



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, April 24, 2008

9:30 A.M.

South Florida Workforce Investment Board Headquarters
7300 Corporate Center Drive
5th Floor - Conference Room 3
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. February 15, 2008
 - B. April 1, 2008
3. Presentation of Proposed Redesign of Workforce Delivery System

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2.

SFWIB – Workforce Systems Improvement Committee

April 24, 2008

Minutes of SFWIB Workforce Systems Improvement Committee Meeting February 15, 2008

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 February 15, 2008 at 9:30 A.M.
 South Florida Workforce Investment Board Headquarters
 7300 Corporate Center Drive, 5th Floor - Conference Room 3

COMMITTEE MEMBERS IN ATTENDANCE	OTHER SFWIB MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Daniel Fils-Aime, Sr. 2. Victoria DuBois 3. Cynthia Gaber 4. Jackie Harder 5. Al Huston, Jr. 6. Obdulio Piedra	Edwards Margolis SFW STAFF Rick Beasley Teresa Grant Juan Hernandez Ken Kistner Linda Pierre	Cedeno, Maritza- <i>Youth Cop-Op, Inc.</i> Cela, Jose- <i>Ser Jobs for Progress</i> Cepeda-Leonard-Margarita- <i>Unidad</i> Gaviria-Lopez-Beatriz- <i>Ser Jobs</i> Menendez, Mirizza- <i>UNIDAD of Miami Beach, Inc.</i> Milian, Delia- <i>City of Hialeah</i> Rodriguez, Maria- <i>Youth Co-Op, Inc.</i> Sante, Alicia- <i>Youth Co-Op, Inc.</i> Zeno, Miriam- <i>Ser Jobs-North Miami Beach</i>
COMMITTEE MEMBERS NOT IN ATTENDANCE		
7. Jose Acosta 8. Anne Manning 9. Alvin Roberts 10. Ivonne Socorro		

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr., WSI Committee Chair, called the meeting to order at 9:44 A.M., and noted that a quorum had not been achieved.

Mr. Rick Beasley introduced Mrs. Mayra Buttacavoli, a past member of the South Florida Workforce Investment Board representing the City of Miami Beach.

Mr. Fils-Aime thanked Mrs. Buttacavoli and presented her with a plaque thanking her for her valued participation on the Board.

3. Assets for Independence Program Grant

Mr. Beasley noted that the SFWIB was approached by Miami-Dade County to take over the Assets for Independence (AFI) Program, Individual Development Accounts (IDA) Project Initiative as described in the item.

He added this is not an action item, but the Board would need to approve or disapprove and Miami-Dade County would be informed of the decision.

He also added that the grant is unique because it includes housing, education and micro-enterprise components and it would allow for the leveraging of resources.

Ms. Harder asked if funding would be required from SFW. Mr. Beasley responded that SFW would be the administrative entity.

Mr. Obdulio Piedra asked if it is a savings initiative.

Mr. Beasley explained that an individual must put money aside and the grant would match those funds, and SFW would match the funds as well.

Mr. Piedra noted that as a part of the Miami Saves campaign run by the Cuban National Council (CNC) there is a national America Saves campaign and he is the chair of the Florida Financial Literacy Council which supports the initiative.

Ms. Jackie Harder moved approval to send to the full Board for approval.

It was the consensus of the Committee members present to move this item to the full Board for its acceptance.

4. Balanced Scorecard Discussion

Mr. Beasley asked Mr. Juan Hernandez to present the regional performance figures for July 1, 2007, through January 31, 2008.

Mr. Hernandez reported on the standards and available performance figures as follows:

<u>Measure</u>	<u>Standard</u>	<u>Performance Met</u>
CAP Training	60%	79%
Employment.....	12,364	11,853
Professional Placements.....	1,855	1,506
Self-Sufficiency	2,473	1,690
Employment Wage Rate	\$12 per hour	\$11.58 per hour
WIA Employment Gateway.....	1,556	1,262
Job Development Index	7,835	9,236
Job Development Index Over \$12 an Hour	2,742	3,714

Mr. Beasley explained that the last two measures apply to the job developers who go out and create jobs and enter them into the system, and we exceeded the standard for both measures. However, the job placement numbers are below the set standards.

