



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE**

**Thursday, April 15, 2010  
8:00 A.M.**

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

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
  - A. June 18, 2009
  - B. August 20, 2009
  - C. October 15, 2009
  - D. December 17, 2009
  - E. February 18, 2010
3. Information – Employability Fair Update
4. Information – Career Center Placement Verification
5. Information – Presentation on Career Center Services by Bob Bradner
6. Information – Customer Service Delivery Standards for Core and Staff-Assisted Services

South Florida Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



2.A

**SFWIB – Workforce Systems Improvement Committee**

*April 15, 2010*

**Minutes of SFWIB Workforce Systems Improvement Committee Meeting June 18, 2009**

South Florida Workforce Investment Board  
 Workforce Systems Improvement Committee Meeting  
 June 18, 2009, at 8:00 A.M.  
 Doubletree Miami Mart/Airport Hotel and Exhibition Center  
 711 NW 72<sup>nd</sup> Avenue, Miami, FL 33126

| <b>COMMITTEE MEMBERS IN ATTENDANCE</b>  | <b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b>  | <b>SFW STAFF</b>   |
|---|---|--|
| 1. Fils-Aime, Sr., Daniel<br>2. DuBois, Victoria<br>3. Harder, Jackie<br>4. Manning, Anne<br>5. Socorro, Ivonne | 6. Acosta, Jose<br>7. Gaber, Cynthia<br>8. Huston, Albert<br>9. Piedra, Obdulio<br>10. Roberts, Alvin | Hernandez, Juan<br>Howard, Lori<br>Parodi, Silvio<br>Polow, Edward<br>Smith, Marian<br>Soto, Roxanne<br><br><b>OTHER ATTENDEES</b> |

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Daniel Fils-Aime, Sr., Committee Chairperson called the meeting to order at 8:15 A.M. and noted that there was no quorum.

Mr. Fils-Aime, Sr. noted that since there was no quorum the meeting would get started with the first presentation.

Ms. Maria Batista, Principal Planner, Miami-Dade Transit, introduced herself and stated that she came to explain the Transit Development Plan (TDP) and how SFWIB can help Miami-Dade County with the requirement of TDP. Ms. Batista explained that all transit projects are required to be included annually in a TDP with a ten year horizon to be eligible for state block grants.

Ms. Batista stated that there was a detailed report of all transit activities, bus routes etc. for calendar year 2007. Ms. Batista also stated that the 2008 plan is an administrative update. Ms. Batista added that the 2009 should be finished by the end of the year and that the 2009 TDP is a major update which requires community involvement. Ms. Batista pointed out that there was a consistency analysis table included in the report.

Ms. Batista reiterated that transit is seeking recommended changes for improvement for the next 10 years. She also noted that comments from the Regional Workforce Board are required, particularly as it relates to participants of the regions' welfare program.

Ms. Batista pointed out that all possible projects, funded and not funded are included in case additional funding is identified.

Ms. Batista referred the committee members to the second page of the executive summary of the TDP, and encouraged all to participate in this years' 2009 plan, and she asked that the committee members provide their recommendations or comments through Mr. Beasley or Mr. Fils-Aime.

Ending her presentation, Ms. Batista stated that she represents transit and is soliciting the Board's input.

Ms. Jackie Harder asked whether the program included the American Coach routes that come from Miami-Dade to Monroe County. Ms. Batista stated that yes it touches on all the services transit provides.

Ms. Harder asked whether transit's development plan seeks to improve the frequency or number of bus/metro to improve the commute time to reduce the commute time. Ms. Batista answered in the negative and stated that the bus travels a certain amount of time at a certain speed and must include stopping time and cannot compete with cars. Ms. Batista stated that transit has done a comparison in Kendall twice and transit won but that commute time depends on which corridor you are traveling on.

Ms. Harder asked whether there are plans to increase the metro rail. Ms. Batista answered that there are studies for the north corridor and the east west corridor. The plan has some information on all corridors, however, funding is very low right now and unless we find other sources of funding she does not think it's going to happen. She added that the dedicated bus way works well to the south Miami-Dade area.

Ms. Harder stated that there is a correlation between employment and transportation, and stressed the importance of a short commute time. Ms. Harder asked whether there was any stimulus money available for these types of improvements. Ms. Batista stated that stimulus money plans will be included in the TDP for 2009 and encouraged members to provide comments on the utilization of the stimulus funding.

#### **4. Informational – Balanced Scorecard Presentation**

Mr. Juan Hernandez presented the informational item.

Ms. Harder asked about the Monroe Career Center and questioned whether red, (in the report for Monroe) is a bad thing. Mr. Hernandez answered that red means that they did not meet the measure, and further explained that each measure equals a monetary sum in the contract and that if the career center did not meet the measure the contractor did not meet the pay point. He added that this is part of the 2.5% holdback in the contract.

Mr. Hernandez concluded the Balanced Scorecard presentation and asked whether there were any questions.

Mr. Fils-Aime, Sr. also asked whether there were any questions and noted that there were none.

#### **3. Informational – Stimulus Update**

With the Chair's permission Ms. Marian Smith, SFWIB Director of Administration, introduced Ms. Lori Howard who has been hired to handle the SFWIB Stimulus Program.

Mr. Juan Hernandez presented the informational item which included the:

- Community Workforce Program
- Apprenticeship Program and, the
- Career Exploration and Career Pathway Initiative.

Ms. Harder questioned whether there were any programs to be stimulus funded in Monroe County, and how would Monroe County going spend the stimulus money. Mr. Hernandez answered that he would take that comment back to the stimulus program manager and the workgroup.

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

Mr. Juan Hernandez presented the informational item and noted that Youth Co-Op, Inc had 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 has requested the deduction of \$12,855.00 paid for these placements from their June 2009, invoice.

Youth Co-Op, Inc. has advised staff that the employees involved have been terminated, and 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.

**6. Recommendation as to Career Center Services Standardization Consultant**

Ms. Marian Smith presented the item and noted that SFWIB staff recommends 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.

Ms. Jackie Harder questioned why there was such huge difference between the bids of Bradner Consulting Group and the Corporation for a Skilled Workforce and whether quality is compromised by the equivalent dollar amount.

Ms. Smith answered that Bradner Consulting Group has done the same type of consulting with other workforce regions and although there is a differentiation in costs, staff looked at the experience as well.

