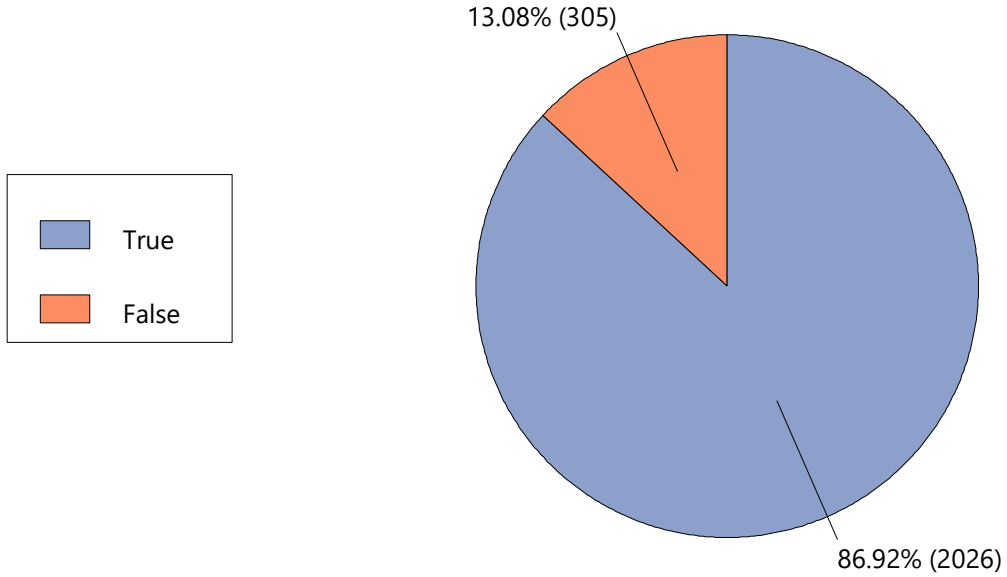
Min: 1.00 Max: 2.00 Mean: 1.01 Mode: 1.00 Median: 1.00 Std Dev: 0.12



## Appendix A

*38. The remote or hybrid (remote/on-site) internship was an effective use of my company's time and resources.*

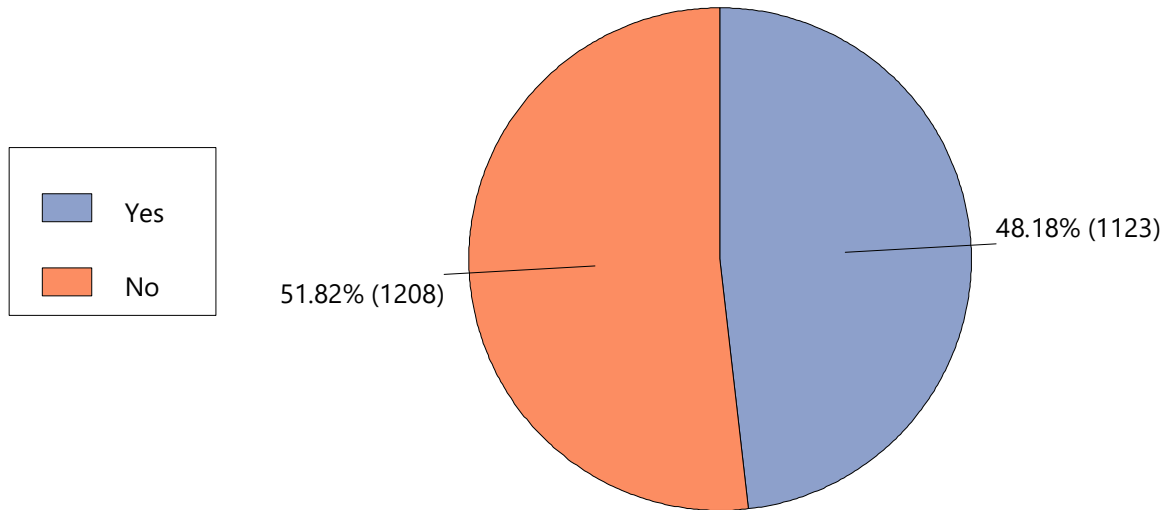
Min: 1.00 Max: 2.00 Mean: 1.13 Mode: 1.00 Median: 1.00 Std Dev: 0.34



## Appendix A

*41. If given a choice in the future, would you prefer providing a remote or hybrid (remote/on-site) internship instead of an on-site internship?*

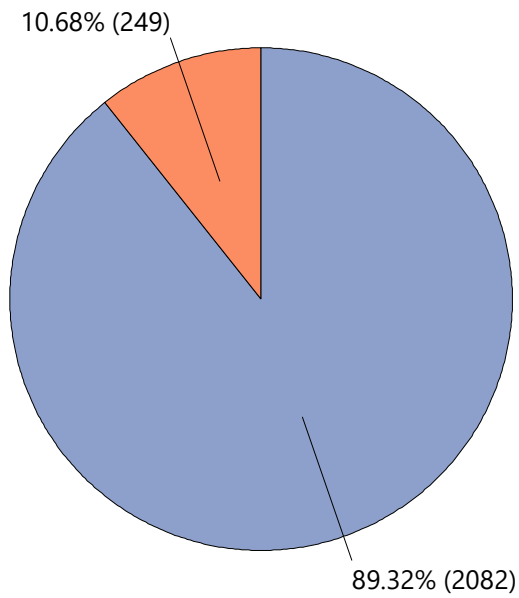
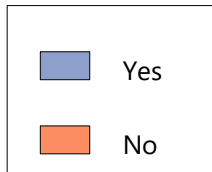
Min: 1.00 Max: 2.00 Mean: 1.52 Mode: 2.00 Median: 2.00 Std Dev: 0.50



## Appendix A

*42. After participating in the internship program, would your company be interested in hiring your intern during the school year or after graduation?*

Min: 1.00 Max: 2.00 Mean: 1.11 Mode: 1.00 Median: 1.00 Std Dev: 0.31





**2021 Internship Teacher  
Supervisor/Administrator - Program  
Evaluation  
Results**

***Published: 9/17/2021***

## Appendix A

<b>SURVEY OVERVIEW</b>	<b>3</b>
INSTRUCTIONS PROVIDED TO RESPONDENTS	3
RESPONDENT METRICS	3
<b>SURVEY RESULTS</b>	<b>4</b>
SECTION - PROGRAM EVALUATION	4
1. What type of internship assignment did you have? (Check all that apply)	4
2. The structure and information provided at the Internship Supervisors' weekly meetings were valuable.	5
3. Instructional resources provided such as Livebinder and Odysseyware were valuable to the implementation and function of the internship program.	6
4. Collateral material i.e. web sites, training, printed materials, regarding the internship program allowed you to sufficiently support the assigned students and employers in the program.	7
5. Information and/or guidance received from the district staff was helpful.	8
6. The responses to inquiries were accurate and timely.	9
7. Taking into consideration all the components of the internship program, I was satisfied with the overall program implementation.	10
8. Describe the strengths and weaknesses of the SYIP Program.	
9. What recommendations do you have to improve the SYIP Program?	11
10. Would you be interested in participating in next year's program?	
11. If given a choice in the future, what type of assignment would you prefer? (Check all that apply)	12

## Appendix A

### Survey Overview

#### Instructions Provided To Respondents

The Summer Youth Internship Program (SYIP) Sponsors wish to thank you for participating in the SYIP this year. Your feedback is valuable to the continued success of the SYIP. Please take a few minutes to rate the quality of your experience with the Summer Youth Internship Program.

#### Respondent Metrics

Respondents: 72

First Response: 8/10/2021 08:05 AM

Last Response: 8/17/2021 11:26 AM

## Appendix A

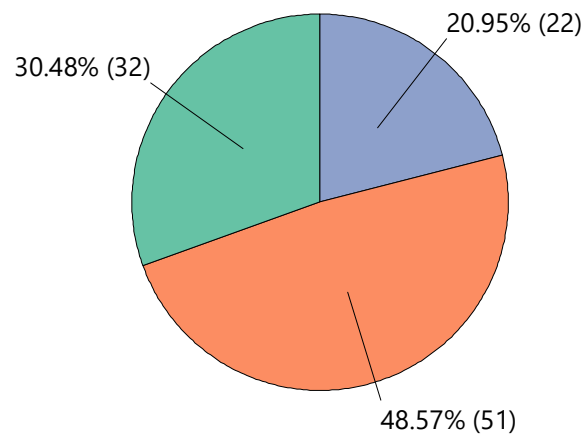
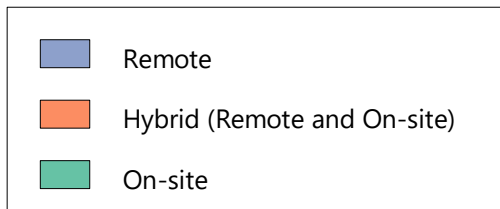
### Survey Results

The following is a graphical depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each graph.

