



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD  
WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE  
Thursday, April 24, 2014  
8:00 A.M.**

**Doubletree by Hilton Miami Airport Hotel  
Convention Center, 2nd floor  
711 NW 72nd Avenue  
Miami, Florida 33126**

**AGENDA**

1. Call to Order and Introductions
2. Approval of Workforce Systems Improvement Committee Meeting Minutes
  - A. October 17, 2013
  - B. February 27, 2014
3. Information – Refugee Employment and Training Program Performance Overview
4. Information – Refugee Employment and Training Program Balanced Scorecard Update
5. Information – Workforce Services Regional Performance Overview
6. Information – Workforce Services Balanced Scorecard Update
7. Information – Department of Economic Opportunity Quality Assurance Report 2013-14
8. Approval – Re-Allocation of Refugee Employment and Training Program Funds
9. Approval – Re-Allocation of WIA Training Funds

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## WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**AGENDA ITEM NUMBER:** 2A

**DATE:** April 24, 2014 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

October 17, 2013 at 8:00am  
 Doubletree by Hilton Miami Airport  
 Convention Center, 2<sup>nd</sup> Floor  
 711 NW 72nd Avenue  
 Miami, Florida 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Huston, Albert 4. Socorro, Ivonne 5. Manning, Anne	6. Arboleda, Carlos 7. Garza, Maria  <b>SFW STAFF</b> Almagro, Olivia Hernandez, Juan	Battle, Jorge - <i>Arbor</i> Dorwin, Raymond – <i>UNIDAD of Miami Beach</i> Gavira, Beatriz – <i>SER Jobs for Progress, Inc.</i> Gonzalez, Ana M. – <i>City of Hialeah</i> Mitchell, Carlena – <i>Miami-Dade County Public Schools</i> Morales, Maria – <i>ARBOR E&amp; T</i>  Shebadeh, Jessica – <i>Transition, Inc.</i> Someillan, Ana – <i>Adult Mankind Organization (AMO)</i> St. Jean, Donard – <i>Dade Institute of Technology</i> Townsend, Alice – <i>Transition, Inc.</i> Zeno, Miriam – <i>SER Jobs for Progress, North Miami Beach</i>

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 not been achieved.

**3. Information- Refugee Employment and Training Contractors Performance Overview**

Mr. Hernandez presented the item and noted that a total of 4,930 refugee job seekers received placement services during the period of October 1, 2012, through August 31, 2013. He also read the following stats into record:

- 9,907 refugee job seekers have been enrolled in the RET program;
- 3,245 refugees placed in employment are still working after 90 days of hire;
- 2,632 refugees placed in employment are still working after 180 days of hire; and
- 2,367 refugees placed in employment are also receiving health benefits through their employer.

A representative from the City of Hialeah appeared before the Committee, as a follow-up to the Committee's request.

**4. Information– Refugee Employment and Training Program Balanced Scorecard Update**

Mr. Huston introduced the item on behalf of WSI Committee Chairman Fils-Aime. Mr. Hernandez further discussed and noted that for the month ending June 30, 2013, nine (9) RET Services Contractors were meeting or exceeding 50% of the PY '12-'13 Performance Measures standards. He additionally reviewed with the Committee the RET Services Contractors Performance Summary table provided in the agenda.

No further questions or discussions.

**5. Information– Workforce Services Contractors Performance Overview**

Mr. Hernandez read the following stats into record:

For Program Year (PY) 2012-2013 (July 1, 2012 – June 30, 2013), the Workforce Services Contractors assisted the placement of 5,564 job seekers in employment.

The performance statistics covering the period of July 1, 2013 through August 31, 2013 on the State's Monthly Management Report (MMR) for the Workforce Services Contractors revealed the following:

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is slightly over 35% which resulted in this region ranking ninth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is 46.1%, resulting in eighth 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 45.1% in the All Family Participation Rate, resulting in fifteenth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region's Entered Employment rate is slightly over 28% resulting in fourteenth place ranking out of the 24 Regional Workforce Board in the State.