Mr. Fils-Aime, Sr. stated that the gap is pretty large and whether there could be a two or three month trial.

Ms. Smith stated that the consultant would be working closely with staff and that staff reviewed the services and experience of the firm.

Mr. Fils-Aime, Sr. requested a report from staff at the end of the first three (3) months.

There being no quorum it was the consensus of the Members present to forward this item to the Full Board.

**7. Recommendation as to Renewal of Current Workforce Services Contractors for Program Year 2009-2010 (corresponds to item #7)**

Mr. Juan Hernandez presented the item. Mr. Hernandez stated that the finance committee was looking at an item that indicated that the SER-Jobs for Progress, Inc. was in breach of contract and that the outcome of that item may affect this item.

Ms. Anne Manning asked why SER-Jobs for Progress, Inc. information was included in this item for approval.

Ms. Harder, reading the item, asked about the letter that is mentioned in the full board item. Mr. Hernandez stated that this is in the full board package as well.

Mr. Hernandez pointed out that information regarding the financial status of SER-Jobs for Progress, Inc. was in the full board package.

Ms. Harder stated that the item would be to renew everyone except for Ser-Jobs for Progress, Inc. and asked what is their SER-Jobs for Progress, Inc. annual funding.

There being no quorum it was the consensus of the Members present to forward this item to the Full Board requesting approval to renew of all contracts listed, except for SER-Jobs for Progress, Inc.

**8. Recommendation as to Approval to Authorize Staff to Draft and Release a Request for Proposals for Refugee Employment and Training Services**

Mr. Hernandez presented the item.

There being no quorum it was the consensus of the Members present to forward this item to the Full Board.

Mr. Fils-Aime, Sr. asked whether there were any other questions, and seeing none he thanked the Members and the meeting adjourned at 9:05 A.M.



**2.B**

**SFWIB – Workforce Systems Improvement Committee**

**April 15, 2010**

**Minutes of SFWIB Workforce Systems Improvement Committee Meeting August 20, 2009**

South Florida Workforce Investment Board  
 Workforce Systems Improvement Committee Meeting  
 August 20, 2009, at 8:00 A.M.  
 Miami Dade College North Campus  
 11380 NW 27th Avenue, Miami, FL

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| <p><b>COMMITTEE MEMBERS IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>1. Fils-Aime, Sr., Daniel</li> <li>2. Dubois, Victoria</li> <li>3. Gaber, Cynthia</li> <li>4. Manning, Anne</li> <li>5. Socorro, Ivonne</li> </ol> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <ol style="list-style-type: none"> <li>6. Acosta, Jose</li> <li>7. Harder, Jackie</li> <li>8. Huston, Albert</li> <li>9. Piedra, Obdulio</li> <li>10. Roberts, Alvin</li> </ol> | <p><b>SFW STAFF</b></p> <p>Beasley, Rick<br/>         Clarke, Richard<br/>         Hernandez, Juan</p> <p><b>OTHER ATTENDEES</b></p> <p>Zeno, Miriam – <i>SER-Jobs for Progress, Inc.</i><br/>         Farinas, Irene – <i>A.M.O.</i><br/>         Milian, Dalia – <i>City of Hialeah</i><br/>         Milian, Delia – <i>City of Hialeah</i><br/>         Marti, Sergio – <i>Miami-Dade County Public Schools</i><br/>         Von Werne, Elizabeth – <i>Community Partnership for the Homeless</i><br/>         Caparros, Gaby – <i>A.M.O.</i><br/>         Scarello, Eduardo - <i>A.M.O.</i><br/>         Someillan, Elsa – <i>Community Coalition</i></p> |
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Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Daniel Fils-Aime, Sr., Committee Chairperson called the meeting to order at 8:20 A.M. and noted that there was no quorum.

**3. Work Readiness RFP Recommendations**

Mr. Richard Clarke, SFWIB Public Information Officer, noted that the RFPs were advertised in the Miami Herald. Ms. Anne Manning asked where the RFPs are advertised, and whether SFWIB members are notified.

Mr. Juan Hernandez, SFWIB Programs Director, presented the informational item.

Cynthia Gaber moved to approve negotiating for the Work Readiness Services with the respondent with a score of 80 points and higher as set forth in Table 1 and to give staff the authority to re-release the Work Readiness RFP. The motion was seconded and the motion carried.

**2. Approval of Workforce Systems Improvement Meeting Minutes of June 18, 2009**

Anne Manning moved approval of the minutes of the June 18, 2009 meeting. The motion was seconded by Victoria DuBois and approved.

**4. Refugee Employment and Training Recommendations**

Mr. Hernandez presented the item.

Anne Manning moved to approve reissue the Refugee Employment and Training RFP, extend the contracts for 3 months and to award the contract to Youth Co-op which did meet the standards. The motion was seconded by Cynthia Gaber and approved.

**5. Recommendation as to Approval to Contract with Gulf Coast Community Care for the Non Custodial Parent Employment Program (NCPEP)**

Anne Manning moved approval to grant staff the authority to enter into a contractual agreement with Gulf Coast Community Care for the Non Custodial Parent Employment Program (NCPEP) for an amount not to exceed \$620,511.00, as set forth in the item. The motion was seconded by Cynthia Gaber and approved.

**6. Designated Targeted Area System Demonstration**

Richard Clarke presented the information on the Designated Targeted Areas (DTA), and noted that Accelerate South Florida targets Designated Targeted Area (DTA) residents for services. And SFWIB staff has developed a database system that enables individuals to be correctly identified as a resident of a DTA. Career Centers are designated as hubs.

Mr. Fils-Aime requested to be informed when the calendars are set.

**7. Career Assistance Program (CAP) Error Rate Matrix**

Mr. Doug Howard, SFWIB Quality Assurance Coordinator, presented the item and noted that SFWIB staff monitors the Service Providers quality assurance process for the various programs. He gave an overview of the Career Assistance Program (CAP) Error Rate Matrix.

Ms. Manning asked for prior year data, from March or April of 2008.

Ms. Socorro requested that an item on the Senior Program be added to the next agenda.

Mr. Fils-Aime, Sr. asked whether there were any other questions, and seeing none he thanked the Members and the meeting adjourned at 9:25 A.M.