Mr. Hernandez continued to report the standards and the level achieved for additional program areas.

Mr. Beasley referred to page five (5) of the attachment for the 2006-2007 performance. He added that the information included a breakdown by Career Center and this information would help to design ways to improve performance.

He added that the Partners have been asked to look at policy changes that might have contributed to the lower performance.

Mr. Piedra asked how staff would develop strategies to assure that those numbers are reached.

Mr. Beasley responded that Mr. Hernandez would be involved in the committee process to review policies and offer recommendations.

This region needs to focus on how we are doing and how we are serving those individuals.

Ms. Harder commented on the large differences on the November chart and asked why there are such differences, and was it possibly due to a funding issue or staff on vacation.

Mr. Beasley responded that those questions would be asked by the staff of the Service Partners when we meet.

At the mid-year reviews, some Partners had information to explain the data, and others needed to go back and investigate the reasons that caused the spike.

Mr. Fils-Aime welcomed Mr. Edward Margolis, SFWIB Chair, who joined the meeting.

Mr. Margolis commented that he had attended the Workforce Florida Inc. Board of Director's meeting in Tallahassee and added that Maria Rodriguez, Executive Director of Youth Co-Op, Inc., was also in attendance.

He noted comments from the Florida Chamber of Commerce regarding the lack of qualified candidates for open positions in Florida and that developing talent is the goal we should strive for. The level of education is slowly increasing across the State, but in comparison to other states, and other countries, we must increase by 10%-15% per year to compete.

He added that by the year 2030 it is expected that 70% of the Florida population would be Hispanic. The Career and Professional Education Act (CAPE) program that builds a conversation between education and businesses is a beginning to train and increase the talent level of students.-

Mr. Piedra asked if the space coast was discussed and Mr. Margolis responded that yes and the State of Florida is willing to invest \$54M in programs that would develop the highest skills, keeping those with higher education in those programs, such as the space programs at Kennedy Space Center.

Mr. Beasley commented that a number of states have "Come Back Home" programs to have people return to their states.

5. Service Delivery Discussion

Mr. Beasley explained that at the last meeting the conversation centered around the Career Centers and the partner agencies were asked to submit their thoughts.

He noted that Ms. Harder requested a breakdown of a number of different items by Career Center, and that this information was included in the agenda item.

Mr. Beasley brought to their attention some highlights of the report.

Mr. Piedra asked what lessons were learned from this analysis by staff. Mr. Beasley responded that the funding allocation is not by program, and there is no scientific measure set. In addition, the proposals from the Partners had suggestions such as looking at areas of poverty.

Mr. Beasley noted that a proposal that included the involvement of the Partners would be presented to the Board, which would include the request for the three models made by the Finance Committee.

Ms. Harder noted that Monroe County does not appear in this report, and Mr. Beasley responded that Monroe County is a little different because of the Interlocal Agreement which stipulates that Monroe County is to receive 6.7% of the funding regardless. Ms. Harder asked that Monroe County be referenced in the report.

She added that this report was an instructive and informative tool. Mr. Beasley responded that the report is informative for staff as well.

[Mr. Al Huston, Jr. arrived.]

Mr. Beasley began introducing the Partners for their reports. He noted that there was no one at the meeting from Arbor.

City of Hialeah

Ms. Delia Milian, Program Director, City of Hialeah, presented, and expressed appreciation for the opportunity to report. She noted that the information presented was not as thorough as possible given the short deadline. She added the important requirements include easy access to public transportation, ample free accessible parking, the number of square feet, the cost per square foot as well as the lease expiration, and sufficient room for recruitment activities and professional placement seminars to be held.

In the north end of the County she suggested merging the Carol City and the North Miami Beach Career Centers and to provide a satellite or an access point in the nearby neighborhood of Opa-Locka. These changes could save approximately \$300,000.

