



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**Thursday, December 20, 2012
8:00 A.M.**

Doubletree Hotel – Convention Center
711 NW 72nd Avenue, 2nd floor
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
 - A. October 18, 2012
3. Information – Workforce Services Contractors Performance Overview
4. Information – Workforce Services Balanced Scorecard Update
5. Information – Refugee Employment and Training Contractors Performance Overview
6. Information – Refugee Employment and Training Program Balanced Scorecard Update
7. Recommendation as to Approval to Draft and Release a Request for Proposals (RFPs) for Work Readiness Services
8. Recommendation as to Approval of an Allocation of \$2,250.00 to SER-Jobs for Progress, Inc. for a SFWIB-M-DCPS Career Pathways Program
9. Recommendation as to Approval of Contractors for PY 2012-13 Workforce Services
10. Recommendation as to Approval of a Contractor for PY 2012-13 Mystery Shopper Services
11. Recommendation as to Approval of the Re-allocation of \$20,000 from the City of Miami Career Center to SFWIB for Electrical Repairs
12. Recommendation as to Approval of a Three-Month Extension to Azure College, Inc. Refugee Employment and Training Program Contract



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 2A

DATE: DECEMBER 20, 2012, 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES

October 18, 2012 at 8:00am
Doubletree by Hilton Miami Airport
Convention Center, 2nd Floor
711 NW 72nd Avenue
Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
<ol style="list-style-type: none"> 1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. Gaber, Cynthia, <i>Vice Chair</i> 3. DuBois, Victoria 4. Manning, Anne 5. Socorro, Ivonne 	<ol style="list-style-type: none"> 6. Arboleda, Carlos 7. Huston, Albert <p>SFW STAFF Almagro, Olivia Garcia, Christine Hernandez, Juan</p>	<p>Gonzalez, Ana M. – City of Hialeah</p> <p>Morales, Maria – Arbor E&T, LLC</p> <p>Someollan, Ana – Adults Mankind Organization, (AMO)</p> <p>Zeno, Miriam – SER Job – North Miami Beach</p>

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Committee Chairman Daniel Fils-Aime called the meeting to order at 8:15am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had been achieved.

2. Approval of Workforce Systems Improvement Meeting Minutes for August 16, 2012

Ms. Cynthia Gaber moved the approval of meeting minutes for August 16, 2012. Motion was seconded by Ms. Victoria Dubois; **Minutes Passed Unanimously**

3. Information– Workforce Services Contractors Performance Overview

SFWIB Programs Manager Juan Hernandez presented the item and read the following stats into record:

For Program Year (PY) 2012-2013 (July 1, 2012 – August 31, 2012), the Workforce Services Contractors assisted the placement of 1,294 job seekers into employment.

- WIA Adult/Dislocated Worker (DW) Program: - 205 job seekers gained employment after enrolling in the Program.
- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is 34.6% which resulted in this Region ranking eleventh place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 58%, resulting in fifth place ranking in this category out of the 24 Regional Workforce Boards in the State.
- Career Advancement Program (CAP) / Welfare Transition (WT) Program: the performance statistics for the Workforce Services Contractors revealed the following:
 - The Region is at 47.9% in the All Family Participation Rate, resulting in tenth place raking out of the 24 Regional Workforce Board in the State in this performance category.
 - The Region is at 59.6% in the Two-Parent Participation Rate resulting in sixth place raking out of the 24 Regional Workforce Board in the State in this performance category.

No further questions or discussions.

4. Information– Workforce Services Balanced Scorecard Update

Mr. Hernandez presented the region’s Balanced Scorecard for the period of July 1, 2012, through September 30, 2012. He noted a correction to the summary performance reporting eleven (11) of the twelve (12) Workforce Services Contractors were at least meeting 50% of the PY ’11-’12 Balanced Scorecard Performance Measurement standards. He additionally advised the Committee that the Florida Keys Career Center current performance measurement standard is below the 50% mark as a result of pending approved training vendors in the Florida Keys.

Mr. Fils-Aime asked whether a new member has been appointed to replace former SFWIB member Jackie Harder and staff responded “Yes”.

5. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 5,716 refugee job seekers received placement services during the period of October 1, 2011, through August 31, 2012. He also read the following stats into record:

- 8,711 refugee job seekers have been enrolled in the RET program;
- 3,485 refugees placed in employment are still working after 90 days of hire;
- 2,843 refugees placed in employment are still working after 180 days of hire; and

- 2,286 refugees placed in employment are also receiving health benefits through the employer.

No further questions or discussions.