He additionally discussed DEO's Monthly Management Report for the period of July 1, 2013 through August 31, 2013 (Year-to-Date)

Mr. Fils-Aime asked whether region 23 is the largest in Florida. Mr. Hernandez responded, "Yes."

Ms. Manning inquired about steps taken by the Performance Improvement Teams (PIT) to enhance the quality of the Workforce Services delivery system. Mr. Hernandez explained. Ms. Manning questioned SFW's low ranking for the current reporting period.

[Mr. Albert Huston arrived and introduced himself; **Quorum Achieved**]

**2. Approval of Workforce Systems Improvement Meeting Minutes for June 20, 2013 and August 15, 2013**

Mr. Juan Hernandez introduced the item.

Mr. Albert Huston moved the approval of June 20, 2013 and August 15, 2013 meeting minutes. Motion was seconded by Ms. Ivonne Socorro; **Motion Passed Unanimously**

**6. Recommendation as to Approval of the Workforce Services Balanced Scorecard Standard and Performance Measures**

Mr. Hernandez introduced the item and read it into record noting staff's recommendation for the Committee's approval to recommend to the Board the Workforce Services balance scorecard standard and performance measures.

Mr. Fils-Aime inquired about the primary purpose for increasing the balance scorecard standard. Mr. Hernandez explained.

Ms. Socorro requested additional information regarding incentives and Mr. Hernandez explained.

Mr. Huston requested staff explain the last column in the Workforce Services Contractors Performance table. Mr. Hernandez provided details.

Ms. Socorro inquired about the follow-up process turnaround time and Mr. Hernandez responded that the follow-up process is 90 days.

Ms. Manning recommended staff identify way of improve this region's current rankings.

Mr. Albert Huston moved the approval of the Workforce Services Balanced Scorecard Standard and Performance Measures. Motion was seconded by Ms. Ann Manning; **Motion Passed Unanimously**

**7. Recommendation as to Approval of the Refugee Short Term Training Miami Dade College – Hospitality Program**

Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board the Refugee Short Term Training Miami Dade College Hospitality program.

Mr. Fils-Aime asked whether there's enough funding available to extend the program and Mr. Hernandez explained.

Mr. Huston moved the approval of Refugee Short Term Training Miami Dade College Hospitality Program. Motion was seconded by Ms. Ann Manning; **Motion Passed Unanimously**

**8. Recommendation as to Approval of the Refugee Short Term Training Miami-Dade County Public Schools – Automotive Program**

Mr. Hernandez introduced the item and read it into record staff's recommendation for the Committee's approval to recommend to the Board the Refugee Short Term Training Miami-Dade County Public Schools – Automotive Program.

Mr. Fils-Aime asked whether there was enough funding available to extend the program and Mr. Hernandez explained.

Mr. Huston moved the approval of the Refugee Short Term Training Miami Dade County Public Schools – Automotive Program. Motion was seconded by Ms. Victoria Dubois; **Motion Passed Unanimously**

**9. Recommendation as to Approval of the Refugee Short Term Training: American Advanced Technician Institute – Automotive Program**

Mr. Hernandez introduced the item and read it into record staff's recommendation for the Committee's approval to recommend to the Board the Refugee Short Term American Advanced Technician Institute – Automotive Program.

Ms. Ann Manning moved the approval of the Refugee Short Term Training: American Advance Technician Institute – Automotive Program. Motion was seconded by Ms. Victoria Dubois; **Motion Passed Unanimously**

The Committee returned to item#3 to hear City of Hialeah's Center Director Ana Maria Gonzalez Present the current challenges of consistently surpassing the benchmark of placements.

Their current challenges:

- Part time employment are being offered with no benefits
- 23% of their clients have work permits;
- 75% don't possess a driver's license
- Funding challenges

Mr. Hernandez explained the funding process.