2.C

**SFWIB – Workforce Systems Improvement Committee**

*April 15, 2010*

**Minutes of SFWIB Workforce Systems Improvement Committee Meeting October 15, 2009**

South Florida Workforce Investment Board  
 Workforce Systems Improvement Committee Meeting  
 October 15, 2009, at 8:00 A.M  
 Doubletree Miami Mart/Airport Hotel & Exhibition Center  
 711 NW 72<sup>nd</sup> Avenue, Palm Room  
 Miami, FL 33126

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|---|--|
| <p><b>COMMITTEE MEMBERS IN ATTENDANCE</b></p> <p>11. Fils-Aime, Sr., Daniel<br/>         12. DuBois, Victoria<br/>         13. Gaber, Cynthia<br/>         14. Manning, Anne<br/>         15. Roberts, Alvin</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>16. Acosta, Jose<br/>         17. Arboleda, Carlos<br/>         18. Huston, Albert<br/>         19. Rodriguez, Pedro<br/>         20. Socorro, Ivonne</p> | <p><b>SFW STAFF</b></p> <p>Beasley, Rick<br/>         Hernandez, Juan<br/>         Howard, Lori</p> <p><b>OTHER ATTENDEES</b></p> <p>Arian-Guzman, Susanna – <i>Miami-Dade Transit</i><br/>         Batista, Maria – <i>Miami-Dade Transit</i><br/>         Gaviria-Lopez, Beatrice – <i>SER Jobs for Progress.</i><br/>         Lafferty, John - <i>PB</i><br/>         Milian, Delia – <i>City of Hialeah</i><br/>         Perez, Julio – <i>Transition, Inc.</i><br/>         Rodriguez, Maria – <i>Youth Co-Op, Inc.</i><br/>         Someillan, Ana – <i>Adult Mankind Organization</i></p> |
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Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Daniel Fils-Aime, Sr., Committee Chairperson called the meeting to order at 8:15 A.M. and noted that there was no quorum.

[Mr. Alvin Roberts arrived]

**4. Presentation: Miami-Dade Transit Development Plan**

Mr. Fils-Aime introduced Maria Batista, representing Miami-Dade Transit. Ms. Batista thanked the Committee for the opportunity to present the draft Miami-Dade Transit Development Plan.

Ms. Batista introduced John Lafferty and Susanna Arian-Guzman of Miami-Dade Transit.

Mr. Lafferty described the draft Miami-Dade Transit Development Plan (TDP) for Fiscal Year (FY) 2010-2019. This will be the Strategic Development and operational guide for public transportation used by Miami-Dade Transit (MDT) for the next 10 year planning horizon. The TDP includes an



update of existing services, demographic and travel characteristics overview, a summary of local transit policies within the region, the development of proposed transit enhancements, and the preparation of a ten-year implementation plan that provides guidance for future MDT planning.

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of state funding for public transportation. The Block Grant Program requires public transit service providers to develop and adopt a TDP. TDP updates must be submitted to the Florida Department of Transportation (FDOT) by September 1<sup>st</sup> of each year. A major update is required every five years

MDT is mandated to provide the plan for review to local entities such as the South Florida Workforce. SFWIB is one of the TDP review agencies required by the State to be solicited for comments to ensure local workforce transportation needs are adequately met by the local transportation services. The final plan will be presented to the Board of County Commissioners on November 3, 2009 for adoption.

The Committee Members were encouraged to go to MDT's website to review the full plan and provide comments/suggestions.

Mr. Alvin Roberts wanted to suggest that bus drivers take additional customer service training, on several occasions he has witnessed a bus driver keep driving and not stop to pick up a disabled customer.

Sussana Arean –Guzman informed Mr. Roberts on the steps he could take to file a formal complaint.

Ms. Anne Manning asked if there were stimulus funds available for the project. Ms. Arean-Guzman responded that they were working on several different projects, inclusive of ADA improvements, not all of them will use stimulus funds, but perhaps others will.

The Committee had a few questions that were addressed by representatives of MDT.

## **6. Discussion Item – Mystery Shopper Update**

Mr. Juan Hernandez, SFWIB Programs Director provided an update on the items that are being implemented to address the deficiencies in the Mystery Shopper Report as a result of the discussions held at the Board's August 20, 2009 meeting.

Staff reported that new staff members were requested to visit the One-Stops as customers to assess issues of deficiency that need to be addressed.

The following items are being implemented to address the deficiencies in the Mystery Shopper Report:

- The consultant will begin the customer flow assessment and process design on November 1, 2009.
- Based on the Mystery Shopper results, SFWIB Staff in consultation with the service providers will implement and host a series of customer service and service enhancement workshops. The workshops are intended to enhance Career Center staff skills, as well as, improve customer satisfaction.

Mr. Fils-Aime stated that he has visited some of the Centers and before SFWIB takes action on any center deficiencies, that we assess any needs the centers have, which needs might be the reason of the deficiency. Mr. Fils-Aime requested to be informed on when the workshops are scheduled so that he can attend and assess progress.

## **5. Discussion Item – Balance Scorecard Performance Update**

Mr. Hernandez presented and described the Region's Balanced Scorecard for the period July 1, 2009 – September 30, 2009 which measures the Service Partners performance.

[Mr. Rick Beasley arrived at the meeting]

### **3. Recommendation as to the Approval of SFWIB WIA Two Year Plan**

Mr. Hernandez described SFWIB staff recommendation that the WSI Committee recommends to the Board the approval of the SFWIB WIA Two-Year Plan.

The Agency for Workforce Innovation (AWI) has notified all Regional Workforce Investment Boards of the requirement to submit the 2009-2010, Two-Year Workforce Plan. The State in the planning instructions advised the Regions rather than a total rewrite of the local plan, they were requiring the following:

- A modification of the current plan to reflect only those changes the RWB finds necessary to describe any organizational changes, new or modified strategies to respond to changes in the local economy and/or occasioned by the additional ARRA funding.
- Completed Board Membership form as required by law for the certification of RWB membership.
- A “stand-alone” document to be attached as an addendum that responds to the questions outlined in these instructions related to ARRA efforts.

Mr. Beasley clarified that only five members were present and the Quorum is 6. If the Committee chooses to do so it can forward items to the full Board under consensus.