6. Information- Refugee Employment and Training Program Balanced Scorecard Update

Mr. Hernandez presented the item and noted from October 1, 2011 through August 31, 2012, nine (9) out of the ten (10) RET Services Contractors were meeting or exceeding 50% of the PY '11-'12 Performance Measures standards.

No further questions or discussions.

7. Discussion – Strategic Planning Workshop Update

Mr. Hernandez read the item into record the following two Strategic Planning Projects into record:

Project 1: Ensure rapid response time is in placement

Project 5: Raise the Bar/One Stop Performance Consistency

[Ms. Manning arrived]

Ms. Gaber asked whether staff has identified any current customer service issues. Mr. Hernandez responded that staff has begun the process for an RFQ for mystery shopper services and he recommended the following:

- Identify two key areas: Timeline of services and employees' knowledge
- Create a Customer Service Task force or have a customer service liaisons to follow-up on service improvements
- Implement online surveys

Ms. Manning inquired about the release date for the Secret Shopper RFP and staff responded.

Ms. Socorro inquired about the mystery shopper process and staff explained.

The Committee recommended implementing a task force to begin with assessments so that a checklist can be provided to the secret shopper.

8. Recommendation as to Approval of the Workforce Investment Act (WIA) Adult Priority of Services Revision for Monroe County

Mr. Hernandez read the item into record noting staff's recommendation for the Committee's approval to recommend to the Board the WIA Adult Priority of Services for Monroe County.

Ms. Ann Manning moved the approval of the Workforce Investment Act Adult Priority of Services Revision for Monroe County. Motion was seconded by Yvonne Socorro; **Motion Passed Unanimously**

9. Recommendation as to Approval to Accept and Allocate \$1,595,870 in Wagner-Peyser "Pass Thru Funds"

Mr. Hernandez read the item into record noting staff's recommendations for the approval to accept and allocate \$1,595,870 in Wagner-Peyser "Pass Thru Funds"

Ms. Ann Manning moved the approval to accept and allocate \$1,595,870 in Wagner-Peyser "Pass Thru Funds. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

10. Recommendation as to Approval to Accept \$271,926 in Wagner-Peyser Incentive Funds

Mr. Hernandez read the item into record noting staff's recommendation for the approval to accept \$271,926 in Wagner-Peyser incentive funds.

Ms. Ivonne Socorro moved the approval to accept \$271,926 in Wagner-Peyser incentive funds. Motion was seconded by Ms. Victoria Dubois; **Motion Passed Unanimously**

11. Recommendation as to Approval to Adjust the Budget to Include \$247,252 in Carry-Forward Funds from the Performance Tools Grant

Mr. Hernandez read the item into record noting staff's recommendation for the approval to adjust the budget to include \$247,252 in carry-Forward funds from the Performance tool grant.

Ms. Cynthia Gaber moved the approval to adjust the budget to include \$247,252 in carry-forward funds from the performance tools grant. Motion was seconded by Ms. Victoria Dubois; **Motion Passed Unanimously**

There being no further business to come before the Committee, the meeting was adjourned at 9:05am.



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 3

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: WORKFORCE SERVICES CONTRACTORS PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: INFORMATION

RECOMMENDATION: N/A

STRATEGIC GOALS:

- (1) Premier National Provider of Employment and Career Training;
- (2) Strong, Timely Reporting Standards for End User Customers and Providers of Services.

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

For Program Year (PY) 2012-2013, the Workforce Services Contractors, from July 1, 2012, through November 30, 2012, assisted in placing into employment a total of 4,351 job seekers.

The performance statistics covering the period of July 1, 2012 through October 31, 2012 on the State's Monthly Management Report (MMR) for the Workforce Services Contractors reveal the following:

- The region's WP Entered Employment Rate (EER) is at 35.5 percent. In this category, the region is ranked 11 out of the 24 Regional Workforce Boards in the State.
- The region's Veterans Program EER is at 51.1 percent. In this category, the region is ranked eighth out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 47.1 percent. In this category, the region is ranked 12th out of the 24 Regional Workforce Boards in the State.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program Two-Parent Participation Rate is at 60.9 percent. In this category, the region is ranked fifth out of the 24 Regional Workforce Boards in the State.

Overall, the statistics above demonstrate the region's improved performance. The region's Workforce Services Contractors and SFWIB staff worked diligently through the efforts of the various Performance Improvement Teams to enhance the quality of services delivered to job seekers.

FUNDING: N/A

PERFORMANCE: N/A



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 4

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: WORKFORCE SERVICES BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: INFORMATION

RECOMMENDATION: N/A

STRATEGIC GOAL:

Strong, Timely Reporting Standards for End User Customers and Providers of Services

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2012, through December 13, 2012.