Mr. Huston recommended informing the Board of the current challenges City of Hialeah is facing. He moreover recommended SFW staff meet with City of Hialeah to assist them.

Mr. Fils-Aime requested a written explanation be provided to Committee members and staff.

There being no further business to come before the Committee, the meeting was adjourned at 9:15am.



## WORKFORCE SYSTEMS IMPROVEMENT (WSI) COMMITTEE

**AGENDA ITEM NUMBER:** 2B

**DATE:** April 17, 2014, 8:00AM

**AGENDA ITEM SUBJECT:** MEETING MINUTES

February 27, 2014 at 8:00am  
 Doubletree Hotel – Convention Center  
 711 N.W 72<sup>nd</sup> Avenue  
 Miami, FL 33126

COMMITTEE MEMBERS IN ATTENDANCE	COMMITTEE MEMBERS NOT IN ATTENDANCE	OTHER ATTENDEES
1. Fils-Aime, Sr., Daniel– <i>Chair</i> 2. DuBois, Victoria 3. Garza, Maria 4. Huston, Albert 5. Socorro, Ivonne	6. Arboleda, Carlos 7. Manning, Anne  <b>SFW STAFF</b> Almagro, Olivia Hernandez, Juan	Gilbert, David – <i>City of Miami</i> Malony, Arnold – <i>Arbor E &amp; T Rescare</i> Rodriguez, Elsa – <i>CareerSource South Florida - Hialeah Downtown</i>  Someillan, Ana – <i>Adult Mankind Organization</i>  St. Jean – <i>Dade Institute of Technology</i>

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 8:28am, welcomed all those present, asked the members to introduce themselves and noted that a quorum had not been achieved.

### 3. Information- Refugee Employment and Training Contractors Performance Overview

Mr. Hernandez presented the item and noted that a total of 2,321 refugee job seekers received placement services during the period of October 1, 2013, through January 31, 2014. He also read the following stats into record:

- 5,963 refugee job seekers have been enrolled in the RET program;
- 1,326 refugees placed in employment are still working after 90 days of hire;
- 876 refugees placed in employment are still working after 180 days of hire; and
- 939 refugees placed in employment are also receiving health benefits through their employer.

No further questions or discussions.

### 4. Information– Refugee Employment and Training Program Balanced Scorecard Update

Mr. Hernandez presented the item, noting into record a scrivener's error in the agenda item. He stated that the reporting period should read January 2014. He further read into record that all nine (9) RET

services Contractors were meeting or exceeding 50% of the PY '12-'13 Performance Measures standards. He additionally reviewed with the Committee the RET Services Contractors Performance Summary table provided in the agenda.

Chairman Fils-Aime asked whether there has been any improvement in performances. Mr. Hernandez further explained.

No further questions or discussions.

[Mr. Albert Huston arrived]

#### **5. Information– Workforce Services Contractors Performance Overview**

Mr. Hernandez read the following stats into record:

For Program Year (PY) 2013-2013 (July 1, 2013 – December 13, 2013), the Workforce Services Contractors assisted the placement of 19,359 job seekers into employment.

The performance statistics covering the period of July 1, 2013 through December 13, 2013 in the State's Monthly Management Report (MMR) for the Workforce Services Contractors revealed the following:

- Wagner-Peyser (WP) Program: - WP Entered Employment Rate (EER) is slightly over 40% which resulted in this region ranking tenth place out of the 24 Regional Workforce Boards in the State.
- Veterans Program: - EER is slightly over 48%, resulting in tenth 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 slightly over 47% in the All Family Participation Rate, resulting in ninth place ranking out of the 24 Regional Workforce Board in the State in this performance category.
  - The Region's Entered Employment rate is slightly over 30% resulting in sixth place ranking out of the 24 Regional Workforce Board in the State.

No further questions or discussions.