### **7. Refugee Employment and Training (RET) July 16, 2009, RFP Informal Resolution Conference Recommendations**

Mr. Hernandez described the SFWIB Informal Resolution Conference Panel recommendation approving the results of the Informal Resolution Conferences described below.

The SFWIB Appeal Rules require Service Providers not awarded funding an opportunity to appeal funding decisions. The first level of the appeal process is the required Informal Resolution Conference. Any resolution resulting from an Informal Resolution Conference must be approved by SFWIB in order to be effective. In the event the SFWIB does not approve the proposed informal resolution, then the agency’s appeal shall be heard by the Appeals Panel.

The attached chart set forth the Refugee Employment and Training (RET) July 16, 2009, RFP Informal Resolution Conferences held on October 8, 2009 that requires action by the Workforce Systems Improvement Committee.

The SFWIB Informal Resolution Conference Panel recommends approval for the results of the Informal Resolution Conferences. Only one of the Providers, the City of Hialeah was recommended by the Informal Resolution Panel to be awarded RET funding based on the scores attained.

Although there was no quorum, it was the consensus of the Members present to forward this item to the full Board for consideration.

### **8. Work Readiness WR-2009-2 RFP Recommendations**

Mr. Hernandez described SFWIB staff recommendation that the WSI Committee recommends to the Board the approval to authorize staff to negotiate for the Work Readiness Services with the Respondent with a score of 80 points and higher as set forth in Table 1.

The Board at its August 20, 2009 meeting authorized staff to re-release the Work Readiness RFP. On September 18, 2009, a Request for Proposals (RFP) for Work Readiness was released to the community, soliciting proposals from organizations capable of providing Work Readiness within Region 23. A total of three (3) agencies responded to the Work Readiness WS2009-2 RFP.

Staff reviewed the submissions based on the criteria detailed in the RFP. A publicly noticed Proposal Review Session was held on October 9, 2009. The reviewers provided their scores per respondent. Table 1 displays the results of the public review session

Historically, 80 points was the minimum score for consideration for funding.

Based on the results of the proposal review session, SFWIB staff recommends authorizing staff to negotiate for the Work Readiness Services with the Respondent with a score of 80 points and higher as set forth in Table 1.

Respondents that failed to meet the due diligence requirement and scoring criteria have the option to appeal. If the Respondent is successful as a result of the appeal process the Respondent would be eligible for funding consideration.

Although there was no quorum, it was the consensus of the Members present to forward this item to the full Board for consideration.

#### **9. Refugee Employment and Training (RET), RET-2009-02 RFP Recommendations**

Mr. Hernandez described SFWIB staff recommendation that the WSI Committee recommends to the Board the approval to authorize staff to negotiate for the Refugee Employment and Training Services with Respondent with a score of 80 points and higher as set forth in Table 1.

The Board at its August 20, 2009 meeting authorized staff to re-release the Refugee Employment and Training RFP. On September 18, 2009, a Request for Proposals (RFP) was released to the community, soliciting proposals from organizations capable of providing Refugee Employment and Training services for refugees residing within Miami-Dade County of Region 23. A total of ten (10) agencies responded to the Refugee Employment and Training (RET) RFP.

Staff reviewed the submissions based on the criteria detailed in the RFP. A publicly noticed Proposal Review Session was held on October 9, 2009. The reviewers provided their scores per respondent. Table 1 displays the results of the public review session.

Historically, 80 points was the minimum score for consideration for funding.

Based on the results of the proposal review session, SFWIB staff recommends authorizing staff to negotiate for the Refugee Employment and Training Services with Respondent with a score of 80 points and higher as set forth in Table 1.

Respondents that did not meet the scoring criteria have the option to appeal. If the Respondent is successful as a result of the appeal process the Respondent would be eligible for funding consideration.

Although there was no quorum, it was the consensus of the Members present to forward this item to the full Board for consideration.

#### **10. Recommendation as to the Allocation of TANF Surplus Funds to Provide Enhanced Services to the Refugee Eligible TANF Participants**

Mr. Hernandez described the recommendation to be forwarded to the full Board the approval to authorize staff to allocate TANF surplus funds to retain the staff that is currently servicing the refugee/TANF population, as set forth below.

SFWIB will utilize \$545,000 TANF surplus funds to provide enhanced services to Refugee eligible TANF participants. This enhancement will support the long-term employment of refugees in addition to assisting in meeting the TANF participation rate. In order to enhance the services SFWIB will:

1. Retain (10) temporary staff and assign to Career Centers by caseload needs to assist and support the case managers serving the Refugee eligible TANF caseload,
2. Retain five (5) temporary staff and assign to Career Centers on a rotating schedule for the development of Refugee Specific Orientation and Workshops that meet countable work activities for this population, and
3. Retain two (2) in house job developers to work with the Employer Services Unit to support the development of community services work opportunities for refugee clients, particularly on expanding opportunities for individuals who speak little or no English.

SFWIB staff recommends approval to allocate \$545,000 of TANF surplus funds as set forth above.

Although there was no quorum, it was the consensus of the Members present to forward this item to the full Board for consideration.

## **2. Approval of Workforce Systems Improvement Meeting Minutes**

### **A. June 18, 2009**

### **B. August 20, 2009**

Mr. Fils-Aime noted that due to lack of a quorum, the minutes could not be approved.

Mr. Fils-Aime stated that he would speak to the Executive Director in reference to the quorum/non-quorum issue to ensure a quorum for the next meeting.

Mr. Fils-Aime asked whether there were any other questions, and hearing none he thanked the Members and the meeting adjourned at 9:20 A.M.