A performance summary of the Workforce Services Contractors for the same period is attached. The summary indicates that 11 of the 12 Workforce Services locations met at least 50 percent of the PY '12-'13 Balanced Scorecard measures.

FUNDING: N/A

PERFORMANCE: N/A

Attachment

WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY

Balanced Scorecard PY '12-'13 (July 1, 2012 through December 13, 2012) *

Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met	# of Performance Measures ****	% of Performance Measures Standards Met
Arbor E&T, LLC	Carol City Career Center	14	22	64%
	Hialeah Gardens Career Center	13	22	59%
City of Hialeah	Hialeah Downtown Career Center	14	22	64%
Ser Jobs for Progress, Inc.	North Miami Beach Career Center	12	22	55%
Transition, Inc.	Transition ** Offender Service Center	11	21	52%
UNIDAD of Miami Beach, Inc.	Miami Beach Career Center	12	22	55%
Youth Co-Op, Inc.	Florida Keys *** Career Center	7	16	44%
	Homestead Career Center	12	22	55%
	Little Havana Career Center	12	22	55%
	Northside Career Center	13	22	59%
	Perrine Career Center	17	22	77%
	West Dade Career Center	13	22	59%

* Draft

** Transition Inc. does not receive SNAP funding; therefore, the SNAP EER Performance Measure is not included

*** Florida Keys does not have an active Training Vendor; therefore the Training Performance Measures are not included

**** WIA Employed Worker Outcome Performance Measure was excluded for all



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 5

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING CONTRACTORS
PERFORMANCE OVERVIEW

AGENDA ITEM TYPE: INFORMATION

RECOMMENDATION: N/A

STRATEGIC GOAL:

Strong, Timely Reporting Standards for End User Customers and Providers of Services

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

For Program Year (PY) 2012-2013, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2012, through November 30, 2012, assisted in placing into employment a total of 1,008 refugee job seekers compared to 1,043 for the same period last Program Year (PY).

For the RET Program, the performance statistics reveal the following:

- 1,658 refugee job seekers enrolled in the RET Program;
- 623 refugees are still working after 90 days of hire;
- 490 refugees are still working after 180 days of hire; and
- 341 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's improved performance. The region's Refugee Employment and Training Program Contractors and SFWIB staff work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers.

FUNDING: N/A

PERFORMANCE: N/A



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 6

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: REFUGEE EMPLOYMENT AND TRAINING PROGRAM
BALANCED SCORECARD UPDATE

AGENDA ITEM TYPE: INFORMATION

RECOMMENDATION: N/A

STRATEGIC GOAL:

Strong, Timely Reporting Standards for End User Customers and Providers of Services

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

The Refugee Employment and Training (RET) Balanced Scorecard measures the performance of RET Service Contractors and is attached for the period of October 1, 2012, through November 30, 2012.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that nine of the 10 Contractors are meeting or exceeding 50 percent of the PY '11-'12 performance measures.

FUNDING: N/A

PERFORMANCE: N/A

Attachment

RET SERVICES CONTRACTORS PERFORMANCE SUMMARY**Balanced Scorecard PY '12-'13
(October 1, 2012 through November 30, 2012)**

RET Services Contractors	# of Performance Measures Standards Met	# of Performance Measures *	% of Performance Measures Standards Met
Adults Mankind Organization, Inc.	5	5	100%
Arbor E & T, LLC	5	5	100%
Azure College, Inc.	4	5	80%
Cuban American National Council, Inc.	2	5	40%
Community Coalition, Inc.	4	5	80%
City of Hialeah	4	5	80%
Lutheran Services of Florida, Inc. * *	5	5	100%
Miami Beach Latin Chamber of Commerce, Inc.	4	5	80%
UNIDAD of Miami Beach, Inc.	5	5	100%
Youth Co-Op, Inc. * *	4	5	80%

* Error Rate, Entered Employment Rate (EER), EER Less Than a Year (LTY), OJT, Short Term Training Performance are all measured by the 3rd Quarter



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 7

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL TO DRAFT AND RELEASE A REQUEST FOR PROPOSALS (RFPS) FOR WORK READINESS SERVICES

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to authorize staff to draft and release a RFP for Work Readiness Services.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

SFWIB staff determined that jobseekers benefit from the inclusion of work readiness training in the menu of workforce services to be delivered to them at the region's Career Centers. Accordingly, staff recommends that the region's centers deliver at minimum two weeks of intensive work readiness training to jobseekers assessed as not job ready. The work readiness training program will include but is not limited to the following components: resume preparation, professional dress, strong work ethic, interview skills, job search techniques, interpersonal skills, punctuality and attendance.