#### Section - Program Evaluation

##### 1. What type of internship assignment did you have? (Check all that apply)

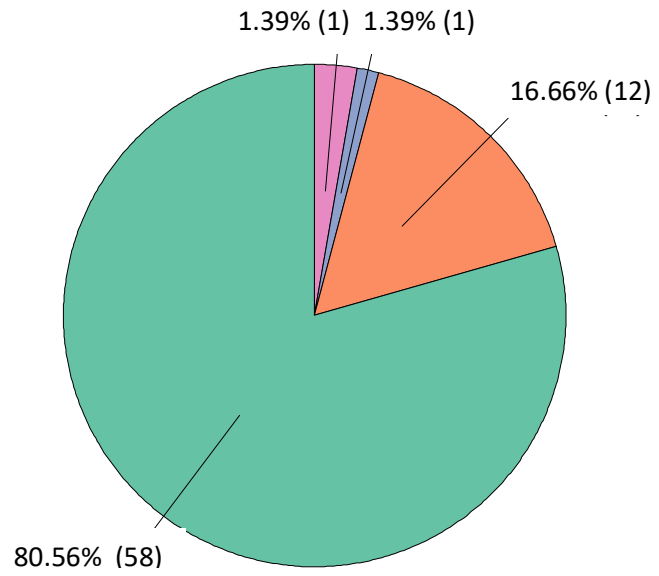
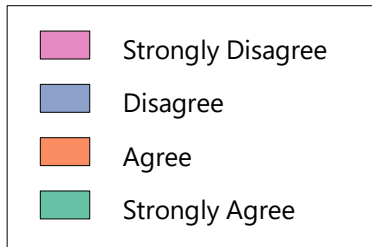
Min: 1.00 Max: 3.00 Mean: 2.10 Mode: 2.00 Median: 2.00 Std Dev: 0.71



## Appendix A

*2. The structure and information provided at the Internship Supervisors' weekly meetings were valuable.*

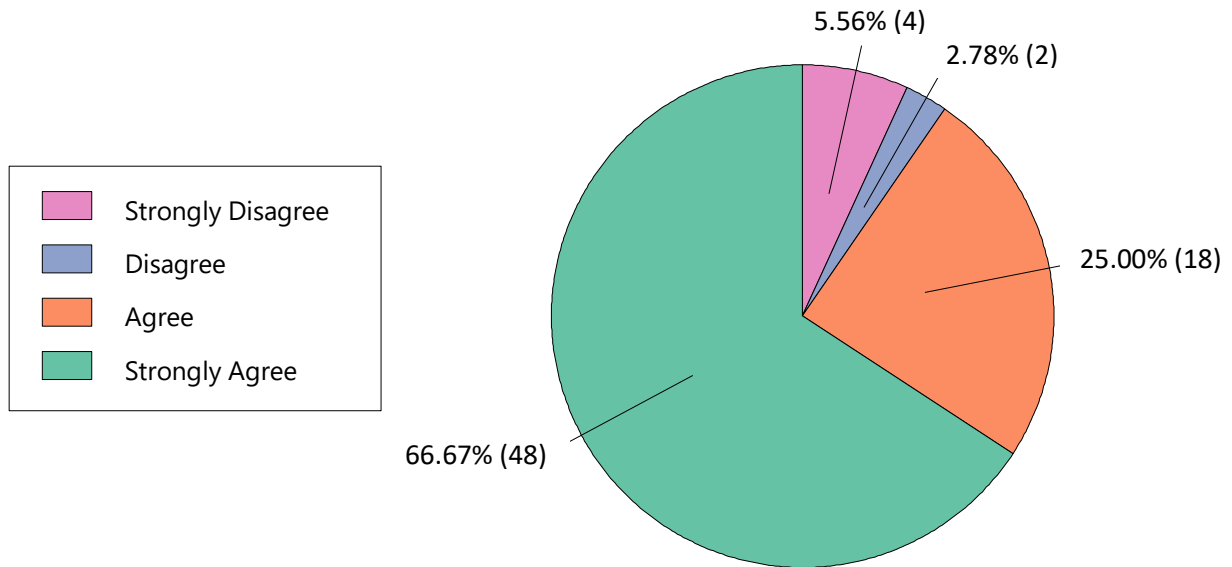
Min: 1.00 Max: 4.00 Mean: 3.73 Mode: 4.00 Median: 4.00 Std Dev: 0.63



## Appendix A

*3. Instructional resources provided such as Livebinder and Odysseyware were valuable to the implementation and function of the internship program.*

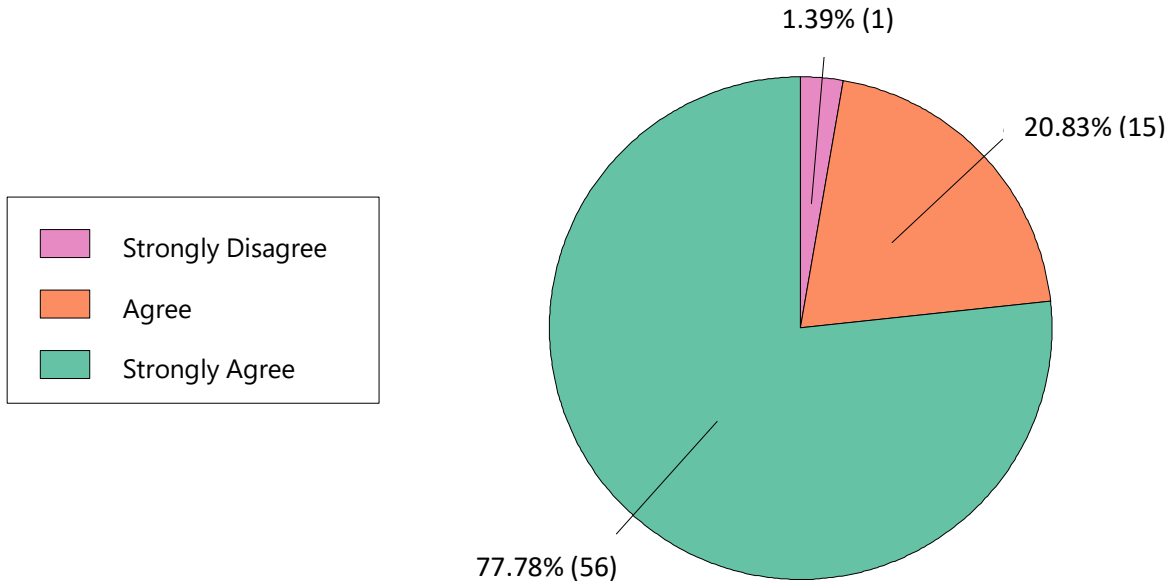
Min: 1.00 Max: 4.00 Mean: 3.49 Mode: 4.00 Median: 4.00 Std Dev: 0.85



## Appendix A

*4. Collateral material i.e. web sites, training, printed materials, regarding the internship program allowed you to sufficiently support the assigned students and employers in the program.*