2.D

**SFWIB - Workforce Systems Improvement (WSI) Committee**

*April 15, 2010*

**Minutes of SFWIB Workforce Systems Improvement Committee Meeting December 17, 2009**

South Florida Workforce Investment Board  
 Workforce Systems Improvement Committee Meeting  
 December 17, 2009, at 8:00 A.M  
 Doubletree Miami Mart/Airport Hotel & Exhibition Center  
 711 NW 72<sup>nd</sup> Avenue, Palm Room  
 Miami, FL 33126

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|---|--|
| <p><b>COMMITTEE MEMBERS IN ATTENDANCE</b></p> <p>21. Fils-Aime, Sr., Daniel<br/>         22. Gaber, Cynthia</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>23. Acosta, Jose<br/>         24. Arboleda, Carlos<br/>         25. DuBois, Victoria<br/>         26. Huston, Albert<br/>         27. Manning, Anne<br/>         28. Roberts, Alvin<br/>         29. Rodriguez, Pedro<br/>         30. Socorro, Ivonne</p> | <p><b>SFW STAFF</b></p> <p>Hernandez, Juan<br/>         Howard, Doug<br/>         Howard, Lori</p> <p><b>OTHER ATTENDEES</b></p> <p>Gaviria-Lopez, Beatrice – <i>SER Jobs for Progress.</i><br/>         Perez, Julio – <i>Transition, Inc.</i><br/>         Zeno, Miriam – <i>SER Jobs for Progress, Inc.</i></p> |
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Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Daniel Fils-Aime, Sr., Committee Chairperson called the meeting to order at 8:15 A.M. and noted that there was no quorum.

**2. Approval of Workforce Systems Improvement Meeting Minutes**

- A. June 18, 2009
- B. August 20, 2009
- C. October 15, 2009

Mr. Fils-Aime noted that due to lack of a quorum, the minutes could not be approved.

**5. SFWIB Program Quality Assurance Report**

Doug Howard, SFWIB Quality Assurance Coordinator described the Program Quality Assurance Report on the following:

- 1. AWI Program Year 2008 Data Element Validation Review

Taking Place December 17 – 18, 2009

Reviewing Workforce Investment Act (WIA) Trade Adjustment Act (TAA) and National Emergency Grant (NEG)

2. AWI Quality Assurance Programmatic Review

Taking place January 11 – 15, 2010

Reviewing all Programs

3. SWIB Post-Expo Individual Training Account (ITA) Monitoring and Follow-up

On-Going

Verifying Training Expo voucher recipient eligibility data contained in on-Line Hercules reports, SAMS, as well as Work Number quarterly reports to monitor and analyze the following data:

- ITA student enrollment
- ITA student dropout occurrences
- ITA student completion rates
- ITA student certification rates
- ITA student placement rates

4. Employment Verification Strategies

On a Quarterly basis, SFWIB staff will extensively review Employment Verification Data using Employ Florida, The Work Number and State Unemployment Insurance (UI) wage data.

**4. SFWIB Training Expo Update**

Mr. Juan Hernandez, SFWIB Programs Director provided an update on the Training Expo that took place on October 29, 2009 as follows:

1,720 attendees were served

327 are from designated target areas (DTA), low-income, economically depressed neighborhoods receiving heightened career services.

SFWIB staff administered 520 education and training vouchers to eligible attendees and conducted 2,500 job referrals on Employ Florida Marketplace (EFM), Florida's state-run online job-matching service.

**411** Regular (Non-DTA) Vouchers           \$2,307,645

**109** (DTA) Vouchers for a total of       \$578,297

**520** Total Vouchers for a total of       \$2,885,942

**11. SFWIB Waiver Requests**

Mr. Hernandez described the SFWIB Waiver requests made to the Agency for Workforce Innovation (AWI).

As the Committee may remember, in response to the American Recovery and Reinvestment Act, the Board, at its February 26, 2009, meeting approved waiver recommendations to the Workforce Investment Act. The waiver recommendations aim to provide flexibility in SFWIB's response to Region 23's current workforce and economic development issues. Specifically, the waiver recommendations are intended to promote the following initiatives:

- Expand on-the-job training assistance;
- Provide for limited financial assistance to small business enterprises;
- Allow for public service employment; and

- Expand availability of services for the region's youth.

The Agency for Workforce Innovation (AWI) provided SFWIB staff of USDOL's response to the submitted waivers requests, which were depicted within the agenda item.

#### **6. First Quarter Program Year (PY) 2009 through 2010 Balanced Scorecard Update**

Mr. Hernandez presented and described the Region's Balanced Scorecard for the period July 1, 2009 – September 30, 2009, which measures the Service Partners performance. In addition, Mr. Hernandez presented the Region's Performance Payment Summary, which is based on the Balance Scorecard for the First Quarter.

#### **3. Recommendation as to the Approval of Informal Resolution Conference Results**

Mr. Hernandez described the SFWIB Informal Resolution Conference Panel results of the Informal Resolution Conferences held on December 3, 2009, under the Refugee Employment and Training (RET) RFP #-2009-02 and Work Readiness RFP #2009-2 as follows:

##### Recommended Approval

Cuban American National Council, Inc. (RET)

Unidad of Miami Beach (RET)

##### Uphold the Non-Funding Recommendation

ADGAM, Inc. (RET)

Work America, Inc. (Work Readiness)

SFWIB's Service Provider Appeal Rules permit Service Providers who are not awarded funding an opportunity to challenge the denial. The first step of the appeal process is an Informal Resolution Conference conducted by an Informal Resolution Panel. Any resolution from the Informal Resolution Conference shall be in writing and signed by the Executive Director and Service Provider. No resolution is effective until approved by SFWIB. In the event there is no resolution as a result of the Informal Resolution Conference or the SFWIB does not approve the proposed informal resolution, then the appeal shall be heard by an Appeal Panel at an appeal hearing. Both the Informal Resolution Conference and the appeal hearing must be held in accord with Florida Public Meetings Law.

There being no quorum, it was the consensus of the Members present to forward SFWIB Informal Resolution Conference Panel results of the Informal Resolution Conferences held on December 3, 2009, under the Refugee Employment and Training (RET) RFP #-2009-02 and Work Readiness RFP #2009-2 to the full Board for consideration.

#### **Adjournment**

Mr. Fils-Aime asked whether there were any other questions, and hearing none he thanked the Members and the meeting adjourned at 8:40 A.M.



