SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

Thursday, June 18, 2009
8:00 A.M.

Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue
Palm Room
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
   A. April 16, 2009
3. Stimulus Update
4. Presentation - SFWIB Balanced Score Card
5. Informational – Youth Co-Op, Inc Refugee Employment & Training (RET) Program
6. Recommendation as to Career Center Services Standardization Consultant
7. Recommendation as to Renewal of Current Workforce Services Contractors for Program Year 2009-2010
8. Recommendation as to Authorizing Staff to Draft and Release a Request for Proposals (RFPs) to Provide Refugee Employment and Training (RET) Services

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2.

SFWIB – Workforce Systems Improvement Committee

June 18, 2009

Minutes of SFWIB Workforce Systems Improvement Committee Meeting April 16, 2009

South Florida Workforce Investment Board
Workforce Systems Improvement Committee Meeting
April 16, 2009, at 8:00 A.M.
Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue, Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	OTHER SFWIB MEMBERS IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel 2. DuBois, Victoria 3. Gaber, Cynthia 4. Harder, Jackie 5. Huston, Jr., Al 6. Manning, Anne 7. Piedra, Obdulio 8. Roberts, Alvin 9. Socorro, Ivonne	**COMMITTEE MEMBERS NOT IN ATTENDANCE** **SFW STAFF** BEASLEY, RICK SMITH, MARIAN SOTO, ROXANNE	Beauregard, Mike – *Professional Training Center* Cherobin, Manny – *Alliance Broadcasting* Gaviria-Lopez, Beatrice – *SER Jobs for Progress, Inc.* Milian, Dalia - *City of Hialeah* Perez, Julio – *Transition, Inc.* Santé, Alicia - *Youth Co-op, Inc.*

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Daniel Fils-Aime, Sr., WSI Committee Chairperson called the meeting to order at 8:17 A.M. and noted that a quorum had been achieved.

2. Approval of Workforce Systems Improvement Meeting Minutes of February 26, 2009

Ms. Victoria DuBois moved approval of the Workforce Systems Improvement minutes of February 26, 2009. The motion was seconded by Ms. Cynthia Gaber, and the motion carried.

3. Informational - SFWIB Response to the Agency for Workforce Innovation's (AWI) Quality Assurance Report

Ms. Marian Smith presented the informational item.

Ms. Jackie Harder asked whether there had been any sanctions at all, and Ms. Smith responded in the negative.

Mr. Obdulio Piedra commented that he was impressed by the fact of the low percent of errors based on the total number of cases. He asked what quality assurances are being put in place. Ms. Smith responded that additional staff has been hired for the Quality Assurance unit. Mr. Piedra offered congratulations to staff.

4. Informational – Career Center Services Standardization Consultant

Ms. Smith presented the informational item and noted that SFW is awaiting the responses from the consulting groups and the target to have a consulting group on board is April.

Mr. Piedra requested that once the selection is made by staff that the timeline and a final report be provided to this committee.

Ms. Harder inquired about a budget for this item, and Ms. Smith responded that there is no budget to her knowledge.

Ms. Smith also noted that all the vendors are county vendors.

5. Recommendation as to the Approval of Revised On-the-Job (OJT) Policy

Ms. Smith presented the item.

Mr. Piedra asked what the objectives for these changes, and what are we trying to achieve. Ms. Smith responded that the intent is to improve the policy by allowing for more training hours and the current compensation is being increased.

Ms. Harder offered that part time would be the way to go, and asked that staff consider part time in Monroe County because of the number of retired workers that are supplementing their income by working a few hours a week. Many companies are now hiring people specifically below the 40 hours a week so as to avoid paying benefits.

She added that the retirees desperately need to have OJT for technology, although under this guideline they would not be eligible.

Ms. Anne Manning offered that staff could report at the next meeting why this change is an improvement.

Mr. Piedra suggested that he would rather clean it up completely.

Ms. Smith recommended approving the policy and revisions could be provided at a later date.

Mr. Alvin Roberts asked if the individuals that are involved with OJT are committed to completing the course, and are they being paid to complete, and what if the participant does not wish to continue in employment. Mr. Fils-Aime responded that it is up to them, we can not force them.

Ms. Smith added that the candidates that are participating in the program are candidates that have to work, and part of the soft skills training is getting them job ready, and they cased managed during the OJT.