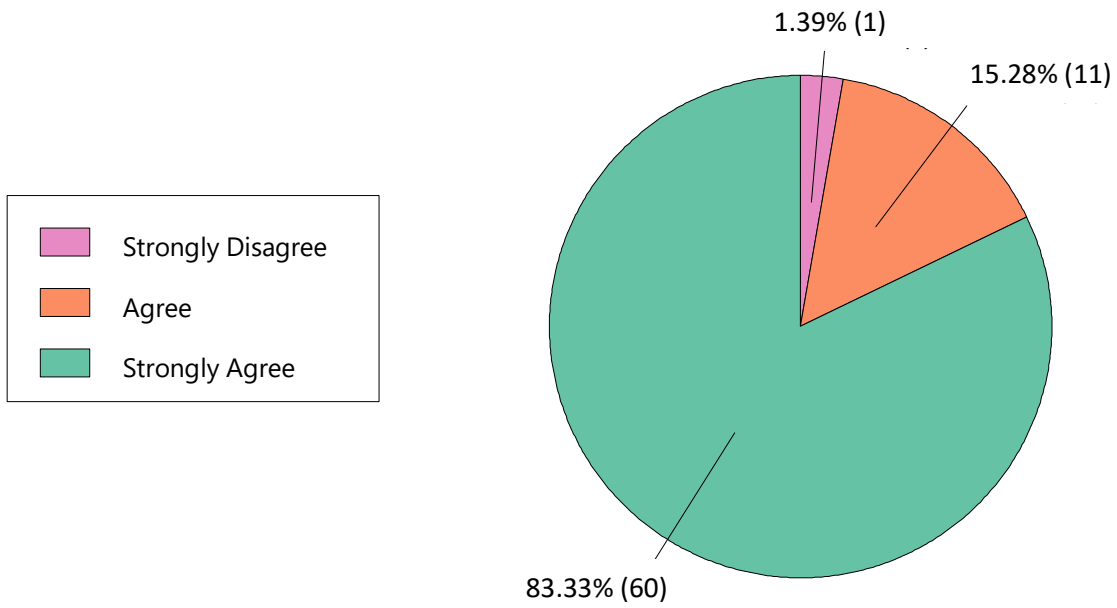
Min: 1.00 Max: 4.00 Mean: 3.71 Mode: 4.00 Median: 4.00 Std Dev: 0.61



## Appendix A

### 5. Information and/or guidance received from the district staff was helpful.

Min: 1.00 Max: 4.00 Mean: 3.77 Mode: 4.00 Median: 4.00 Std Dev: 0.59

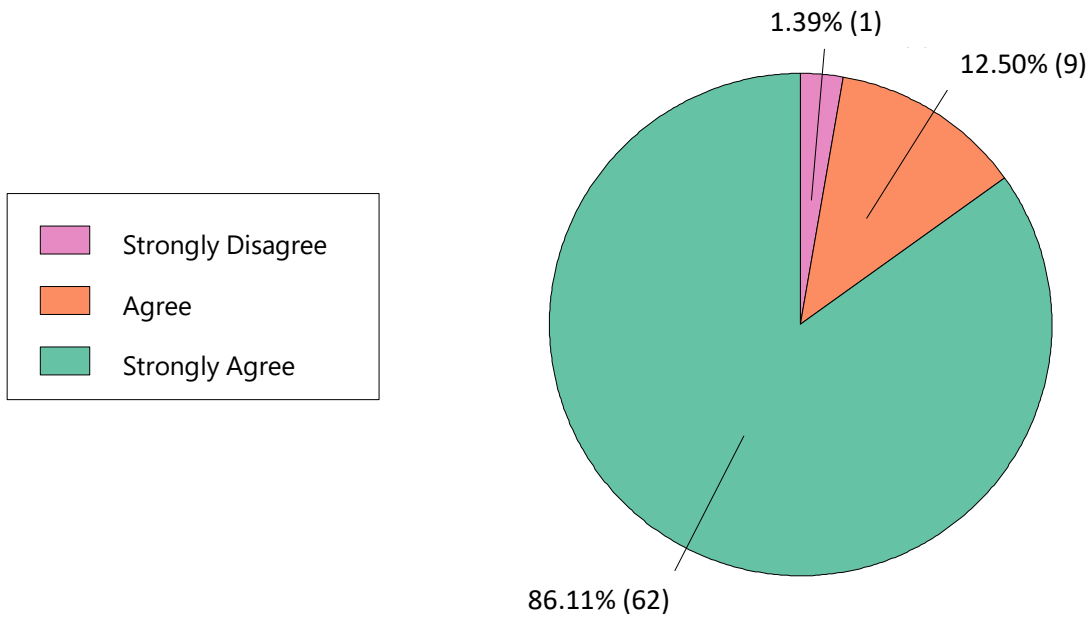




## Appendix A

### 6. *The responses to inquiries were accurate and timely.*

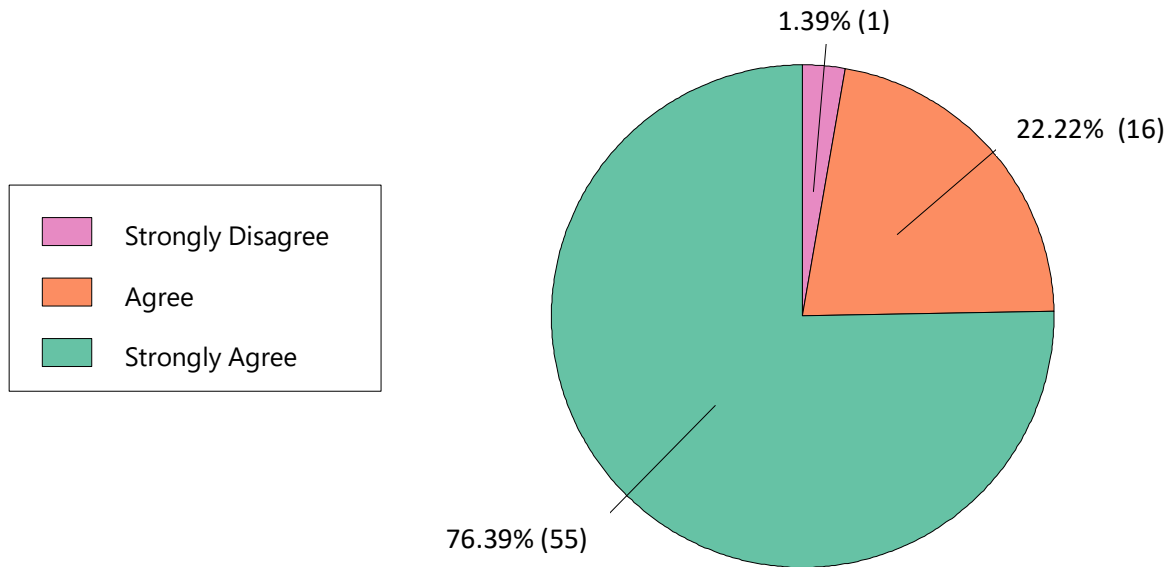
Min: 1.00 Max: 4.00 Mean: 3.79 Mode: 4.00 Median: 4.00 Std Dev: 0.57



## Appendix A

*7. Taking into consideration all the components of the internship program, I was satisfied with the overall program implementation.*

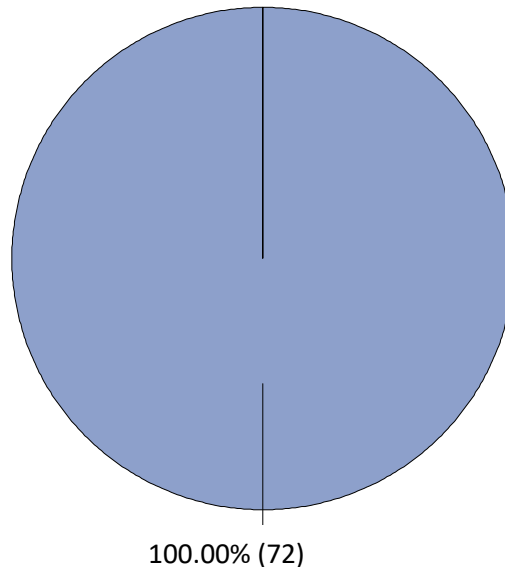
Min: 1.00 Max: 4.00 Mean: 3.70 Mode: 4.00 Median: 4.00 Std Dev: 0.61



## Appendix A

10. *Would you be interested in participating in next year's program?*

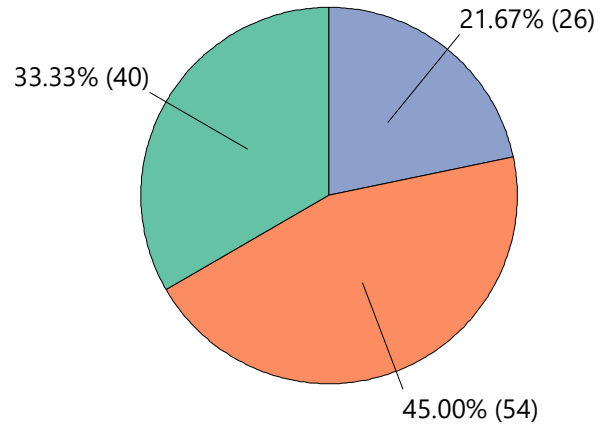
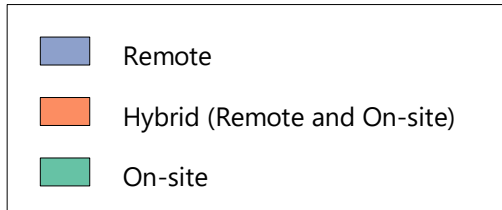
Min: 1.00 Max: 1.00 Mean: 1.00 Mode: 1.00 Median: 1.00 Std Dev: 0.00