2.E

**SFWIB – Workforce Systems Improvement Committee**

*April 15, 2010*

**Minutes of SFWIB Workforce Systems Improvement Committee Meeting February 18, 2010**

South Florida Workforce Investment Board  
 Workforce Systems Improvement Committee Meeting  
 February 18, 2010, at 8:00 A.M  
 Doubletree Miami Mart/Airport Hotel & Exhibition Center  
 711 NW 72<sup>nd</sup> Avenue, Palm Room  
 Miami, FL 33126

|   |   |
|---|---|
| <p><b>COMMITTEE MEMBERS IN ATTENDANCE</b></p> <p>31. Fils-Aime, Sr., Daniel<br/>         32. DuBois, Victoria<br/>         33. Gaber, Cynthia<br/>         34. Manning, Anne<br/>         35. Roberts, Alvin</p> <p><b>COMMITTEE MEMBERS NOT IN ATTENDANCE</b></p> <p>36. Acosta, Jose<br/>         37. Arboleda, Carlos<br/>         38. Huston, Albert<br/>         39. Rodriguez, Pedro<br/>         40. Socorro, Ivonne</p> | <p><b>SFW STAFF</b></p> <p>Hernandez, Juan<br/>         Howard, Doug<br/>         Howard, Lori</p> <p><b>OTHER ATTENDEES</b></p> <p>Gaviria-Lopez, Beatrice – <i>SER Jobs for Progress.</i><br/>         Milian, Delia – <i>City of Hialeah</i><br/>         Napoleon, Jhonson – <i>Florida Educational Institute</i><br/>         Perez, Julio – <i>Transition, Inc.</i><br/>         Sante, Alicia – <i>Youth Co-Op, Inc.</i></p> |
|---|---|

Agenda items are displayed in the order they were discussed.

**1. Call to Order and Introductions**

Mr. Daniel Fils-Aime, Sr., Committee Chairperson called the meeting to order at 8:15 A.M. and noted that there was no quorum.

**2. Approval of Workforce Systems Improvement Meeting Minutes**

- A. June 18, 2009
- B. August 20, 2009
- C. October 15, 2009
- D. December 17, 2009

Mr. Fils-Aime noted that due to lack of a quorum, the minutes could not be approved.

**3. Information – SFWIB-Monster Government Solutions (Monster.com) Contract**

Ms. Lori Howard, SFWIB Specials Projects Manager, informed the Committee that Workforce Florida Inc., the State’s Workforce Investment Board, has entered into a partnership with Monster.com, to assist local workforce



boards meet the challenges facing the state. Workforce Investment Boards (WIBs) and One-Stops are facing unprecedented difficulties in helping job seekers to find employment. WIBs and One-Stops are working with people who never expected to be searching for a new job, who have not searched for a job in a decade or more, and who need help in transferring their skills to new careers.

In an effort to diversify SFWIB's employment services, SFWIB staff proposes to enter into a sole source contract with Monster.com, the globally popular internet job search portal. During the proposed contract term, representatives from Monster.com will conduct 10 Power Seeker Workshops throughout Region 23. The Workshops are designed to give job seekers an opportunity to meet with career experts and explore strategies to aid them develop skills to successfully navigate Monster.com and other internet job search portals. Career experts will ensure that job seekers become adept at applying Monster.com's interactive career management tools. Moreover, Monster.com career experts will furnish specific resume-building techniques so job seekers can stand out in today's uniquely rough job market.

[Anne Manning arrived at the meeting]

## **5. Information - SFWIB Customer Service Initiatives**

Mr. Juan Hernandez, SFWIB Programs Director provided an update on the Customer Service initiatives as follows:

As part of its efforts to improve providers' customer service, SFWIB Office of Continuous Improvement staff performed inspections of 10 Career Centers and four Refugee Centers in the region. Objectives of the review were to evaluate the facilities and assess performance of center staff from the customer's point of view. The review methodology consisted of applying a Mystery Shopper Standardized Monitoring Tool to record observations at the sites. The SFWIB 2009 Mystery Shopper review results aligned with recent State performance measures, corroborating the Region's need to implement several customer service improvement initiatives.

A customer service training program was the first initiative that was implemented. SFWIB completed a successful region-wide Customer Service Training Program on February 12, 2010. Greater than 500 Career Center, Refugee Center and Youth Center staff received a one-day training session from Mary Ann Lawrence and her staff from the Center for Workforce Learning. The training focused on the following five topics: Commitment to Service Excellence, Stress Management, Communication, Time Management, and Sensitivity. Each training session consisted of interactive lectures and group activities designed to stimulate the audience and provoke maximum participation.

Another important method to improving providers' customer service is Performance Improvement Teams (PIT). SFWIB's PIT is designed to improve operational collaboration amongst service providers and SFWIB staff. A PIT has been organized for the following programs: WIA, Wagner-Peyser, Career Advancement Program (CAP), and Performance. During PIT meetings, methods to improve employment and training service delivery to job seekers and employers are discussed. The PIT process has resulted in an environment where service providers' individual best practices are identified and shared.

The focus last month for the PIT Wagner-Peyser and WIA was the implementation of processes and methods to standardize the Region's workforce service delivery systems. As unemployment rates reach record highs, SFWIB Career Centers are operating at maximum capacity, necessitating standardized procedures to ensure effective, efficient, and measurable service delivery.

PITs in partnership with SFWIB program staff are charged with the development of customer service delivery standards. The customer service standards will be the benchmarks utilized throughout the SFW Career Center system. A deadline of March 31, 2010, has been established for the completion of the customer service standards; once completed the standards will be presented to the WSI Committee.

Ms. Manning requested the contact information for the Center for Workforce Learning

#### **6. Information – Bradner Consulting Group Assessment of Career Center Services**

Mr. Doug Howard, SFWIB Quality Assurance Coordinator informed the Committee that Mr. Bob Bradner of Bradner Consulting Group was chosen to perform the work described above. On January 19, 2010, Mr. Bradner submitted his final report, entitled *Study on the Assessment and Standardization of Career Center Services*, to SFWIB staff. The report, attached below, highlight key areas in which Region 23 should focus attention to better standardize and improve workforce delivery systems.

At the February 2009 Workforce Systems Improvement (WSI) Committee meeting, a recommendation was made to the SFWIB that a consultant be procured to review and assess the Region's service delivery systems within the Career Centers. The consultant would focus on ways to standardize the Career Centers' workforce services delivery systems and to improve the quality of the workforce overall. The consultant's final report would assist SFWIB staff to gain awareness of the organization's procedures and analyze current processes to identify sources of errors, defects, and inefficiencies. This initiative was designed to provide an in-depth understanding of Career Center strengths and weaknesses that could then be used to develop improvements.

