



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, August 20, 2009
8:00 A.M.**

Miami Dade College, North Campus
11380 NW 27th Avenue
Building A – Science Complex, Room A103
Miami, Florida 33167

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Meeting Minutes
 - A. June 18, 2009
3. Work Readiness RFP Recommendations
4. Refugee Employment and Training Recommendations
5. Recommendation as to Approval to Contract with Gulf Coast Community Care for the Non Custodial Parent Employment Program (NCPEP)
6. Designated Targeted Area System Demonstration
7. Career Assistance Program (CAP) Error Rate Matrix



2.

SFWIB – Workforce Systems Improvement Committee

August 20, 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.



3.

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

August 20, 2009

Work Readiness RFP Recommendations

RECOMMENDATION

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 and to give staff the authority to re-release the Work Readiness RFP.

BACKGROUND

On July 16, 2009, a Request for Proposals (RFP) was released to the community, soliciting proposals from organizations capable of providing Work Readiness within Region 23. A total of four (4) agencies responded to the Work Readiness RFP.

Staff reviewed the submissions based on the criteria detailed in the RFP. A publicly noticed Proposal Review Session was held on August 10, 2009. The reviewers provided their scores per respondent. Three (3) Respondents were disqualified from consideration for failing to meet due diligence requirements. 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 and to give staff the authority to re-release the Work Readiness RFP.

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.

Attachment

Work Readiness Services

Requesting Organization	Work Readiness Services						Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Proposed Performance _ Budget & Cost Allocation Plan	Comment
	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)			
		Average Score Across Raters						
Haitain Neighborhood Center, Sant La	3.400	53.250	10.000	9.400	8.000	84.050		
WorkSquare LLC	3.675	49.125	9.000	6.500	8.000	76.300	Proposal Disqualified. The Respondent did not meet Due Diligence	
Visitor Industry Human Resources Development Counsel (VIC)	2.500	47.625	6.250	5.500	1.500	63.375	Proposal Disqualified. The Respondent did not meet Due Diligence	
GALATA, Inc	2.875	24.000	10.000	4.500	-	41.375	Proposal Disqualified. The Respondent did not meet Due Diligence	



4.

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

August 20, 2009

**Refugee Employment and Training Services
RFP Recommendations**

RECOMMENDATION

BACKGROUND

On July 16, 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 twelve (12) 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 August 10, 2009. The reviewers provided their scores per respondent. One (1) agency was disqualified from consideration for failing to meet due diligence requirements. 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, the following options are being provided for the Committee's consideration and discussion:

- Option 1: Lower the minimum score for funding consideration.
- Option 2: Declare the Refugee Employment and Training RFP to be a failed a procurement and authorize staff to release a new RFP.
- Option 3: Award to the current RET Service Providers.

Caveat: The options presented would require the existing RET contracts to be extended up to three months pending appeal process.

Attachment

Refugee Employment and Training Services

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					
Youth Co-Op, Inc	4.775	60.813	6.500	4.500	10.000	86.588	
City of Hialeah	4.400	49.700	6.500	8.000	7.500	76.100	
Cuban American National Council, Inc.	4.150	47.063	5.000	8.000	9.000	73.213	
Community Coalition, Inc	4.050	46.188	6.500	7.500	8.500	72.738	
UNIDAD of Miami Beach, Inc	4.025	45.188	8.000	5.250	7.750	70.213	
Arbor E&T, LLC	3.650	42.563	1.000	4.500	10.000	61.713	
Miami Beach Latin Chamber of Commerce	4.050	31.863	10.000	9.250	6.000	61.163	
Adults Mankind Organization, Inc	3.800	35.000	5.000	8.000	8.000	59.800	
Florida Educational Institute	3.775	34.188	1.000	6.250	8.250	53.463	
Lutheran Services of Florida	4.650	32.563	3.000	7.750	3.500	51.463	
ADGAM, Inc	3.900	30.188	1.000	7.750	0.500	43.338	
Galata, Inc	1.300	1.750	1.000	-	-	4.050	Proposal Disqualified. The Respondent did not meet Due Diligence.