## Appendix A

11. *If given a choice in the future, what type of assignment would you prefer? (Check all that apply)*

Min: 1.00 Max: 3.00 Mean: 2.12 Mode: 2.00 Median: 2.00 Std Dev: 0.73

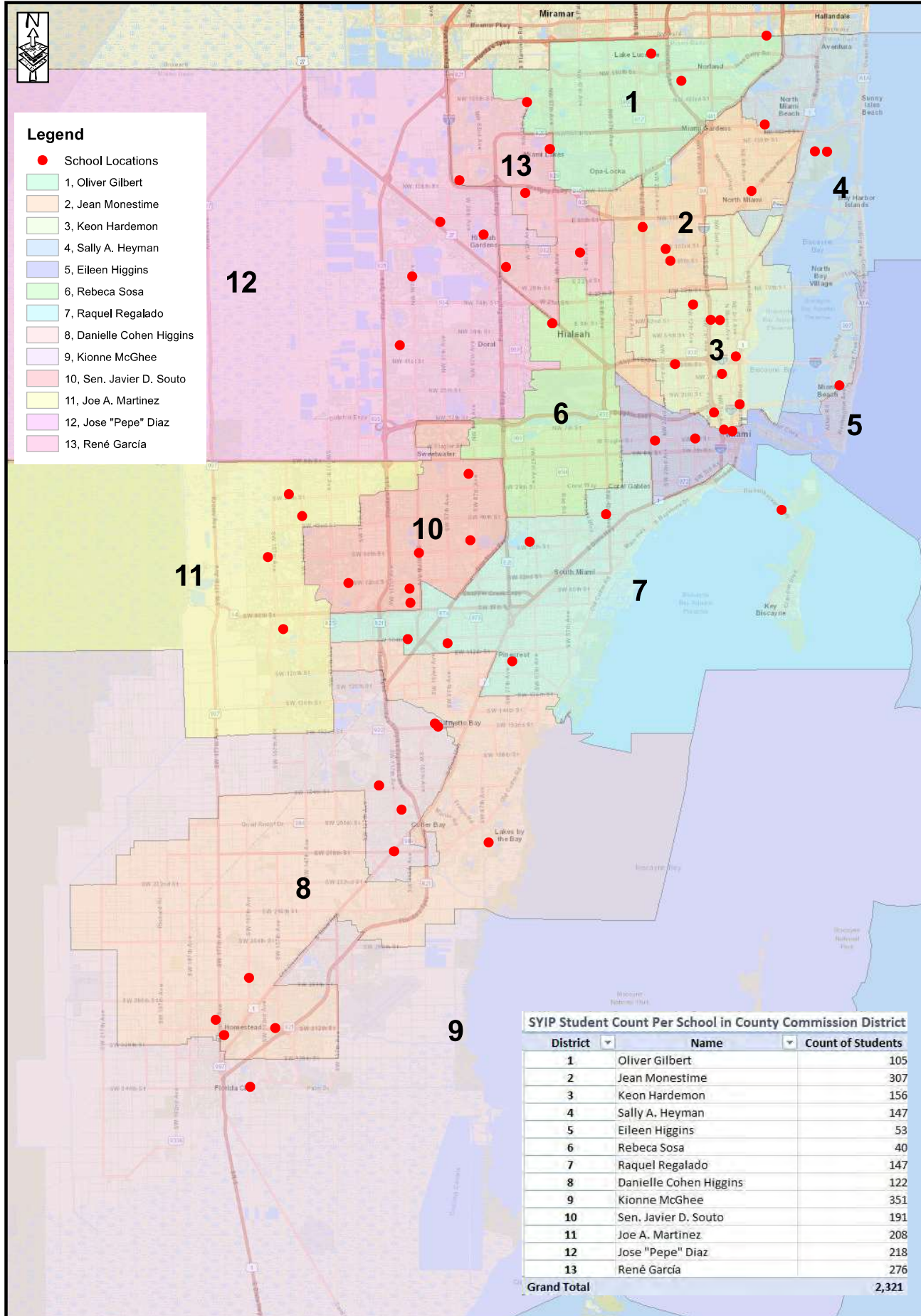




# SYIP Per County Commission District

SYIP Student Count Per School in County Commission District

Department of  
Planning,  
Design and  
Sustainability



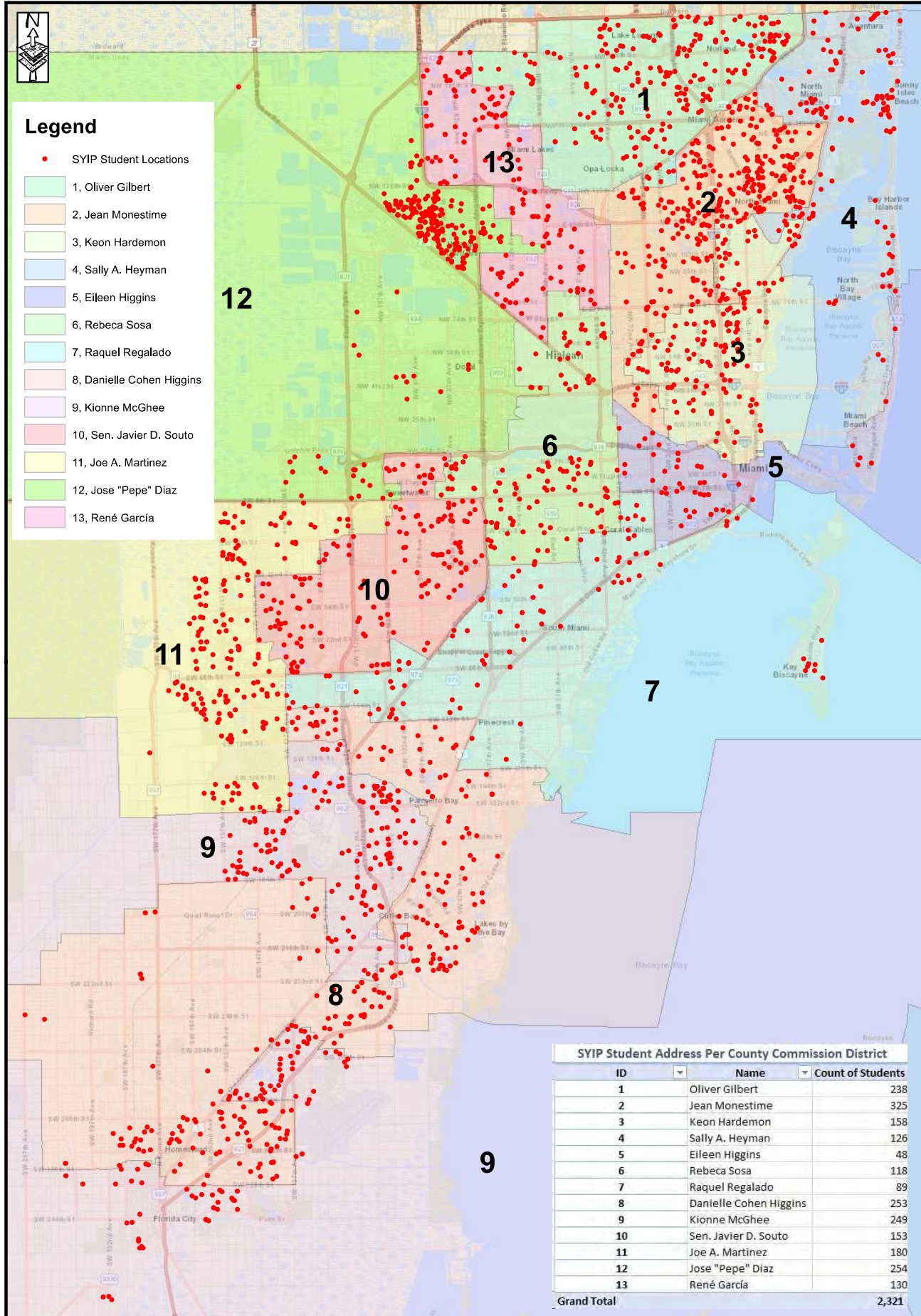




# SYIP Per County Commission District

SYIP Student Address Per County Commission District

Department of  
Planning,  
Design and  
Sustainability



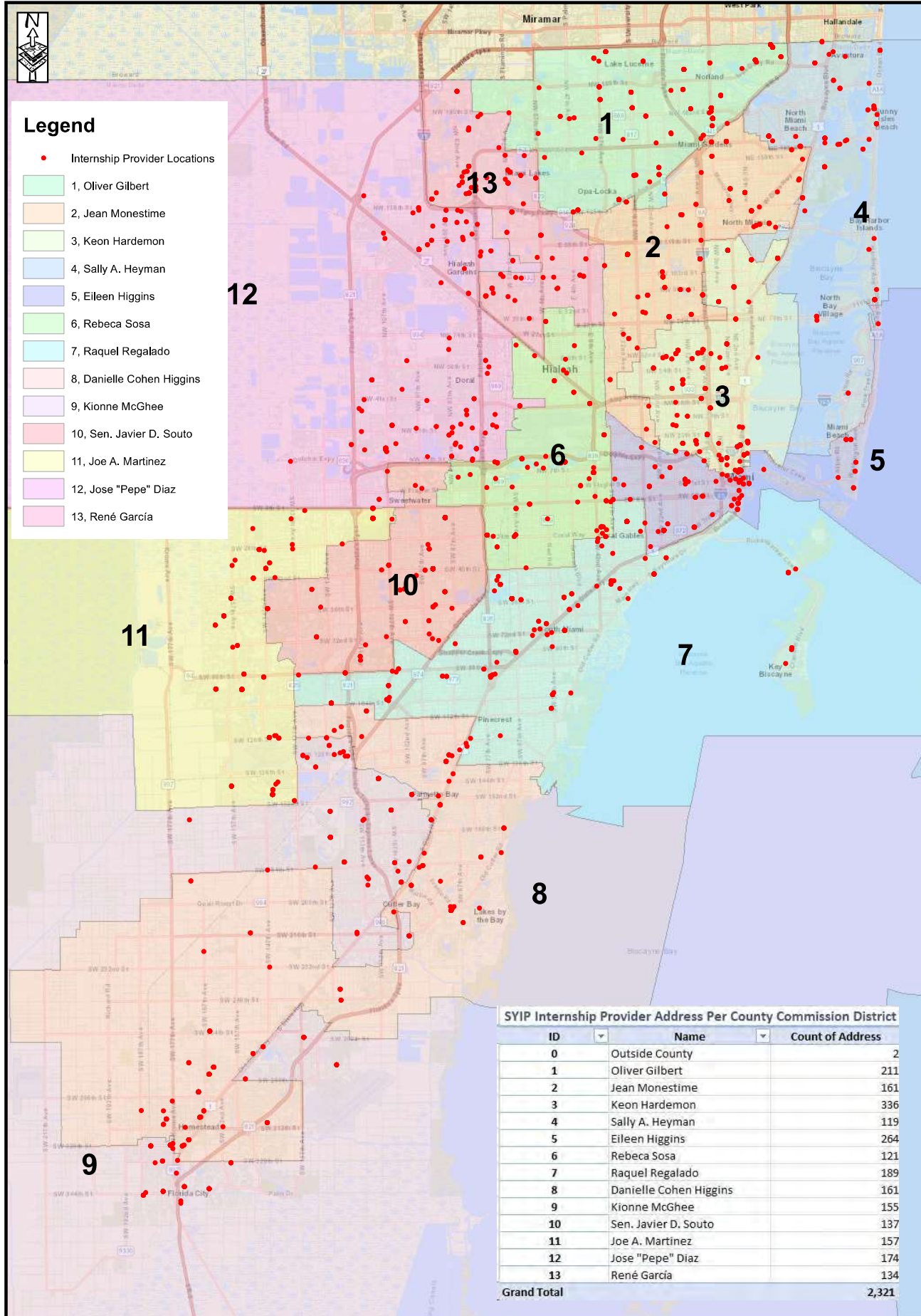




# SYIP Per County Commission District

SYIP Internship Provider Address Per County Commission District

Department of  
Planning,  
Design and  
Sustainability





## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7F

**AGENDA ITEM SUBJECT:** MIAMI-DADE COUNTY DISTRICT 9 SAFETY NET SUMMER YOUTH EMPLOYMENT PROGRAM

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends the following three items to the Board: (1) the approval to accept \$175,000 in Community Development Block Grant Coronavirus Aid, Relief and Economic Security (CDBG-CV) 3 Act funds from Miami-Dade Public Housing and Community Development for the Miami-Dade County Commission District 9 Safety Net Summer Youth Employment Program; (2) allocate matching funds of \$175,000 in Temporary Assistance for Needy Families funds; and (3) allocate funds to Youth Co-op, Inc., as set forth below.

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

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

### **BACKGROUND:**

Miami-Dade County Commission District 9, under the leadership of Mayor Daniella Levin-Cava, entered into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide employment opportunities to up to 200 youth residents of Miami-Dade County. The SFWIB provided summer job placement for youth between the ages of 15 to 18. Youth enrolled in the program also received employability skills training.

As part of the partnership, Miami-Dade Public Housing and Community Development (PHCD) provided \$175,000 in Community Development Block Grant Coronavirus Aid, Relief and Economic Security (CARES) Act CDBG-CV 3 funds to the SFWIB for the program. The SFWIB provided \$175,000 in Temporary Assistance for Needy Families (TANF) funds. The total amount being allocated for the program is \$350,000 for the District 9 Safety Net Summer Youth Employment Program. The program provided entry-level positions with local businesses, public sector and community-based organizations to Miami-Dade County's future workforce.

One hundred thirty-six youth participants earned \$13.88 per hour for a total of 140 hours, 20 of which were for work readiness training. The participating youth also received financial literacy training and information related to budgeting and investing.

Youth Co-op, Inc. was responsible for administering the program, which included payroll, recruitment, job placement, and work readiness training for the youth participants. The program began on June 18, 2021 and ended December 31, 2021.



**FUNDING:** Community Development Block Grant Coronavirus Aid, Relief and Economic Security Act CDBG-CV 3 and Temporary Assistance for Needy Families

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7G