In the central area, she suggested that Northside should remain where it is, Miami Beach should remain a full service center where it is, but close the Miami Downtown center and merge it with Northside and Little Havana. She added that Transition, Inc., which serves the offender population, and should remain in the Culmer site. These changes could also save \$300,000.

She had considered that the both Hialeah centers should be merged into a more central location, but the cost per square foot of property at the new location would be \$17 to \$25 per square foot versus the \$10.00 currently. Therefore; the suggestion was to leave the Hialeah Downtown facility open. It was also suggested that an access point could be provided in the western section of Hialeah.

Ms. Milian closed her presentation requesting that if closures do take place that staff be affected as little as possible.

Mr. Margolis asked, if with the increase in internet access, and additional access points would there be the same amount of traffic. Ms. Milian responded that she expects it to remain the same because of the number of welfare cases that are assigned, the mandatory orientation and mass recruitment that needs to take place would all be at these centers. In addition, many employers perform recruitment activities at the career center. She commented that more access points would help, although mandatory case management activities require large rooms, and even larger if consolidation occurs.

Mr. Beasley directed the members' attention to a map of the locations of the centers.

SER-Jobs for Progress, Inc.

Mr. Jose Cela distributed a document and explained that the Food Stamp Employment and Training population has been found to live in areas where rental housing is most available.

Therefore, centers located in areas such as Kendall would not be easily accessible to that population.

He added that the facility costs may be higher than others depending on the size. We have not been in favor of having large centers and he suggested that some of these centers could be reduced in size, considering that some leases would be expiring.

Another suggestion was to look at the option of locating inside some schools.

He added that TANF is the largest funding source for SFW. He noted that seven (7) of our centers are very near seven (7) of the Department of Children and Families (DCF) offices. He suggested that some Career Center staff work from those DCF offices. In addition, he pointed out that four (4) of our centers do not map to DCF offices and those centers were: Hialeah Gardens and Carol City centers run by the same operator, and Miami Downtown and Little Havana centers run by the same operator. He suggested that SFW could combine these centers or come up with something creative.

He suggested using the model of the Apple Stores that are light and bright and inviting, or use the banking model.

Mr. Piedra commented that often it is not just cost savings, but re-engineering, process improvements.

Ms. Harder asked, if the 3,000 sq. foot area adequately provides privacy for the customers and if the conference rooms are adequate for our mandated services. She asked if the model would be appropriate for all mandated services, and would it work for large as well as small centers.

Mr. Beasley responded that each center is different.

UNIDAD of Miami Beach, Inc.

Ms. Mirizza Menendez, Center Director, Miami Beach Career Center, read from a prepared report.

The recommendations presented included the following:

- Close the Miami Downtown center and open a state-of-the-art business center in the El Portal area. The cases and staff at the Miami Downtown center could be transferred to the Northside and Little Havana centers.
- The Little Havana center should be moved to another site in the area but into a location at a lower lease amount with parking provided.
- Maintain Transition, Inc. as the ex offender service hub with some staff relocated to centers such as Little Havana. It had been recommended before that Transition, Inc. could provide staff to all centers, or could cross train current Career Center staff.
- Merge the North Miami Beach and Carol City centers into a larger center managed by a provider to be selected by South Florida Workforce.
- Merge the Hialeah Gardens center into Hialeah Downtown preferably in a City of Hialeah space with staff to be absorbed.
- Open new access points in areas such as Little Haiti, Opa-Locka and West Hialeah, possibly with organizations not currently working with SFW.

Keep the prototype as is; revisit all lease agreements; all centers and access points must be easily accessible by public transportation; a cap on administrative costs of 10% for all providers; hire a consultant to facilitate recommendations of centers across the nation and give us analyses.

Ms. Margarita Cepeda-Leonardo, Executive Director, UNIDAD of Miami Beach, Inc., reported that she has a concern regarding changing the service delivery prototype. She recommends seeking professional advice before making substantial changes. She added that she is concerned that the welfare transition customer might be segregated. She continued to comment that the welfare transition customer should have the benefit of an environment that includes other customers.