The goal of work readiness training is to increase the pool of employable jobseekers, ultimately improving the Entered Employment Rate across all programs.

FUNDING: N/A

PERFORMANCE:

N/A



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 8

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL OF AN ALLOCATION OF \$2,250.00 TO SER-JOBS FOR PROGRESS, INC. FOR A SFWIB-M-DCPS CAREER PATHWAYS PROGRAM

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval of an allocation of \$2,250.00 in WIA funds to SER-Jobs For Progress, Inc. to cover the costs of launching a SFWIB-M-DCPS Career Pathways Program at the North Miami Beach Career Center.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

In order to strengthen the pipeline of adults moving into postsecondary training and/or employment, SFWIB in partnership with M-DCPS designed a Career Pathways Pilot Program that started at the Homestead Career Center in August 2012. The program has increased the acquisition of workforce skills for adults who are not qualified for postsecondary education and employment. The program encompasses the following strategies:

- Career awareness and planning for all adult students through a standardized 12-hour orientation course that includes individualized career exploration and goal-setting;
- An emphasis on 21st century skills via newly developed entry and bridge curricula, addressing literacy in the context of essential work, digital, financial, health, civic and global skills;
- A cross-system approach that connects students to an array of resources and career bridge opportunities with linkage to diverse business sectors; and
- A common IT platform to exchange student portfolio information and share pathway resources across institutions.

FUNDING:

\$2,250.00 in WIA funds.

PERFORMANCE:

The program will serve 75 total participants (15 per cohort), run 12 to 13 weeks, Monday through Friday, and cost \$30 per participant. At a minimum, seventy percent of the participants that complete the program will either enroll in postsecondary education or attain employment.



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 9

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL OF CONTRACTORS FOR PY 2012-13 WORKFORCE SERVICES

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board the negotiation of Workforce Services contracts, if funding is available, with PY 12-13 Workforce Services RFP respondents that met the 80-point threshold.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

On November 2, 2012, the SFWIB Workforce Services Request for Proposals (RFP) was released for three Career Center Contractors that failed PY 2011-2012 performance standards. To ensure no interruption in the delivery of critical employment and training services, contracts for those Contractors were extended for a six-month period (July 1, 2012 to December 31, 2012).

The RFP solicited agencies capable of delivering an integrated menu of workforce services. Five proposals were submitted by the November 30, 2012 deadline. On December 11, 2012, a Public Review Forum was held during which staff disclosed respondents' scores. A table displaying respondents' scores and proposed service delivery location is being provided as an attachment.

FUNDING: N/A

PERFORMANCE: N/A

Attachment

Requesting Organization	Requesting Organization ID Number	2012-13 Workforce Services RFP											Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Performance Budget & Cost Allocation Plan)
		Organizational Experience/Capabilities and Staffing Qualifications (5 Points)	Service Strategies/Scope of Services (70 Points)						Performance (5 Points)	Budget (15 Points)	Cost Allocation Plan (5 Points)	Due Diligence: (Pass/Fail)	
		Rater	Raters						Rater	Raters			
		Phillip Edwards	Olivia Almagro	Neysa Bays	Carlos Camacho	Mary Davis	Edna Smith	Average Score Across Raters	Juan Hernandez	Odell Ford	Gustavo Alonso	Dulce Quiñones	
City of Hialeah	KMSLVE1112	4.25	58.75	50.00	52.25	51.00	50.75	52.55	5.00	15.00	5.000	Failed	81.800
Kaiser Group, Inc.	B29D15S13M	4.25	41.00	35.00	38.50	36.25	38.50	37.85	5.00	12.25	2.250	Passed	61.600
Opa-Locka Community Development Corp.	WLOL121314	3.90	13.25	12.75	14.75	9.50	13.50	12.75	5.00	10.00	1.500	Failed	33.150
Transition, Inc.	WEBREHS111	4.75	52.25	52.50	52.50	47.75	51.25	51.25	5.00	15.00	5.000	Passed	81.000
Unidad of Miami Beach, Inc.	FURWORSER1	4.25	57.00	55.75	56.00	56.00	55.00	55.95	5.00	14.00	4.000	Passed	83.200



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 10

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL OF CONTRACTORS FOR PY 2012-13 MYSTERY SHOPPER SERVICES

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board the negotiation of Mystery Shopper Services contracts, if funding is available, with PY 12-13 Mystery Shopper Services RFP respondents that met the 80-point threshold.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

On October 17, 2012, the SFWIB Mystery Shopper Services Request for Proposals (RFP) was released.