**AGENDA ITEM SUBJECT:** ALLOCATE ADDITIONAL WIOA FUNDS FOR THE IN-SCHOOL YOUTH PROGRAM PAID WORK EXPERIENCE

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the Board the approval to allocate an amount not to exceed \$16,000.00 in Workforce Innovation and Opportunity Act Youth funds for the In-School Youth Program, as set forth below.

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

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

### **BACKGROUND:**

Paid Work Experience (PWE) is an essential component of the Workforce Innovation and Opportunity Act (WIOA) In-School Youth Program. One of the 14 program elements for the WIOA youth program is paid and unpaid work experience. Paid work experience provides youth with a planned, structured learning experience that takes place in a workplace and provides career exploration and skill development along a chosen career path. The South Florida Workforce Investment Board (SFWIB) is required to expend 20 percent of WIOA youth funding on PWE.

Adults Mankind Organization, Inc. (AMOR) provides WIOA youth services on behalf of the SFWIB. AMOR has exhausted all of the program year 2021-2022 PWE funds that were allocated. SFWIB staff is requesting an additional \$16,000.00 in WIOA youth funds in order that 16 new participants may receive 140 hours of paid work experience at a wage rate of \$13.88 per hour.

**FUNDING:** Workforce Innovation and Opportunity Act Youth

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7H

**AGENDA ITEM SUBJECT:** SUMMER YOUTH EMPLOYMENT PROGRAM FOR MIAMI-DADE CHARTER SCHOOLS

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends the following three items to the Board; (1) the approval to accept \$250,000 in general revenue funds from Miami-Dade County and \$500,000 in funds from The Children's Trust for a Summer Youth Employment Program; (2) allocate a matching \$500,000 in Temporary Assistance for Needy Families funds; and (3) allocate funds to Adult Mankind Organization, Inc., as set forth below.

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

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

### **BACKGROUND:**

Miami-Dade County has agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) and The Children's Trust to provide employment opportunities to up to 400 youth residents of Miami-Dade County. The SFWIB will provide summer job placement for youth between the ages of 15 to 18. Youth enrolled in the program will also receive employability skills training.

As part of the partnership, Miami-Dade County will provide \$250,000 in general revenue funds to the SFWIB, and The Children's Trust will provide \$500,000 toward the program. The SFWIB will provide \$500,000 in Temporary Assistance for Needy Families (TANF) matching funds. The total amount being allocated for the Summer Youth Employment Program is \$1,250,000. The program will provide entry-level positions with local businesses, public sector and community-based organizations to Miami-Dade County's future workforce.

Youth participants will earn \$13.88 per hour for a total of 150 hours, 20 of which will be work readiness training. Participating youth will also receive financial literacy training and information related to budgeting and investing.

