



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, October 15, 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. June 18, 2009
 - B. August 20, 2009
3. Recommendation as to the Approval of SFWIB WIA Two-Year Plan
4. Presentation: Miami-Dade Transit Development Plan
5. Discussion Item – Balanced Scorecard Performance Update (**Forthcoming**)
6. Discussion Item – Mystery Shopper Update
7. Refugee Employment and Training (RET), July 16, 2009, RFP Informal Resolution Conference Recommendations
8. Work Readiness WR-2009-2 RFP Recommendations
9. Refugee Employment and Training (RET), RET-2009-02 RFP Recommendations
10. Recommendation as to the Allocation of TANF Surplus Funds to Provide Enhanced Services to the Refugee eligible TANF Participants

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2.

SFWIB – Workforce Systems Improvement Committee

October 15, 2009

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 72nd Avenue, Miami, FL 33126

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

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 busway 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.

SFWIB – Workforce Systems Improvement Committee

October 15, 2009

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

<p>COMMITTEE MEMBERS IN ATTENDANCE</p> <p>11. Fils-Aime, Sr., Daniel 12. DuBois, Victoria 13. Gaber, Cynthia 14. Manning, Anne 15. Socorro, Ivonne</p> <p>COMMITTEE MEMBERS NOT IN ATTENDANCE</p> <p>16. Acosta, Jose 17. Harder, Jackie 18. Huston, Albert 19. Piedra, Obdulio 20. Roberts, Alvin</p>	<p>SFW STAFF</p> <p>Beasley, Rick Clarke, Richard Hernandez, Juan</p> <p>OTHER ATTENDEES</p> <p>Zeno, Miriam – <i>SER-Jobs for Progress, Inc.</i> Farinas, Irene – <i>A.M.O.</i> Milian, Dalia – <i>City of Hialeah</i> Milian, Delia – <i>City of Hialeah</i> Marti, Sergio – <i>Miami-Dade County Public Schools</i> Von Werne, Elizabeth – <i>Community Partnership for the Homeless</i> Caparros, Gaby – <i>A.M.O.</i> Scarello, Eduardo - <i>A.M.O.</i> 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.



3.

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

October 15, 2009

**Recommendation as to the Approval of
SFWIB WIA Two-Year Plan**

RECOMMENDATION

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

BACKGROUND

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.

A copy of the SFWIB Two-Year Plan is available for review at the following website:

http://www.southfloridaworkforce.com/w/2009_2011TwoYrPlan/Final%20Draft%20of%20Local%20Plan.pdf



4.

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

October 15, 2009

**Presentation – Miami-Dade Transit
Development Plan**

Information:

BACKGROUND

A representative of Miami-Dade Transient will provide to the Committee members a presentation on the draft Miami-Dade Transit Development Plan. The Plan is to be presented to the Board of County Commissioners on November 3, 2009 for adoption.



5.

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

October 15, 2009

**Balanced Scorecard Performance Update
(Forthcoming)**

Discussion Item

BACKGROUND

The Region's Balanced Scorecard for the period July 1, 2009 – September 30, 2009 which measures the Service Partners performance is presented to the members of the Workforce Systems Improvement Committee.

Attachment



6.

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

October 15, 2009

Mystery Shopper Update

Discussion Item

BACKGROUND

The Board at its August 20, 2009, meeting had a lengthy discussion on the Region's Mystery Shopper Report. SFWIB staff will provide a Mystery Shopper update for the for the Committee members.

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.



7.

SFWIB – Workforce Systems Improvement (WSI) Committee

October 15, 2009

Refugee Employment and Training, July 16, 2009 RFP Informal Resolution Conference Results

RECOMMENDATION

The SFWIB Informal Resolution Conference Panel recommends approval for the results of the Informal Resolution Conferences described below.

BACKGROUND

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.