Mr. Fils-Aime asked Mr. Howard for key points within the report; Mr. Howard stated that it was his opinion that the report was a fair assessment of the career centers processes. The report breaks down the different programs and steps to take with each customer according to their needs and interests.

Ms. Manning asked what the difference is between the Customer Service Training and the Consulting Group assessment. Mr. Hernandez responded that the consulting group was providing an assessment on the customer services provided at the centers and to ensure that customers are provided the most professional and effective possible.

Mr. Fils-Aime asked if signs had been placed at the front desk of the Career Centers directing separating the public into two groups, first time at the center and customers returning to the center for services. Mr. Howard responded in the affirmative.

#### **4. Discussion – First Quarter (July 1, 2009 through September 30, 2009) and Second Quarter (July 1, 2009 through December 31, 2009) Balance Scorecard Update**

Mr. Hernandez provided an update on the Region's Balanced Scorecard, which measures the performance of Service Partners, for the periods of July 1, 2009 through September 30, 2009 and July 1, 2009 through December 31, 2009 for the members of the WSI Committee to review.

The report additionally shows the Region's Performance Payments Summary, which is based on the Balanced Scorecard for the First and Second Quarters.

Mr. Hernandez stated that highlights of the reports revealed that SFWIB is almost on target for over-all employment after services standard goals.

Mr. Fils-Aime asked that in the future, these type reports be done as power point presentations.

#### **Adjournment**

Mr. Fils-Aime stated that he will speak to SFWIB Chairperson, Bernardo Adrover in reference to removing members that never come to the meetings in an effort to be able to reach a quorum in future meetings. The Committee members asked for the by-laws to be reviewed and action taken/implemented to remove or replace members in the Committee.

There being no other questions, Mr. Fils-Aime thanked the Members for their attendance and the meeting adjourned at 8:45 A.M.



3.

**SFWIB - Workforce Systems Improvement  
(WSI) Committee**

*April 15, 2010*

**Employability Fair Update**

**Information Item**

**BACKGROUND**

On March 23, 2010, SFWIB hosted an Employability Fair in partnership with U.S. Senator for Florida George LeMieux and Miami-Dade College. A little under 2,000 jobseekers participated in the Fair, receiving heightened career services from SFWIB staff and SFWIB workforce affiliates. The career services included interviewing skills and techniques and resume preparation workshops.

Over 30 employers participated on-site at the Employability Fair, accepting resumes from jobseekers. SFWIB staff noted that approximately 500 pre-registered and on-site registrants entered the Fair through the SFWIB community entrance.



4.

**SFWIB - Workforce Systems Improvement (WSI) Committee**

*April 15, 2010*

**Career Center Placement Verification**

**Information Item**

**BACKGROUND**

SFWIB staff has recently conducted a region-wide verification of participants’ job placement at its Career Centers for the program year period of July 1, 2008 to June 30, 2009. The participants’ placement data was derived from the current balanced scorecard report and forwarded to the Agency for Workforce Innovation (AWI), who then forwarded the data to the Florida Department of Education. The Department of Education will use the data to facilitate its unemployment insurance wage match process, comparing Career Center placement data with unemployment records. For the program year reviewed, the file sent to both the AWI and Florida Department of Education included approximately 30,000 participant records.

During its internal verification process, SFWIB staff matched the balanced scorecard data with data provided from unemployment insurance wages. Career Center participants who had zero wages reported in the quarter of hire or the quarter following the hire were flagged as “not verified”. On February 24, 2010, letters communicating placement discrepancies were sent to each Career Center. Moreover, all files flagged as “not verified” were saved on a CD and given to Career Center representatives at SFWIB headquarters. Each Career Center has 30 calendar days from the date it received the CD to submit documentation reconciling placement and wage discrepancies. The chart below provides a summary of the results of the placement verification process:

| <b>Career Center</b>                            | <b>Total Placements</b> | <b>Not Verified</b> | <b>% Not Verified</b> |
|---|-------------------------|---------------------|-----------------------|
| Arbor E & T, LLC - Carol City                   | 2,157                   | 591                 | 27.40%                |
| Arbor E & T, LLC - Hialeah Gardens              | 2,051                   | 619                 | 30.18%                |
| City of Hialeah – Hialeah Downtown              | 1,822                   | 875                 | 48.02%                |
| Ser Jobs for Progress, Inc. - North Miami Beach | 2,549                   | 637                 | 24.99%                |
| Transition, Inc.                                | 697                     | 138                 | 19.80%                |
| UNIDAD of Miami Beach, Inc. Miami Beach         | 1,170                   | 329                 | 28.12%                |
| Youth Co-Op, Inc.- Florida Keys                 | 602                     | 147                 | 24.42%                |
| Youth Co-Op, Inc. - Homestead                   | 4,433                   | 1,116               | 25.17%                |
| Youth Co-Op, Inc. - Little Havana               | 2,969                   | 1,002               | 33.75%                |
| Youth Co-Op, Inc. - Northside                   | 5,300                   | 1,558               | 29.40%                |
| Youth Co-Op, Inc. - Perrine                     | 2,870                   | 658                 | 22.93%                |
| Youth Co-Op, Inc. - West Dade                   | 2,957                   | 856                 | 28.95%                |
| <b>TOTAL</b>                                    | <b>29,577</b>           | <b>8,526</b>        | <b>28.82%</b>         |



5.

**SFWIB – Workforce Systems Improvement (WSI) Committee**

*April 15, 2010*

**Presentation on Career Center Services by Bob Bradner**

**Informational Item**

**BACKGROUND**

At the February 2009 Workforce Systems Improvement (WSI) Committee meeting, a recommendation was made to the SFWIB that a consultant be procured to review and assess the Region's service delivery systems within the Career Centers. The consultant would focus on ways to standardize the Career Centers' workforce services delivery systems and to improve the quality of the workforce overall. The consultant's final report would assist SFWIB staff to gain awareness of the organization's procedures and analyze current processes to identify sources of errors, defects, and inefficiencies. This initiative was designed to provide an in-depth understanding of Career Center strengths and weaknesses that could then be used to develop improvements.

Mr. Bob Bradner of Bradner Consulting Group was chosen to perform the work described above. On January 19, 2010, Mr. Bradner submitted his final report, entitled *Study on the Assessment and Standardization of Career Center Services*, to SFWIB staff. The report was attached to the February 2010 agendas for the SFWIB and the SFWIB WSI Committee.