5.

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

August 20, 2009

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

RECOMMENDATION

SFWIB staff recommends the 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 an amount not to exceed \$620,511.00, as set forth below.

BACKGROUND

Gulf Coast Jewish Family Services, Inc, d/b/a Gulf Coast Community Care has been operating the Non-Custodial Parent Employment Program (NCPEP) under a contract with SFWIB using Welfare Transition Non-Custodial Parents Program funds. The Florida Legislature has legislatively designated Gulf Coast Jewish Family Services, Inc, d/b/a Gulf Coast Community Care to operate the NCPEP for Region 23. .

SFWIB staff is recommending the 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 an amount not to exceed \$620,511.00, with the caveat that the funds be allocated as follows:

- Programmatic funds: \$560,511.00
- Training funds: \$ 60,000.00
- Total funds: \$620,511.00



5.

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

August 20, 2009

**Designated Targeted Area Systems
Demonstration**

Informational

BACKGROUND

Accelerate South Florida targets Designated Targeted Area (DTA) residents for services. SFWIB staff has developed a database system that enables individuals to be correctly identified as a resident of a DTA.

SFWIB staff will provide a demonstration of the system.



6.

SFWIB – Workforce Systems Improvement (WSI) Committee

August 20, 2009

Career Assistance Program (CAP) Error Rate Matrix

Informational

BACKGROUND

SFWIB staff monitors the Service Providers quality assurance process for the various programs. Attached for the Committee's members review is the Career Assistance Program (CAP) Error Rate Matrix.