[Mr. Rick Beasley arrived.]

Ms. Harder asked what self sufficiency is when considering eligibility under employed worker. Mr. Beasley replied that the self sufficiency policy uses the Wider Opportunities for Women (WOW) study. Ms. Harder added that she was glad because that is broken down by county.

Mr. Beasley noted that there is a structure right now that allows individuals to keep part time employment while receiving unemployment, although he would add a cautionary note since that would not achieve the goal of self sufficiency.

Ms. Harder again commented that part time work is becoming routine.

Mr. Beasley added that if the question is whether it is allowable, the answer is yes. In his opinion by using federal resources to incentivize part time employment the result would be far less than self-sufficiency. There is an opportunity to use a strategy of part time using TANF resources.

Mr. Roberts asked whether individuals who are challenged under the ADA are included. Mr. Beasley responded that the law itself requires that everyone be served, including those who are veterans and those with disabilities. We still have to follow the federal law.

Ms. Manning asked regarding full or part time, who has decided it has to be full time. Mr. Beasley responded that there has always been a big push toward full time employment.

Mr. Roberts asked whether background checks are completed for these individuals and Mr. Beasley responded that the employer is responsible for the background checks, although SFW does not require it. SFW is only providing resources to assist the employer in hiring. They become employees of the company, and any negative information would also be the responsibility of the employer.

Mr. Piedra recommended that procedures brought before the committee are provided with tracking so the changes are apparent.

Ms. Anne Manning moved approval of the Revised On-the-Job (OJT) Policy except for the part-time change requested.. The motion was seconded by Ms. Jackie Harder, and the motion carried.

6. **Recommendation as to Approval to Authorize Staff to Draft and Release a Request for Proposals (RFPs) for Work Readiness Services**

   Ms. Jackie Harder moved approval to authorize staff to draft and release a request for proposals (RFPs) for Work Readiness services. The motion was seconded by Ms. Victoria DuBois, and the motion carried.

7. **Reallocation of Miami-Dade County Department of Human Services Refugee Employment and Training (RET) Funds**

   Mr. Beasley explained that SFW is ending the contract.

   Ms. Jackie Harder moved approval of the reallocation of Miami-Dade County Department of Human Services Refugee Employment and Training (RET) funds. The motion was seconded by Ms. Victoria DuBois, and the motion carried.

Mr. Fils-Aime thanked the Committee and staff, and the meeting was adjourned at 8:55 A.M.

3.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Stimulus Update

Informational

BACKGROUND

SFWIB staff has been working on three stimulus programs and they are Community Workforce Program (CWP), Apprenticeship Program, and Career Pathway.

1. **Community Workforce Program (CWP)** – On June 2, 2009, the Board of County Commissioners passed a resolution authorizing the County Mayor or his designee to execute a Memorandum of Understanding (MOU) between Miami Dade County Department of Small Business and SFWIB for the Community Workforce Program (CWP). This initiative is designed to provide construction trades training to residence of Miami Dade County. SFWIB staff has drafted the process flow to implement this initiative. According to our Accelerate South Florida 2009 Recovery Act Action Plan, the project is on schedule to place 425 Designated Targeted Area (DTA) participants.

2. **Apprenticeship Program** – SFWIB staff has met with local union leaders, apprenticeship program staff, and Miami Dade County Public School (MDCPS) to lay the foundation for this initiative. The meetings are designed to generate input from the unions, apprenticeship programs, and the schools system on the development and implementation of a program that will allow Miami Dade County residents to learn construction trades and to eventually transition into a Registered Apprenticeship Program. Our goal is to place 232 participants from the DTA.

3. **Career Exploration and Career Pathway Initiative –** SFWIB staff has met with both Service and Training Providers to develop industry specific career pathway opportunities for low income and dislocated workers in the DTA. An initial draft of a process flow has been developed. The purpose of the initiative is to provide some form of post secondary education and training in order to assist participants to become financially self-sufficient for the long term. Our goal is to place 2,000 participants.

4.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Presentation - SFWIB Balanced Score Card

Informational

BACKGROUND

The Region's Balanced Scorecard which measures the Service Partners performance will be reviewed.

4.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Informational – Youth Co-Op Refugee Employment & Training (RET) Program

Informational

BACKGROUND

Youth Co-Op, Inc has advised SFWIB staff that during their internal monitoring process of their Refugee Employment & Training (RET) program identified nineteen (19) part-time placements, which did not appear as having registered with Miami-Dade County Public Schools and Miami Dade college as required.