Adult Mankind Organization, Inc. will be responsible for administering the program, which includes payroll, recruitment, job placement, and work readiness training for the youth participants. The program is scheduled to begin on June 1, 2022 and end on September 25, 2022.

**FUNDING:** Miami-Dade County General Revenue, The Children's Trust and Temporary Assistance for Needy Families

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 7I

**AGENDA ITEM SUBJECT:** VISITORS INDUSTRY BUSINESS INTERMEDIARY INITIATIVE

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

**RECOMMENDATION:** The Global Talent and Competitiveness Council recommends to the Board the approval to allocate an amount not to exceed \$280,000 in Workforce Innovation and Opportunity Act Dislocated Worker funds to the Visitor Industry Human Resource Development Council, Inc. to act as a hospitality industry business intermediary, as set forth below.

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

**STRATEGIC PROJECT:** **Maximizing collaborative partnerships**

### **BACKGROUND:**

The Visitor Industry Human Resource Development Council, Inc. (VIC) doing business as the Black Hospitality Initiative (BHI), was established in 1991 with the goal of increasing and expanding participation in the African American community in the Miami-Dade County visitor's industry. The VIC partnered with Florida International University's School of Hospitality Management to provide two year scholarships to deserving students' pursuing careers in hospitality. Since its inception, the scholarship program has expanded to Miami-Dade College, Florida Memorial University as well as the recently closed Johnson and Whales University.

The major focus of the VIC is career development and job placement. This initiative will allow the VIC to hire a new Executive Director (\$90,000.00 total compensation) and Project Manager (\$65,000.00 total compensation) who along with committed industry partners, will provide career counseling and job placement assistance. As the VIC begins to rebuild, the organization will focus on assisting program participants with transitioning from academia to the workforce by providing instruction on interviewing, career planning and goal setting. The program will also enable participants to establish business relationships with visitor industry professionals and receive mentorship.

The new Executive Director will work closely with the VIC volunteer Board of Directors to provide direction and oversee maintenance of current VIC programs; coordinate and manage the implementation of all future programs and initiatives; and working with VIC officers to develop consensus on strategic planning related to focusing attention on the highest priorities that will meet the goals of the program. The Project Manager will fulfill various duties and assist the Executive Director with coordinating future VIC programs and initiatives; work with VIC officers to develop consensus on strategic planning related to meeting the goals and objectives outlined in the organization's mission statement.

South Florida Workforce Investment Board (SFWIB) staff recommends partnering with the VIC, and to have the organization act as a business intermediary between the SFWIB and the hospitality and visitors industry. The VIC program has established partnerships with institutions of higher education and several local businesses. A partnership with the VIC will allow the SFWIB to benefit from those established partnerships, and will also provide the VIC with subject matter expertise in the area of job placement.

In following the procurement process of Miami-Dade County, Administrative Order No.:3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interests of the SFWIB. A two-thirds vote of the quorum present is required to waive the competitive procurement process and award an allocation not to exceed \$280,000 in Workforce Innovation and Opportunity Act Dislocated Worker funds to the Visitor Industry Human Resource Development Council, Inc. to serve as a hospitality industry business intermediary for the SFWIB.

**FUNDING:**

Workforce Innovation and Opportunity Act Dislocated Worker  
\$155,000.00 in salaries (Executive Director & Project Manager)  
\$125,000.00 in additional staff, equipment and supplies  
\$280,000.00 in Total Funding

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 8A

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD AND JOB PLACEMENTS 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 Balanced Scorecard measures the performance of the Workforce Development Area (WDA) 23 CareerSource center service providers. The report for Program Year (PY) 2021-22, is from July 1, 2021 through March 31, 2022. The Balanced Scorecard Performance Summary indicates none of the 10 CareerSource center locations are meeting the required 65 percent performance measures standard.

The Job Placements Year-to-Date (YTD) summary report for the same period shows WDA 23 had a total of 3,184 job placements, which is 33.2 percent of the minimum standard and 28.2 percent of the maximum standard.

None of the 10 CareerSource center locations are achieving the minimum or maximum YTD Job Placements standard.

The CareerSource center service providers will continue implementing their corrective action plans to increase performance numbers. South Florida Workforce Investment Board staff will continue to monitor and track the progress of the effectiveness of the corrective actions and program performance increases.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

CAREER CENTER SERVICE PROVIDERS PERFORMANCE SUMMARY				
Balanced Scorecard PY '21-'22 (July 1, 2021 through March 31, 2022) *				
A Service Provider must meet or exceed 65% of the Balanced Scorecard Performance Measures				
Service Providers	Career Center Locations	# of Performance Measures Standards Met	# of Performance Measures	% of Performance Measures Standards Met
Arbor E & T, LLC	Hialeah Downtown Center	10	19	52.6%
	North Miami Beach Center	9	21	42.9%
	Northside Center	10	21	47.6%
The College of the Florida Keys	Florida Keys Center(s)	2	16	12.5%
Opa-Locka CDC, Inc.	Carol City Center	6	17	35.3%
	Opa-Locka Center	6	17	35.3%
Youth Co-Op, Inc.	Homestead Center	10	20	50.0%
	Little Havana Center	10	20	50.0%
	Perrine Center	12	20	60.0%
	West Dade Center	12	20	60.0%
LWDB		10	21	47.6%



CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Provider		Maximum Standard		Minimum Standard		Total			Obtained			Direct Job Placement								Total		Direct Job Placement by Type																OE %	DJP %
		#	%	#	%							Universal				WIOA Individualized																							
												1Qrt				>1Qrt						Adult/DW		Job Seekers		Veterans		Ex-Offenders		RA/Homeless		TANF/CAP		SNAP					
		#	%	#	%	1Qrt	>1Qrt	Tot	1Qrt	>1Qrt	Tot	Season	Temp	Part	Full	Season	Temp	Part	Full	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt	1Qrt	>1Qrt						
Arbor E&T, LLC	Hialeah Downtown Center	1,161	64.1%	990	75.2%	605	>139	744	257	>105	362	0	0	0	348	0	4	0	28	348	32	0	2	0	0	0	0	0	0	0	0	0	0	48.66%	51.34%				
	North Miami Beach Center	1,278	12.0%	1,089	14.0%	87	66	153	51	61	112	0	0	0	35	0	0	0	1	35	1	1	4	0	0	0	0	0	0	0	0	0	0	73.20%	26.80%				
	Northside Center	1,305	25.1%	1,107	29.5%	208	119	327	99	106	205	0	12	0	93	0	3	0	7	105	10	4	3	0	0	0	0	0	0	0	0	0	0	62.69%	37.31%				
The College of the Florida Keys	Florida Keys Center	990	5.6%	846	6.5%	14	41	55	6	41	47	0	1	3	4	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	85.45%	14.55%				
Opa-Locka CDC, Inc.	Carol City Center	1,017	19.5%	864	22.9%	142	56	198	73	50	123	0	0	6	63	0	0	0	6	69	6	0	0	0	0	0	0	0	0	0	0	0	0	62.12%	37.88%				
	Opa Locka Center	315	31.7%	270	37.0%	71	29	100	16	18	34	0	3	7	45	0	0	0	11	55	11	0	0	0	0	0	0	0	0	0	0	0	0	34.00%	66.00%				
Youth Co-Op	Homestead Center	1,188	49.8%	1,008	58.7%	496	96	592	58	75	133	234	137	0	63	1	8	1	9	434	19	4	1	0	0	0	1	0	0	0	0	0	0	0	22.47%	77.53%			
	Little Havana Center	1,098	29.2%	936	34.3%	216	105	321	69	100	169	0	4	0	138	0	0	0	5	142	5	5	0	0	0	0	0	0	0	0	0	0	0	52.65%	47.35%				
	Perrine Center	1,350	25.6%	1,152	29.9%	205	140	345	67	127	194	0	47	4	85	0	3	1	7	136	11	2	1	0	0	0	1	0	0	0	0	0	0	56.23%	43.77%				
	West Dade Center	1,575	22.2%	1,341	26.0%	259	90	349	84	75	159	0	35	1	112	0	3	0	11	148	14	23	1	1	0	0	0	0	0	0	0	0	0	45.56%	54.44%				
	Total	11,277	28.2%	9,603	33.2%	2,303	881	3,184	780	758	1,538	234	239	21	986	1	21	2	85	1,480	109	39	12	1	0	0	2	0	0	3	0	0	0	0	48.30%	51.70%			
																			% of DJP	89.91%	6.62%	2.37%	0.73%	0.06%	0.00%	0.00%	0.12%	0.00%	0.00%	0.18%	0.00%	0.00%	0.00%	0.00%					