Mr. Margolis asked Ms. Cepeda-Leonardo how she visualized using the access points. Ms. Cepeda-Leonardo responded that the access points should be directed by the Career Centers as an arm of the Career Centers, and there should be three (3) computers and a professional on-site at all times, although there might be different professional staff persons assigned on a rotating basis.

Mr. Margolis asked Ms. Cepeda-Leonardo in her opinion, what services could be moved from the Career Centers to the access points. She responded that must be decided.

Mr. Huston asked Ms. Cepeda-Leonardo whether the savings in her report were based on the access points primarily or on other areas. She responded that that the data was received from SFW but the savings projected in the report are considering only the consolidation of the Career Centers.

Ms. Harder asked Ms. Cepeda-Leonardo about her concern about the prototypes, and segregation of customers, and if that been proposed by anyone in this Region. Ms. Cepeda-Leonardo responded no, but it had been discussed. Ms. Harder inquired whether that was occurring anywhere in our Region, and Ms. Cepeda-Leonardo responded in the negative, but added that there are cases in some other Regions.

Youth Co-Op, Inc.

Ms. Maria Rodriguez, President, Youth Co-Op, Inc., informed the Committee members that there is a need to reduce the infrastructure in order to maintain the current level of services considering the expected funding cuts. She added that the subject of a Career Center being run by a single provider has not been addressed here.

She noted that Mr. Beasley had commented that his preference was to keep all staff employed and that was included as part of their assumptions when preparing this proposal.

Ms. Rodriguez recommended the following:

- The consolidation of the city of Hialeah and Hialeah Gardens centers into City of Hialeah center because of their proximity to transportation, community services, etc. as well as the cost effectiveness.
- The opening of an access point in the Westland area that would be linked to one of the refugee services offices already in that area.
- Merge the Carol City Career Center with the North Miami Beach Center at a new location that would meet the criteria for more professionalism.
- Open an access point or a satellite center within the city of Opa-Locka.

- Consolidation of the Miami Downtown center into the Northside center, to incorporate as well a business center.
- Keep the Perrine center as is because it is 12 miles away from the nearest center which is West Dade
- Keep the Homestead center in its current location, and the West Dade center should also remain as it is in a central location.
- Relocate the Little Havana center to a new location which would include free parking, and the new site must include space for the Youth Services program.
- Maintain an Offender hub, and each center should have a representative to serve offenders as well.
- Keep open the Miami Beach center, which does not charge SFW for the facility.
- Keep the two centers in Monroe County and at least once a month use the mobile units in Marathon
- The Temporary Assistance for Needy Families (TANF) cases should be served through the centers, rather than the access points.
- Partnering with more non-profit organizations which would keep the funds within the State of Florida as some for-profit companies are outside the State of Florida.

She recommended that before any decisions are made that the committee take time to visit the centers to decide for themselves.

Mr. Margolis asked what the Refugee centers do, what they look like, and how do they really function.

Ms. Rodriguez responded that there are multiple small offices, which offer core services, assessment, case management, and job placement. The Refugee program is performance based, which is different from the other services offered.

Mr. Margolis asked for an explanation of the services included in "Core Services." Ms. Rodriguez responded that the law requires all participants go through core services. Everything should be geared towards toward employment, so that if the participant could be employed right away, that is the action to be taken.

Next is the needs assessment of interests and ability and then address the needs by possibly offering training, or other services.

Mr. Margolis asked which services must be offered at Career Center and which could be offered at an access point or possibly a school.

Ms. Rodriguez responded that currently the services provided at the access points are those services that could be completed at home if one has a computer. In Coconut Grove access is provided to a community that might not have computers, and the access point is staffed with a person who could refer the customer to the Career Center. She added that the State rates the Region on a number of factors above and beyond the services offered by an access point.

Mr. Margolis asked which services must take place in a Career Center.

Ms. Alicia Sante, Program Director, Youth Co-op, Inc., responded those services could be case management, assessment, testing, and those services requiring personal involvement of staff. She added that the banking model would not be the first choice because of the complicated system of services to be assessed.

Ms. Rodriguez added that many customers may not have the basic skills to become ready to work.