Mr. Bradner will conduct a presentation regarding his assessment of the Career Centers' delivery of workforce services.



**6.**

**SFWIB - Workforce Systems Improvement  
(WSI) Committee**

***April 15, 2010***

**Customer Service Delivery Standards for Core  
and Staff-Assisted Services**

**Information Item**

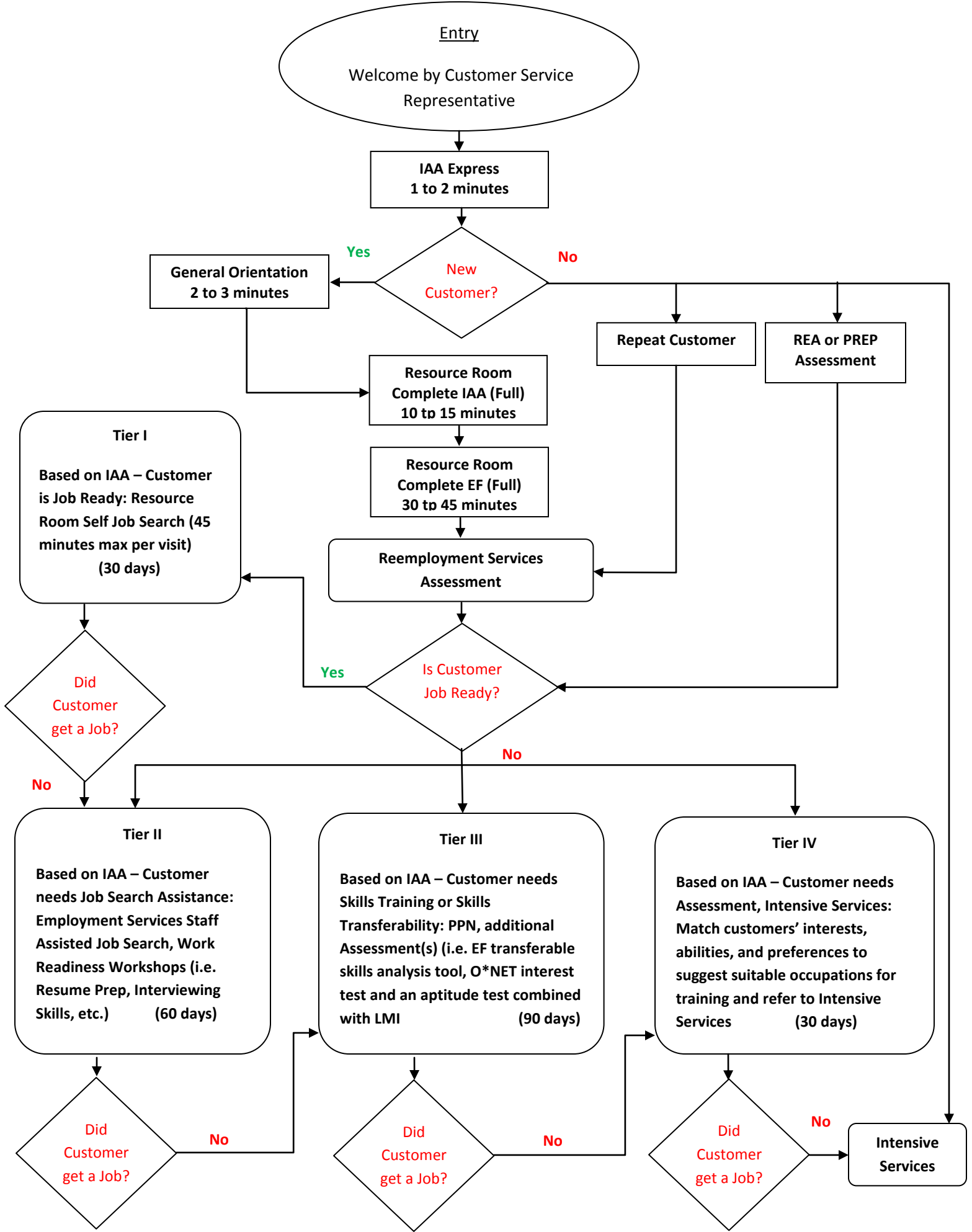
**BACKGROUND**

As part of the Wagner-Peyser (WP) Performance Improvement Team (PIT) efforts to improve providers' customer service and service delivery, SFWIB and service providers' staff have met on a weekly basis since February 2010 to review Mystery Shopper results, Mr. Bob Bradner's report (*Study on the Assessment and Standardization of Career Center Services*), State performance measures, and Region 23's need to implement feasible customer service improvement initiatives.

The WP PIT process has resulted in an environment where service providers' individual best practices were identified and shared to develop the attached proposed Customer Service Delivery Standards and proposed Customer Flow for Core and Staff-Assisted Services.

The ultimate goal of the WP PIT is to implement these processes and measures to standardize the Region's workforce service delivery systems, ensuring effective, efficient, and measurable service delivery throughout the SFWIB Career Center system.

*Attachments*



Entry

Welcome by Customer Service Representative

IAA Express  
1 to 2 minutes

New Customer?

General Orientation  
2 to 3 minutes

Resource Room Complete IAA (Full)  
10 to 15 minutes

Resource Room Complete EF (Full)  
30 to 45 minutes

Reemployment Services Assessment

Repeat Customer

REA or PREP Assessment

Tier I

Based on IAA – Customer is Job Ready: Resource Room Self Job Search (45 minutes max per visit) (30 days)

Did Customer get a Job?

Tier II

Based on IAA – Customer needs Job Search Assistance: Employment Services Staff Assisted Job Search, Work Readiness Workshops (i.e. Resume Prep, Interviewing Skills, etc.) (60 days)

Did Customer get a Job?

Tier III

Based on IAA – Customer needs Skills Training or Skills Transferability: PPN, additional Assessment(s) (i.e. EF transferable skills analysis tool, O\*NET interest test and an aptitude test combined with LMI) (90 days)

Did Customer get a Job?

Tier IV

Based on IAA – Customer needs Assessment, Intensive Services: Match customers' interests, abilities, and preferences to suggest suitable occupations for training and refer to Intensive Services (30 days)

Did Customer get a Job?

Intensive Services