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

## Regional

Performance			
	Process Quality Measures	Standard	Region
1	Training Completion Rate	70%	95.0%
2	Training Completion Placement Rate	70%	86.67%
3	Training Related Placements	70%	84.62%
4	Number of Training Enrollments	594	236
5	CAP Participation Rate	50%	3.71%
6	CAP Entered Employment Rate	40%	19.38%
7	WP Entered Employment Rate	65%	66.77%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%
9	Short-Term Veterans EER	50%	13.12%
10	Employers Served	8,388	9,783
11	Employer Services (Level 1)	5,463	7,144
12	Jobs Openings Filled Rate	65%	5.82%
13	Referral Job Skills Match Average	80%	67.53%
	Outcome Measures		
14	Employment (Obtained and Direct)	11,277	3,184
15	Employed 2nd Qtr After Exit	95%	21%
16	Employed 4th Qtr After Exit	95%	0%
	17 Average Days to Employment	145	135
	17a DJP Average Days to Employment	60	34
	17b Obtained Average Days to Employment	167	220
18	Employment/Job Placement Average Wage	\$14.58	\$14.30
19	Cost Per Placement	\$1,855.67	\$826.58
20	Net Economic Benefit	\$28,471.00	\$28,923.41
21	Return on the Investment	\$15.34	\$35.02

<b>Number of Performance Measures Met</b>	<b>11</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>52.4%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

Hialeah Downtown Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	66.67%
4	Number of Training Enrollments	63	236	24
5	CAP Participation Rate	50%	3.71%	4.46%
6	CAP Entered Employment Rate	40%	19.38%	9.48%
7	WP Entered Employment Rate	65%	66.77%	64.05%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	20.0%
10	Employers Served	864	9,783	1,006
11	Employer Services (Level 1)	567	7,144	678
12	Jobs Openings Filled Rate	65%	5.82%	7.39%
13	Referral Job Skills Match Average	80%	67.53%	85.99%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,161	3,184	744
15	Employed 2nd Qtr After Exit	95%	21%	8%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	95
	17a DJP Average Days to Employment	60	34	43
	17b Obtained Average Days to Employment	167	220	124
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.94
19	Cost Per Placement	\$1,878.57	\$826.58	\$413.33
20	Net Economic Benefit	\$28,448.00	\$28,923.41	\$32,732.51
21	Return on the Investment	\$15.14	\$35.02	\$79.19

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>19</b>
<b>Percent of Performance Measures Met</b>	<b>52.6%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

North Miami Beach Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	75.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	32
5	CAP Participation Rate	50%	3.71%	0.0%
6	CAP Entered Employment Rate	40%	19.38%	13.86%
7	WP Entered Employment Rate	65%	66.77%	65.45%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	9.52%
10	Employers Served	945	9,783	1,096
11	Employer Services (Level 1)	621	7,144	877
12	Jobs Openings Filled Rate	65%	5.82%	1.45%
13	Referral Job Skills Match Average	80%	67.53%	52.49%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,278	3,184	153
15	Employed 2nd Qtr After Exit	95%	21%	3%
16	Employed 4th Qtr After Exit	95%	0%	0%
	17 Average Days to Employment	145	135	171
	17a DJP Average Days to Employment	60	34	27
	17b Obtained Average Days to Employment	167	220	255
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$14.73
19	Cost Per Placement	\$1,853.60	\$826.58	\$1,937.09
20	Net Economic Benefit	\$28,473.00	\$28,923.41	\$28,700.27
21	Return on the Investment	\$15.36	\$35.02	\$14.82

<b>Number of Performance Measures Met</b>	<b>9</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>42.9%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Arbor E&T, LLC

Northside Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	25
5	CAP Participation Rate	50%	3.71%	1.31%
6	CAP Entered Employment Rate	40%	19.38%	14.79%
7	WP Entered Employment Rate	65%	66.77%	64.61%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	11.54%
10	Employers Served	972	9,783	1,089
11	Employer Services (Level 1)	630	7,144	793
12	Jobs Openings Filled Rate	65%	5.82%	11.61%
13	Referral Job Skills Match Average	80%	67.53%	56.14%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,305	3,184	327
15	Employed 2nd Qtr After Exit	95%	21%	2%
16	Employed 4th Qtr After Exit	95%	0%	0%
	17 Average Days to Employment	145	135	196
	17a DJP Average Days to Employment	60	34	54
	17b Obtained Average Days to Employment	167	220	285
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.32
19	Cost Per Placement	\$1,844.30	\$826.58	\$927.53
20	Net Economic Benefit	\$28,482.00	\$28,923.41	\$30,939.32
21	Return on the Investment	\$15.44	\$35.02	\$33.36

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>21</b>
<b>Percent of Performance Measures Met</b>	<b>47.6%</b>

# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

College of the Florida Key

Florida Keys Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	45	236	ND
5	CAP Participation Rate	50%	3.71%	0.0%
6	CAP Entered Employment Rate	40%	19.38%	0.0%
7	WP Entered Employment Rate	65%	66.77%	47.98%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	25.93%
10	Employers Served	738	9,783	242
11	Employer Services (Level 1)	477	7,144	70
12	Jobs Openings Filled Rate	65%	5.82%	0.18%
13	Referral Job Skills Match Average	80%	67.53%	37.58%
	Outcome Measures			
14	Employment (Obtained and Direct)	990	3,184	55
15	Employed 2nd Qtr After Exit	95%	21%	49%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	424
	17a DJP Average Days to Employment	60	34	22
	17b Obtained Average Days to Employment	167	220	476
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.56
19	Cost Per Placement	\$1,851.77	\$826.58	\$2,530.74
20	Net Economic Benefit	\$28,475.00	\$28,923.41	\$29,839.26
21	Return on the Investment	\$15.38	\$35.02	\$11.79

<b>Number of Performance Measures Met</b>	<b>2</b>
<b>Number of Performance Measures</b>	<b>16</b>
<b>Percent of Performance Measures Met</b>	<b>12.5%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Opa-Locka CDC

Carol City Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	54	236	6
5	CAP Participation Rate	50%	3.71%	10.93%
6	CAP Entered Employment Rate	40%	19.38%	18.1%
7	WP Entered Employment Rate	65%	66.77%	59.99%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	6.67%
10	Employers Served	765	9,783	792
11	Employer Services (Level 1)	495	7,144	568
12	Jobs Openings Filled Rate	65%	5.82%	1.39%
13	Referral Job Skills Match Average	80%	ND	ND
	Outcome Measures			
14	Employment (Obtained and Direct)	1,017	3,184	198
15	Employed 2nd Qtr After Exit	95%	21%	1%
16	Employed 4th Qtr After Exit	95%	0%	0%
	17 Average Days to Employment	145	135	121
	17a DJP Average Days to Employment	60	34	17
	17b Obtained Average Days to Employment	167	220	178
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.55
19	Cost Per Placement	\$1,851.77	\$826.58	\$270.92
20	Net Economic Benefit	\$28,475.00	\$28,923.41	\$25,831.63
21	Return on the Investment	\$15.38	\$35.02	\$95.35

<b>Number of Performance Measures Met</b>	<b>6</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>35.3%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Opa Locka CDC

Opa Locka Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	ND
2	Training Completion Placement Rate	70%	86.67%	ND
3	Training Related Placements	70%	84.62%	ND
4	Number of Training Enrollments	18	236	1
5	CAP Participation Rate	50%	3.71%	13.0%
6	CAP Entered Employment Rate	40%	19.38%	23.64%
7	WP Entered Employment Rate	65%	66.77%	65.69%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	ND
9	Short-Term Veterans EER	50%	13.12%	5.88%
10	Employers Served	234	9,783	323
11	Employer Services (Level 1)	153	7,144	291
12	Jobs Openings Filled Rate	65%	5.82%	22.09%
13	Referral Job Skills Match Average	80%	67.53%	82.04%
Outcome Measures				
14	Employment (Obtained and Direct)	315	3,184	100
15	Employed 2nd Qtr After Exit	95%	21%	0%
16	Employed 4th Qtr After Exit	95%	0%	0%
	17 Average Days to Employment	145	135	238
	17a DJP Average Days to Employment	60	34	32
	17b Obtained Average Days to Employment	167	220	571
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.85
19	Cost Per Placement	\$1,845.84	\$826.58	\$499.05
20	Net Economic Benefit	\$28,481.00	\$28,923.41	\$26,226.45
21	Return on the Investment	\$15.43	\$35.02	\$52.55