2. Approval of Workforce Systems Improvement Meeting Minutes, for November 27, 2007, and January 25, 2008

Jackie Harder moved to approve the minutes of the November 27, 2007, and January 25, 2008 Workforce Systems Improvement Committee meetings. The motion was seconded by Al Huston, Jr. and approved.

Mr. Fils-Aime announced that the agenda was complete and requested that the members of the committee consider the information provided and submit their recommendations to staff.

Mr. Piedra suggested that the providers meet with staff to provide recommendations, and Mr. Margolis responded that those meetings are already happening.

Mr. Margolis asked which of the funding streams require the services to be performed through the Career Centers, and which do not.

Juan Hernandez replied that the case management and intensive services would most likely be provided in the Career Centers.

Ms. Harder noted that she was amazed by the similarities. She asked that staff could compile a list of similarities in the presentations. She added that she would like to see the use of technology in as many different areas as possible in the proposals.

Mr. Piedra recommended that staff work with the providers and compile recommendations including a matrix which could be considered by the Committee, at the next meeting in preparation to submit a recommendation to the full Board.

Mr. Fils-Aime thanked the Board, Chairman and staff for providing the mobile unit in the Haitian community for the HALO event.

Mr. Piedra noted that he was the sponsor the Mayor's job fair at the Martin Luther King Center, at which 2,000 persons came through. He added that there would be additional events in the future.

The meeting adjourned at 11:50 A.M.



2.

SFWIB – Workforce Systems Improvement Committee

April 24, 2008

Minutes of SFWIB Workforce Systems Improvement Committee Meeting April 1, 2008

South Florida Workforce Investment Board
 Workforce Systems Improvement Committee Meeting
 April 1, 2008, at 9:30 A.M.
 South Florida Workforce Investment Board Headquarters
 7300 Corporate Center Drive, 5th Floor - Conference Room 3

COMMITTEE MEMBERS IN ATTENDANCE	OTHER SFWIB MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Daniel Fils-Aime, Sr. 2. Jose Acosta 3. Victoria DuBois 4. Cynthia Gaber 5. Jackie Harder	Edward Margolis SFW STAFF Rick Beasley Anne Glancy Juan Hernandez Ken Kistner Linda Pierre Marian Smith	Cela, Jose- <i>Ser Jobs for Progress</i> Cepeda-Leonard-Margarita- <i>Unidad</i> Costas, Jorge- <i>Youth Co-op, Inc.</i> Milian, Dalia- <i>City of Hialeah</i> Milian, Delia- <i>City of Hialeah</i> Rodriguez, Maria- <i>Youth Co-Op, Inc.</i>
COMMITTEE MEMBERS NOT IN ATTENDANCE		
6. Al Huston, Jr. 7. Anne Manning 8. Obdulio Piedra 9. Alvin Roberts 10. Ivonne Socorro		

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr., WSI Committee Chair, called the meeting to order at 9:40 A.M., and noted that a quorum had not been achieved.

3. Service Delivery Discussion

Mr. Beasley noted that the Service Providers and staff have been working together and that two teams are on this process: a facilities team to discuss building locations, and the process team. He added that the Finance Committee requested that three scenarios be presented to their committee.

Ms. Marian Smith and Ms. Maria Rodriguez, Executive Director, Youth Co-op, Inc. provided the facilities team report.

Ms. Smith noted that their charge was to maintain the current staffing levels and to strategically locate the service delivery centers and to prepare three scenarios. She explained that the team at this time was unable to provide a third scenario because they were unable to reach the funding reduction amount without closing another location by June 30th. The team was continuing to look at other options.

Ms. Rodriguez reported the team had developed two options and were working on a third option. She noted that the plan was to have eight centers remaining which mirror the locations of DCF offices.

The first scenario was to close Miami Downtown, Hialeah Gardens, and Carol City, and the second scenario was to close Miami Downtown, Hialeah Gardens, and North Miami Beach. Both scenarios allowed for staff to be consolidated into the remaining centers. In addition, the proposal also included moving the Refugee Program TANF cases into the Centers so that SFW may cost allocate expenses with the Refugee Program.