Attachment

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
<u>INITIAL INFORMATION</u>														
1	Opportunities and Obligations Acknowledgement Form was incomplete and/or inaccurate	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	1.3%	70.0%	6.9%
<u>TRANSFERRED FILES</u>														
2	File was not reviewed and evaluated within 30 days of transfer receipt	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	3.6%	0.0%	3.9%	0.0%	0.8%
<u>ASSESSMENT</u>														
3	Work Registration Checklist was incomplete, inaccurate and/or unsupported	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	Assessment was incomplete for cases open 10 days beyond the date of alert	0.0%	10.3%	2.0%	3.8%	0.0%	3.3%	18.2%	3.0%	3.6%	0.0%	16.9%	10.0%	5.9%
5	Assessment did not include the participant's budget planner in OSSIT, skills, prior work history and/or employability/capability to become employed	10.0%	13.8%	14.0%	19.2%	0.0%	8.2%	72.7%	0.0%	0.0%	26.2%	40.3%	30.0%	19.5%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
	INDIVIDUAL RESPONSIBILITY PLAN (IRP)													
6	A signed hard-copy of the IRP was not maintained in the file	3.3%	0.0%	0.0%	7.7%	10.0%	6.6%	9.1%	4.5%	3.6%	0.0%	1.3%	0.0%	3.8%
7	Employment outcomes or goals were not identified on the IRP	10.0%	3.4%	0.0%	7.7%	0.0%	4.9%	18.2%	0.0%	3.6%	3.3%	3.9%	20.0%	6.2%
8	Barriers to Accomplishing Employment Goal were not identified on the IRP	10.0%	3.4%	6.0%	3.8%	0.0%	4.9%	18.2%	1.5%	3.6%	14.8%	40.3%	0.0%	8.9%
9	Steps to Self-sufficiency were not clearly defined on the IRP	3.3%	0.0%	2.0%	26.9%	20.0%	14.8%	9.1%	4.5%	7.1%	8.2%	28.6%	90.0%	17.9%
10	The number of hours for each activity were not identified on the IRP	20.0%	3.4%	0.0%	38.5%	20.0%	24.6%	18.2%	7.6%	10.7%	11.5%	39.0%	80.0%	22.8%
11	Required participant activities/steps were not identified on the IRP, with anticipated completion dates	13.3%	0.0%	0.0%	34.6%	0.0%	1.6%	9.1%	0.0%	7.1%	11.5%	28.6%	50.0%	13.0%
12	Services provided to the participant were not included in the IRP	10.0%	3.4%	4.0%	7.7%	0.0%	8.2%	36.4%	6.1%	3.6%	1.6%	0.0%	70.0%	12.6%
13	Steps to Self-sufficiency were not updated, revised and/or maintained as required in the participant's file	13.3%	0.0%	0.0%	11.5%	10.0%	31.1%	54.5%	4.5%	7.1%	14.8%	9.1%	70.0%	18.8%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
EMPLOYMENT														
14	Employment was not verified or documented as required in the file	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	10.0%	1.4%
15	Hard-copy employment information did not match system information	3.3%	6.9%	0.0%	7.7%	10.0%	1.6%	9.1%	1.5%	0.0%	1.6%	0.0%	10.0%	4.3%
1st ACTIVITY INFORMATION														
16	Additional activity(ies) were not assigned to meet minimum work requirements, when required	6.7%	3.4%	6.0%	3.8%	0.0%	0.0%	9.1%	1.5%	3.6%	3.3%	2.6%	20.0%	5.0%
17	The time interval and maximum lifetime participation were not followed for the activity(ies)	0.0%	3.4%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	1.3%
18	Required supervision for the activity was not documented at the correct interval	0.0%	3.4%	0.0%	3.8%	20.0%	6.6%	9.1%	0.0%	7.1%	1.6%	0.0%	0.0%	4.3%
19	For UP participants with only one parent performing assigned hours, the other parent was not placed in Activity Benchmark #1	0.0%	0.0%	2.0%	3.8%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.8%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hialeah Downtown</i>	<i>Hialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
20	For SAMH participants, certification from a licensed medical or mental health professional was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
21	For Work Experience or Community Service participants, assigned activities did not meet the definition of such activities	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
22	For Work Experience or Community Service participants, the Worksite Agreement was incorrect, inaccurate and/or unposted; Agency Agreement was not posted on the Intranet	6.7%	0.0%	0.0%	15.4%	20.0%	1.6%	0.0%	0.0%	0.0%	4.9%	2.6%	0.0%	4.3%
23	For Work Experience or Community Service participants, performance benchmarks were not tracked and/or documented at required intervals	6.7%	0.0%	0.0%	7.7%	0.0%	0.0%	9.1%	0.0%	0.0%	11.5%	7.8%	0.0%	3.6%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
24	For Work Experience or Community Service participants, participation hours were greater than the hours resulting from IRP calculations	0.0%	0.0%	2.0%	3.8%	10.0%	6.6%	9.1%	4.5%	0.0%	0.0%	1.3%	0.0%	3.1%
25	For Work Experience or Community Service participants, a case note was not recorded to identify the work site and/or assigned hours	13.3%	10.3%	20.0%	7.7%	20.0%	3.3%	0.0%	1.5%	3.6%	6.6%	6.5%	10.0%	8.6%
26	For Vocational Training participants, enrollment was not in a SFW or state approved course of study at an approved Training Institution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
27	For ESOL course participants, core employment hours were not met and/or documented	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
28	For educational activity participants, a completed Training Package was not maintained in the file	3.3%	3.4%	22.0%	7.7%	0.0%	0.0%	0.0%	1.5%	17.9%	1.6%	2.6%	0.0%	5.0%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
29	For educational activity participants, written verification of progress was not maintained at required intervals from the training institution	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	9.1%	1.5%	3.6%	0.0%	0.0%	20.0%	3.0%
30	For educational activity participants, a completed OJT Agreement and contract was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
31	For OJT participants, an OJT Package was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<u>2nd ACTIVITY INFORMATION</u>														
32	Additional activity(ies) were not assigned to meet minimum work requirements, when required	3.3%	3.4%	0.0%	15.4%	0.0%	1.6%	9.1%	0.0%	0.0%	1.6%	2.6%	20.0%	4.8%
33	The time interval and maximum lifetime participation were not followed for the activity(ies)	3.3%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	1.5%	0.0%	0.0%	0.0%	40.0%	3.9%
34	Required supervision for the activity was not documented at the correct interval	0.0%	0.0%	0.0%	11.5%	10.0%	4.9%	0.0%	0.0%	3.6%	3.3%	0.0%	50.0%	6.9%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hiialeah Downtown</i>	<i>Hiialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
35	For UP participants with only one parent performing assigned hours, the other parent was not placed in Activity Benchmark #1	3.3%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
36	For SAMH participants, certification from a licensed medical or mental health professional was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	1.0%
37	For Work Experience or Community Service participants, assigned activities did not meet the definition of such activities	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
38	For Work Experience or Community Service participants, the Worksite Agreement was incorrect, inaccurate and/or unposted; Agency Agreement was not posted on the Intranet	0.0%	0.0%	2.0%	7.7%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	1.1%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