<b>Number of Performance Measures Met</b>	<b>6</b>
<b>Number of Performance Measures</b>	<b>17</b>
<b>Percent of Performance Measures Met</b>	<b>35.3%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Homestead Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	87.5%
4	Number of Training Enrollments	63	236	32
5	CAP Participation Rate	50%	3.71%	10.0%
6	CAP Entered Employment Rate	40%	19.38%	13.22%
7	WP Entered Employment Rate	65%	66.77%	75.49%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	14.52%
10	Employers Served	882	9,783	1,053
11	Employer Services (Level 1)	576	7,144	951
12	Jobs Openings Filled Rate	65%	5.82%	40.52%
13	Referral Job Skills Match Average	80%	67.53%	73.95%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,188	3,184	592
15	Employed 2nd Qtr After Exit	95%	21%	37%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	113
	17a DJP Average Days to Employment	60	34	28
	17b Obtained Average Days to Employment	167	220	384
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$12.04
19	Cost Per Placement	\$1,878.57	\$826.58	\$770.81
20	Net Economic Benefit	\$284,883.00	\$28,923.41	\$24,281.96
21	Return on the Investment	\$15.45	\$35.02	\$31.50

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>50.0%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Little Havana Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	100.0%
3	Training Related Placements	70%	84.62%	100.0%
4	Number of Training Enrollments	63	236	27
5	CAP Participation Rate	50%	3.71%	7.34%
6	CAP Entered Employment Rate	40%	19.38%	9.09%
7	WP Entered Employment Rate	65%	66.77%	70.91%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	9.52%
10	Employers Served	810	9,783	1,299
11	Employer Services (Level 1)	531	7,144	690
12	Jobs Openings Filled Rate	65%	5.82%	2.2%
13	Referral Job Skills Match Average	80%	67.53%	42.59%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,098	3,184	321
15	Employed 2nd Qtr After Exit	95%	21%	38%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	140
	17a DJP Average Days to Employment	60	34	21
	17b Obtained Average Days to Employment	167	220	246
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$13.96
19	Cost Per Placement	\$1,875.80	\$826.58	\$794.61
20	Net Economic Benefit	\$288,451.00	\$28,923.41	\$28,247.39
21	Return on the Investment	\$15.17	\$35.02	\$35.55

<b>Number of Performance Measures Met</b>	<b>10</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>50.0%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

Perrine Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	100.0%
2	Training Completion Placement Rate	70%	86.67%	92.31%
3	Training Related Placements	70%	84.62%	75.0%
4	Number of Training Enrollments	72	236	29
5	CAP Participation Rate	50%	3.71%	6.59%
6	CAP Entered Employment Rate	40%	19.38%	26.9%
7	WP Entered Employment Rate	65%	66.77%	65.06%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	14.29%
10	Employers Served	1,008	9,783	1,371
11	Employer Services (Level 1)	657	7,144	1,079
12	Jobs Openings Filled Rate	65%	5.82%	4.77%
13	Referral Job Skills Match Average	80%	67.53%	81.67%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,350	3,184	345
15	Employed 2nd Qtr After Exit	95%	21%	45%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	182
	17a DJP Average Days to Employment	60	34	30
	17b Obtained Average Days to Employment	167	220	309
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.31
19	Cost Per Placement	\$1,852.85	\$826.58	\$935.60
20	Net Economic Benefit	\$28,474.00	\$28,923.41	\$30,900.05
21	Return on the Investment	\$15.37	\$35.02	\$33.03

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>60.0%</b>

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2021 To 3/31/2022

Youth Co-Op

West Dade Center

Performance				
	Process Quality Measures	Standard	Region	Center
1	Training Completion Rate	70%	95.0%	84.0%
2	Training Completion Placement Rate	70%	86.67%	70.0%
3	Training Related Placements	70%	84.62%	85.71%
4	Number of Training Enrollments	90	236	60
5	CAP Participation Rate	50%	3.71%	12.3%
6	CAP Entered Employment Rate	40%	19.38%	23.61%
7	WP Entered Employment Rate	65%	66.77%	68.73%
8	WIOA Adult & Dislocated Worker EER	98%	100.0%	100.0%
9	Short-Term Veterans EER	50%	13.12%	11.11%
10	Employers Served	1,170	9,783	1,395
11	Employer Services (Level 1)	756	7,144	1,112
12	Jobs Openings Filled Rate	65%	5.82%	11.71%
13	Referral Job Skills Match Average	80%	67.53%	62.77%
	Outcome Measures			
14	Employment (Obtained and Direct)	1,575	3,184	349
15	Employed 2nd Qtr After Exit	95%	21%	50%
16	Employed 4th Qtr After Exit	95%	0%	ND
	17 Average Days to Employment	145	135	116
	17a DJP Average Days to Employment	60	34	43
	17b Obtained Average Days to Employment	167	220	186
18	Employment/Job Placement Average Wage	\$14.58	\$14.30	\$15.53
19	Cost Per Placement	\$1,880.98	\$826.58	\$1,282.90
20	Net Economic Benefit	\$28,445.00	\$28,923.41	\$31,009.52
21	Return on the Investment	\$15.12	\$35.02	\$24.17

<b>Number of Performance Measures Met</b>	<b>12</b>
<b>Number of Performance Measures</b>	<b>20</b>
<b>Percent of Performance Measures Met</b>	<b>60.0%</b>

ND = No Data

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## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**DATE:** 4/28/2022

**AGENDA ITEM NUMBER:** 8B

**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 (CRC) 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) and Career Advisor the ability to monitor the success of individual programs and evaluate the economic benefit per placement by program.

The CRC performance indicators for the period of July 1, 2021 through March 31, 2022 are as follows:

- The SFWIB generated \$1,895,936.16 of wages into the South Florida regional economy.
- For every dollar spent on training, SFWIB obtained a return of \$3.85.
- Ninety-seven percent of training services participants completed classroom training.
- Of those completing training, 84 percent have obtained employment with an average wage of \$23.92.
- Eighty-five percent of the participants were placed in a training-related occupation.
- The net economic benefit per placement is \$39,498.67.

The attached CRC table is a summary for program year 2021-2022.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# Consumer Report Card

07/01/2021 - 06/30/2022

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		
Apex Training Center - Main Campus	3	3	3	100.00 %	3	100.00 %	\$ 3,801.60	\$ 11,404.80	\$ 3,801.60	\$ 22.29	\$ 46,370.13	\$ 42,568.53	\$ 11.20
Dade Institute of Technology	2	2	1	50.00 %	1	100.00 %	\$ 6,278.80	\$ 12,557.60	\$ 12,557.60	\$ 15.00	\$ 31,200.00	\$ 18,642.40	\$ 1.48
MDCP SCHOOLS (ALL)	1	1	-	0.00 %	-	0.00 %	\$ 2,189.46	\$ 2,189.46	-	-	-	-	-
Miami Dade College	3	2	-	0.00 %	-	0.00 %	\$ 1,693.31	\$ 3,386.61	-	-	-	-	-
New Horizons	13	13	11	84.62 %	10	90.91 %	\$ 10,000.00	\$ 130,000.00	\$ 11,818.18	\$ 22.76	\$ 47,344.58	\$ 35,526.40	\$ 3.01
The Academy -- Fort Lauderdale Campus	5	5	5	100.00 %	5	100.00 %	\$ 8,595.60	\$ 42,978.00	\$ 8,595.60	\$ 25.66	\$ 53,381.12	\$ 44,785.52	\$ 5.21
The Academy -- Miami Campus	28	27	26	96.30 %	21	80.77 %	\$ 9,783.70	\$ 264,159.80	\$ 10,159.99	\$ 24.95	\$ 51,900.80	\$ 41,740.81	\$ 4.11
The CDL Schools LLC - Miami Campus	1	1	1	100.00 %	1	100.00 %	\$ 2,058.32	\$ 2,058.32	\$ 2,058.32	\$ 15.75	\$ 32,760.00	\$ 30,701.68	\$ 14.92
The Code Academy - Miami Campus	3	3	1	33.33 %	-	0.00 %	\$ 9,665.00	\$ 28,995.00	\$ 28,995.00	\$ 22.93	\$ 47,694.40	\$ 18,699.40	\$ 0.64
	59	57	48	84.21 %	41	85.42 %	\$ 8,630.62	\$ 491,945.36	\$ 10,248.86	\$ 23.92	\$ 49,747.53	\$ 39,498.67	\$ 3.85