Ms. Smith noted that they in developing the two options, the team took into account caseloads, and that in these locations the leases expire June 30th. In addition, they also considered the cost of the facility and the savings, the customer base by program and traffic flow, and transportation.

She added that their team was scheduled to meet again that week to prepare the third option.

Mr. Acosta asked whether we (SFWIB) were getting the best bang for the buck, and the need to make Centers more efficient was considered.

Ms. Rodriguez noted that the goal was to meet the \$2.1M funding reduction by the June 30th deadline and leases are difficult to change.

Ms. Rodriguez discussed the Refugee program and explained that because DCF does not make location changes of Refugee Services sites in their system very quickly, the moving of those cases to the Career Centers could cause much confusion on the client's part.

She further explained that also includes a number of RET providers that operate from their own locations and would they collocate into a career center managed by one provider. This raises a potential issue of how to allocate the customers, as the contract is performance based.

Ms. Harder commented that the challenge is how do you the mindset from "this is not going to work because..." into "this is going to work because..."

Mr. Beasley noted that we have to do business in a different way and that other Boards are not giving their partners any choice.

Ms. Rodriguez added that Refugee services have begun to be provided at her centers.

[Edward Margolis arrived.]

Mr. Margolis commented that our job is to deal with the workforce both employers and the job seekers. He commented on a handout prepared and used in another state by job-seekers in an effort to better prepare them in the area of work readiness skills. He added that we need to set that as a vision, and continue to improve the system, as well as continue to be a caring community.

Ms. Harder added that we must be aware of the employer community and that with the downturn in the economy, businesses may not now be hiring. Mr. Margolis noted that the economy is cyclical and we need to be ready when jobs are available.

Mr. Beasley commented that a Request for Proposals (RFP) must be prepared and released, and asks that the date should be decided by the Committee. He added that June 30th is the end of the fiscal year and a contract must be in place by then, so it must be approved by the Board by mid-May.

Mr. Margolis noted that the decision must be made by the Committee, and the Committee must decide on the number of Centers.

Ms. Harder noted that a dollar amount is preferable to deciding the number of centers.

Mr. Beasley reminded the Committee that access points have already been instituted.

Mr. Juan Hernandez, SFW staff, and Ms. Dalia Milian, Director, Hialeah Career Center, of the process team noted that the team's charge was to maintain the current staffing levels.

Ms. Milian noted that the team considered the incorporation of business services, and had three proposals: a centralized process, with one service provider; a centralized process, operated by SFW, and a collaborative process operated by all partners.

She added that the team considered customer flow, and the services to be provided, how many service providers, possibilities of levels of services, and streamlining processes.

Ms. Gaber asked if the team looked at the current flowchart and evaluated it and noted where the snags are. Ms. Milian responded in the affirmative and added that the team had gone further by trying to streamline the process.

Ms. Harder commented on the business center models. Ms. Milian explained that the business service unit is to be responsible for marketing, branding, bringing in employers, and the three scenarios were suggested.

Mr. Hernandez explained that the business service unit would have the employer as their number one customer which would improve that service.

Mr. Beasley added that if the business services unit is run by a single entity that the entity should have no other programs to run, so as to keep it separate from the Career Center services.

Mr. Acosta suggested that the team need to decide which model is more efficient, and if one model is best, consider the cost.

Ms. Milian noted that the third option includes a representative from each of the providers.

Mr. Acosta asked whether the cost of each proposal had been calculated and if so, if one is not cost effective, it needs to be dropped which would help the timeline. If the proposal is cost prohibitive, then move on.

Ms. Harder asked what is ~~it that~~ wanted from this committee, and what is wanted from the Board. She added that she is uncomfortable making a decision without anything to study.

Mr. Margolis noted that he favors having the business center in one location. He added that presently one business worker from each Service Provider is stationed at SFW and working to locate job openings.

Ms. Gaber noted that information is needed from the teams to make educated decisions.

Mr. Acosta noted that cost is a huge issue. He asked that the teams come back with a proposal that meets the \$2.1M goal, or the Board will decide which centers to consolidate. Substantial information must also be provided.