The RFP solicited agencies capable of monitoring and reporting on the consistency of service delivery and customer service across the region's Career Center network. Three proposals were submitted by the October 25, 2012, deadline. On December 4, 2012, a Public Review Forum was held during which staff disclosed respondents' scores. A table displaying the scores is attached.

FUNDING: N/A

PERFORMANCE: N/A

Attachment

2012-13 Mystery Shopper Services RFP

Organization Name	Requesting Organization ID Number	2012-13 Mystery Shopper Services RFP									
		Organizational Experience/Capabilities and Staffing Qualifications (15 Points)	Technical Narrative/Scope of Services (70 Points)						Budget (15 Points)	Operational Documents (Pass/Fail)	Final Rating Score (Organizational Cap + Average Score of Raters (Technical) + Budget)
		Rater	Raters						Raters		
		Phillip Edwards	Kerry-Lee Espeut	Teresa Hechavarria	Johnnie Johnson	Giovanni Martinez	Angel Sanchez	Average Score Across Raters	Odell Ford	Dulce Quiñones	
Dynamic Works Institute	B29D15S13M	5.00	32.50	34.50	34.50	32.50	34.50	33.70	10.05	Fail	
Bell Tower Consulting	JR09091996	13.00	63.50	67.00	66.00	67.00	67.00	66.10	9.50	Pass	88.600
HR Strategic Consulting, Inc.	ROM8282911	13.00	31.50	33.50	35.00	33.50	33.50	33.40	4.50	Fail	50.900



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 11

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL OF THE REALLOCATION OF \$20,000 FROM CITY OF MIAMI CAREER CENTER TO SFWIB FOR ELECTRICAL REPAIRS

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board the reallocation of \$20,000 from the City of Miami to SFWIB as set forth below.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

On June 21, 2012, the SFWIB approved the Fiscal Year 2012-13 budget which includes \$1,705,688 in funding for the City of Miami Career Center. The budget covers the 12-month period of July 1, 2012 to June 30, 2013. On October 18, 2012, the Board approved a re-allocation of \$67,061 in funds from the City of Miami to the SFWIB facilities budget to pay for renovation expenditures.

Currently, the City of Miami Career Center's electrical wiring fails to comply with the School Board of Miami-Dade County, Florida electrical safety requirements. It has been determined that the electrical repairs needed to comply with the School Board will cost SFWIB no more than \$20,000.

FUNDING:

N/A

PERFORMANCE:

N/A



COMMITTEE: WORKFORCE SYSTEMS IMPROVEMENT COMMITTEE

AGENDA ITEM NUMBER: 12

DATE: DECEMBER 20, 2012

AGENDA ITEM SUBJECT: APPROVAL OF A THREE-MONTH EXTENSION TO AZURE COLLEGE, INC. REFUGEE EMPLOYMENT AND TRAINING PROGRAM CONTRACT

AGENDA ITEM TYPE: APPROVAL

RECOMMENDATION: SFWIB staff recommends that the Workforce Systems Improvement Committee recommend to the Board a three-month extension to Azure College, Inc. (Azure) Refugee Employment and Training Program Contract with an option to renew if issues are resolved.

STRATEGIC GOAL:

Premier National Provider of Employment and Career Training

STRATEGIC PROJECT:

Raise the Bar / One-Stop Performance and Consistency

BACKGROUND:

On August 16, 2012, the SFWIB approved renewing the Program Year 2012-13 Refugee Employment and Training Program (RETP) contracts with existing RETP contractors for a 12-month period. The existing contractors met the RFP's 70-point contract consideration threshold. On September 25, 2012, the SFWIB Executive Committee reviewed RETP contractor Azure College, Inc. (Azure) and decided to award it a 90-day contract due to repeated issues with quality assurance. During the three-month period, Azure allegedly made changes to its quality assurance processes, service delivery, and staffing plan. The changes were in response to the findings noted in the RETP Quality Assurance Report dated November 13, 2012.

Azure submitted its Plan of Corrective Action (POCA) on December 13, 2012. SFWIB staff is requesting a 90-day period to conduct a Special Quality Assurance Review to determine compliance with RETP contract requirements. The special review will also assess the validity of the submitted POCA and verify whether Azure has implemented quality assurance processes to ensure satisfactory service delivery as required by the RETP contract.

FUNDING: N/A

PERFORMANCE: N/A