Attachment

Organization	Results	Recommendation
Refugee Employment and Training Services		
City of Hialeah	<p>The City of Hialeah RET proposal was a good proposal, however, based on technical, and performance information the proposal was not rated as high as other proposals. During the Informal Resolution Conference, the City of Hialeah did provide additional documentation to reverse the scores received.</p> <p>The Informal Resolution Panel recommends to award RET funding based on the scores attained.</p>	Recommend Approval
Miami Beach Latin Chamber of Commerce, Inc.	<p>The RET proposal submitted by the Miami Beach Latin Chamber of Commerce, Inc. was a good proposal, however, based on technical, information the proposal was not rated as high as other proposals. During the Informal Resolution Conference, Miami Beach Latin Chamber of Commerce, Inc. did not provide additional documentation to reverse the scores received.</p> <p>The Informal Resolution Panel upholds the decision to not award funding based on the scores attained.</p>	Uphold the non-funding recommendation.
UNIDAD of Miami Beach, Inc.	<p>The RET proposal submitted by UNIDAD of Miami Beach, Inc was a good proposal, however, based on technical, budget and cost allocation information the proposal was not rated as high as other proposals. During the Informal Resolution Conference, UNIDAD of Miami Beach, Inc., did not provide additional documentation to reverse the scores received. The Informal Resolution Panel upholds the decision to not award funding based on the scores attained.</p>	Uphold the non-funding recommendation.



8.

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

August 20, 2009

**Work Readiness WR-2009-2 RFP
Recommendations**

RECOMMENDATION

The Workforce Systems Improvement Committee recommends to the Board 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.

BACKGROUND

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.

Attachments

Work Readiness Services
 WR2009-2

Requesting Organization	Work Readiness Services						
	Organizational Experience/Capabilities and Staffing Qualifications (5 points)	Proposed Service Strategies/Scope of Services (65 Points)	Proposed Performance/Cost Effectiveness (10 points)	Proposed Budget (10 Points)	Cost Allocation Plan (10 points)	Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Proposed Performance - Budget & Cost Allocation Plan)	Comment
		Average Score Across Raters					
Florida Educational Institute, Inc.	3.525	56.500	6.250	9.000	10.000	85.275	
Work America, Inc.	3.425	44.000	8.750	0.00	3.500	59.675	
Hialeah Technology Center, Inc.	2.675	33.750	5.000	5.000	5.000	51.425	



9.

SFWIB – Workforce Systems Improvement (WSI) Committee

August 20, 2009

Refugee Employment and Training (RET) Services RET-2009-02 RFP Recommendations

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommends to the Board approval 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.

BACKGROUND

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.

Attachment

Refugee Employment and Training Services
 RET-2009-02

Requesting Organization	Refugee Employment and Training						
	Organizational Experience/Capabilities and Staffing Qualifications (5 points)	Proposed Service Strategies/Scope of Services (65 Points)	Proposed Performance/Cost Effectiveness (10 points)	Proposed Budget (10 Points)	Cost Allocation Plan (10 points)	Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Proposed Performance _ Budget & Cost Allocation Plan	Comments
		Average Score Across Raters					
Florida Educational Institute, Inc.	4.525	60.188	9.500	9.500	10.000	93.713	
City of Hialeah	4.650	59.875	10.000	8.250	9.500	92.275	
Miami Beach Latin Chamber of Commerce, Inc.	3.800	60.375	9.000	9.500	8.000	90.675	
Lutheran Services of Florida, Inc.	4.650	56.563	10.000	10.000	9.000	90.213	
Community Coalition, Inc	4.650	55.063	10.000	9.000	10.000	88.713	
Arbor E&T, LLC	4.400	55.750	7.500	10.000	10.000	87.650	
Adults Mankind Organization, Inc	4.800	51.500	10.000	8.000	9.000	83.300	
Cuban American National Council, Inc.	4.750	46.063	9.500	7.750	9.000	77.063	
UNIDAD of Miami Beach, Inc	4.650	48.063	10.000	3.750	9.500	75.963	
ADGAM, Inc	4.275	37.310	10.000	9.000	10.000	70.585	



10.

SFWIB – Workforce Systems Improvement (WSI) Committee

October 15, 2009

Recommendation as to the Allocation of TANF Surplus to Provide Enhanced Services to the Refugee eligible TANF Participants

RECOMMENDATION

SFWIB staff recommends that the WSI Committee recommends to the 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.

BACKGROUND

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.