Mrs. Gaber added that the parameters are to maintain staffing levels and reduce costs by \$2.1M. Reductions in bricks and mortar and services have the possibility to meet the funding reduction.

Mr. Acosta noted that given the parameters, maintaining staffing levels, may not be possible.

Mr. Beasley noted that in the past staffing has been the first place reductions have been taken, and services have suffered, although bricks and mortar have not been reduced.

Mr. Acosta added that providing services is another parameter.

Ms. Harder commented that reducing staffing is the cheapest and easiest, but the goal should be to reduce funding by \$2.1M while at the same time maintaining services. The Teams must make a strong case to the Committee.

Ms. Smith asked for clarification regarding re-negotiating Career Center leases. Mr. Acosta noted that if there is underused space, and the team can increase utilization, that's easy.

Mr. Margolis suggested that the plan must be ready for action by May 20th, and in that case the plan to meet \$2.1M must be submitted to the Committee before that date.

Ms. Harder commented that everything is on the table for potential change or deletion, and the proposals submitted must convince her of the appropriateness of the changes.

Mr. Fils-Aime noted that there was consensus for another meeting of the WSI Committee on April 24, 2008, at 9:30am.

Mr. Beasley noted that the Service Partner and staff proposals are due to the WSI Committee by April 17, 2008, to ensure that the information is distributed to the Members a week before the meeting on April 24, 2008.

Mr. Margolis explained that the decisions to be made concerning consolidation would be made by all the members of the Board, and not made by the Executive Director alone.

There followed discussion concerning the need for the Board to make the decision regarding funding reductions and the Career Center consolidation as opposed to the Executive Director decisions.

Mr. Margolis offered that the Service Partners must operate the Career Centers including checks and balances so that the Centers may continue to operate even with staffing changes.

Other Business

Mr. Beasley noted that the Doral Business Council Signature Breakfast is on May 8, 2008, from 7:15am to 9:00am at the Intercontinental Hotel.

The meeting adjourned at 10:50 A.M.



3.

SFWIB – Workforce Systems Improvement Committee

April 24, 2008

Presentation of Proposed Redesign of Workforce Delivery System

Discussion Item

BACKGROUND

The WSI Committee has held discussions on the Region's Service Delivery which have focused on how to provide services where not currently provided, funding levels and the impact funding has on the Career Centers and the services that can be provided.

The discussions have also focused on the following:

- Number of Providers that operate Career Centers
- Future locations of the Career Centers
- Access point criteria
- Population
- Unemployment Rates by Zip Codes
- Percentage of Special Populations (i.e. low income, disadvantaged youth, etc)
- Accessibility of Transportation
- Cost Per Ratio/Outcome ratio

At the February 15, 2008, Committee meeting, the Service Partners provided their vision of the Region's service delivery system. The Committee members requested that staff work with the Service Partners to develop specific recommendations for the Committee review. The Service Partners and SFW staff having been working in partnership to develop recommendations for the Region's service delivery system.

At the Committee meeting of April 1, 2008, the Service Partners and SFW staff provided a review of the process that had been established and that two teams had been created, each team composed of Service Partners and SFW staff. The first team was charged with determining the number of service delivery centers, and the second team was charged with reviewing the service delivery process.

Representatives of the first team reviewed for the Committee two options that had been developed for the number of career centers and indicated that they were developing a third option for consideration.

Representatives of the second team reviewed for the Committee three options the team considered. These options include the incorporation of business services and were: a centralized process with one service provider; a centralized process, operated by SFW, and a collaborative process operated by all partners.

The Committee members held an extensive discussion on the issue of cost savings, consolidation, the need to do business in a whole different way. In addition, the need for an RFP was addressed and that the system needs to be in place by July 1st, 2008.

The Committee members agreed to meet again on April 24, 2008 and requested that both teams provide their written options and recommendations to the SFW Executive Director by April 17, 2008 for inclusion in the Committee's April 24, 2008 agenda. The Service Partner/SFW teams will provide a presentation on the various options and recommendations that they developed.

Attachments