	<i>Career Center</i>	<i>Carol City</i>	<i>Hialeah Downtown</i>	<i>Hialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
44	For educational activity participants, a completed Training Package was not maintained in the file	3.3%	3.4%	4.0%	11.5%	10.0%	8.2%	9.1%	1.5%	3.6%	11.5%	3.9%	0.0%	5.8%
45	For educational activity participants, written verification of progress was not maintained at required intervals from the training institution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
46	For educational activity participants, a completed OJT Agreement and contract was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
47	For OJT participants, an OJT Package was not maintained in the file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	JOB PARTICIPATION RATES (1st Activity)													
48	When required hours were unmet, sanction procedures were not started	16.7%	10.3%	10.0%	19.2%	10.0%	6.6%	9.1%	18.2%	14.3%	8.2%	6.5%	50.0%	14.9%
49	Acceptable hard-copy documentation did not support hours entered in JPR screens	0.0%	0.0%	6.0%	19.2%	60.0%	9.8%	54.5%	4.5%	3.6%	3.3%	7.8%	60.0%	19.1%

CAP FINDINGS MATRIX (BY CAREER CENTER PY'08-09)

		<i>Career Center</i>	<i>Carol City</i>	<i>Hialeah Downtown</i>	<i>Hialeah Gardens</i>	<i>Homestead</i>	<i>Florida Keys</i>	<i>Little Havana</i>	<i>Miami Beach</i>	<i>Northside</i>	<i>North Miami Beach</i>	<i>Perrine</i>	<i>West Dade</i>	<i>Transition</i>	<i>Average</i>
56	An incorrect sanction was initiated	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
57	For sanctions triggered by a second failure within 30 days, three working days (after the date of the second failure) were not given to provide good cause	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
58	AWI 2292 for was not printed/mailed for the second failure	0.0%	3.4%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
<u>CASE CLOSURE</u>															
59	Case closure(s) during the review period did not occur after the last month of cash receipt	16.7%	0.0%	0.0%	3.8%	20.0%	16.4%	36.4%	0.0%	10.7%	3.3%	7.8%	20.0%	11.3%	
<u>GRIEVANCE PROCEDURES</u>															
60	SFW Grievance Procedure form and/or signed Acknowledgment Form was not maintained in the participant's file	0.0%	0.0%	0.0%	0.0%	10.0%	1.6%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
<u>TOTAL ERROR RATE</u>															
61	Final error rate for the Monitoring Review	8.7%	5.6%	6.6%	13.9%	14.2%	8.3%	18.0%	3.7%	6.0%	7.0%	11.4%	40.6%	12.0%	

* The error data presented above was taken from the 1st Qtr PY'08-09 CAP file monitoring reviews.