Youth Co-Op, Inc. was already paid for these part-time placements. Youth Co-Op, Inc is requesting that $12,855.00 paid for these placements be deducted from their June 2009 invoice.

Youth Co-Op, Inc. has advised staff that the employees involved have been terminated. They have advised staff that they are conducting monitoring on a monthly basis and will be providing training to all refugee staff to ensure that this issue does not occur in the future.

SFWIB staff is implementing its own investigation as a follow-up to this incident.

5.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Recommendation as to Career Center Services Standardization Consultant

RECOMMENDATION

SFWIB staff recommends that the selection of the Bradner Consulting Group to review, assess and standardize the Region's workforce service delivery systems at the Career Centers for an amount not to exceed $11,000.00.

BACKGROUND

At the February 26, 2009, Workforce Systems Improvement (WSI) Committee meeting, a discussion was held to begin the development of a single process by procuring a consultant to review, assess and standardize the Region's workforce service delivery systems at the Career Centers. The WSI Committee recommended that a Consultant be procured to review and assess the Region's service delivery systems at the Career Centers.

On April 7, 2009, a Request for Quotation for Consulting Services to review, assess and standardize the Region's service delivery system at the Career Centers. In addition, the Consultant firm would assist SFWIB in gaining awareness of the organization's procedures and analyzing them to identify sources of errors, defects, and efficiencies, which enable SFWIB to develop improvements.

Responses were received from the following consultant services:

- Bob Bradner of Bradner Consulting Group
- John Metcalf of Corporation for Skilled Workforce
- Tsilia Blomberg of Florida Manufacturing Extension Partnership (MEP)

Responses were reviewed based on the Respondent's a) demonstrated understanding of the RFQ; b) relevant experience that clearly show cases capabilities and skills that will support SFWIB's vision of the request; c) agency personnel, as well as extended team of production specialists – the experience, quality level and commitment of team; willingness to work in a team environment with in-house staff, service partners and others. Special attention was given to past record of achievement relative to product delivery, cost management, and creativity. Each agency was evaluated against the above stated criteria.

Company	Price Quote	Workforce Experience
Bradner Consulting Group	$10,600.00	Yes
Corporation for Skilled Workforce	$83,000.00	Yes
Florida Manufacturing Extension Partnership (MEP)	$28,600.00	No

SFWIB staff recommends that the SFWIB engage the Bradner Consulting Group to provide the review and assessment of the SFWIB's workforce services delivery systems at the Career Centers.

6.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Recommendation as to Renewal of Current Workforce Services Contractors for Program Year 2009-2010

RECOMMENDATION

SFWIB staff recommends the renewal of current Workforce Services Contractors for Program Year 2009-2010, as set forth below.

BACKGROUND

The current Workforce Services Providers were competitively procured under RFP # WS2008-09-2, released August 13, 2008 to provide Workforce Services for the period October 1, 2008 – June 30, 2009. The current contracts end June 30, 2009.

The current Workforce Services contracts allow for renewal of these contracts based on availability of funds.

The chart below lists the current contractors for renewal.

Workforce Services Contractors
Youth Co-Op, Inc.
SER-Jobs for Progress, Inc.
Arbor E&T, LLC
UNIDAD of Miami Beach, Inc.
Hialeah, City of
Transition, Inc.

SFWIB staff recommends the renewal of current Workforce Services Contractors for Program Year 2009-2010.

7.

SFWIB – Workforce Systems Improvement (WSI) Committee

June 18, 2009

Recommendation as to Approval to Authorize Staff to Draft and Release a Request for Proposals (RFPs) for Refugee Employment and Training (RET) Services

RECOMMENDATION

SFWIB staff recommends the approval to authorize staff to draft and release a Request for Proposals for Refugee Employment and Training (RET) Services as set forth below.

BACKGROUND

The current Refugee Employment and Training (RET) Program Providers were competitively procured in April 2006, with contract terms that allowed for renewal of these contracts for two additional one year periods. The current contracts will expire on September 30, 2009.

In order to continue RET services, SFWIB staff recommends that staff be authorized to draft and release a Request for Proposals (RFP) to provide Refugee Employment and Training RET) services.