#### **6. Information – Workforce Services Contractors Balance Scorecard Update**

Mr. Hernandez presented the item, noting that as of the end of October 2013, eight (8) RET services Contractors were meeting or exceeding 65% of the PY '12-'13 Performance Measures standards. He additionally reviewed with the Committee the Workforce Services Contractors Performance Summary for the period of July 1, 2013 through December 31, 2013.

Representative from Hialeah Downtown Career Center appeared before the Committee and provided an update.

Mr. Hernandez moreover gave an update on Transition, Inc. and Northside Career Center performances.

**7. Recommendation as to Approval of the Allocation of \$75,984 in National Emergency Grant OJT Funds**

Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board to allocate \$75,984 in NEG OJT funds.

Mr. Huston asked whether staff is making efforts to ensure funds are used before the end of the period. Mr. Hernandez further explained.

This item was recommended to the full Board by consensus of the members present.

**8. Recommendation as to Approval of the Acceptance and Allocation of Refugee Employment and Training Funds**

Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board to accept and allocate funds to the Refugee Employment Service Providers.

Mr. Huston asked whether staff is making efforts to reach out to the culturally diverse population. He additionally inquired about services provided to the Haitian Community and Mr. Hernandez further explained.

This item was recommended to the full Board by consensus of the members present.

Mr. Fils-Aime requested a brief update on the branding changes and Mr. Hernandez explained.

**Meeting adjourned.**

**[The Committee reconvened its meeting as a result of a quorum]**

**Chairman Fils-Aime began with introductions and noted that a quorum had been achieved.**

**2. Approval of Workforce Systems Improvement Meeting Minutes for December 19, 2013**

Mr. Albert Huston moved the approval of December 19, 2013 meeting minutes. Motion seconded by Ms. Maria Garza; **Motion Passed Unanimously**

**7. Recommendation as to Approval of the Allocation of \$75,984 in National Emergency Grant OJT Funds**

Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board to allocate \$75,984 in NEG OJT funds.

Ms. Maria Garza moved the approval to allocate \$75,984 in NEG OJT funds. Motion seconded by Mr. Albert Huston; **Motion Passed Unanimously**

**8. Recommendation as to Approval of the Acceptance and Allocation of Refugee Employment and Training Funds**



Mr. Hernandez introduced the item and read it into record, noting staff's recommendation for the Committee's approval to recommend to the Board to accept and allocate funds to the Refugee Employment Service Providers.

Mr. Albert Huston moved the approval to accept and allocate funds to the Refugee Employment Services Providers. Motion seconded by Ms. Maria Garza; **Motion Passed Unanimously**

There being no further business to come before the Committee adjourned the meeting.



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 3

**AGENDA ITEM SUBJECT:** REFUGEE EMPLOYMENT AND TRAINING PROGRAM  
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) 2013-14, the Refugee Employment and Training (RET) Program Contractors, from October 1, 2013 through March 31, 2014 assisted in placing into employment a total of 3,426 refugee job seekers compared to 3,003 for the same period last Program Year (PY).

For the RET Program, the Year-to-Date (YTD) performance statistics reveal the following:

- 8,313 refugee job seekers enrolled in the RET Program;
- 1,963 refugees are still working after 90 days of hire;
- 1,513 refugees are still working after 180 days of hire; and
- 1,374 refugees are receiving health benefits through the employer.

Overall, the statistics above show the region's placements have increased compared to the same period last PY. The region's RET Program Contractors and SFWIB staff continue to work diligently through the efforts of the Performance Improvement Team (PIT) to enhance the quality of services offered to refugee job seekers and improve the overall performance.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*NO ATTACHMENT*



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 4

**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 month of March 2014.

The RET Services Contractors Performance Summary for the same period is attached. The summary shows that 6 of 9 Contractors are meeting or exceeding 65 percent of the PY 2013-14 performance measures.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

<b>RET SERVICES CONTRACTORS PERFORMANCE SUMMARY</b> <b>Balanced Scorecard PY '13-'14</b> <b>March 2014</b>			
<b>RET Services Contractors</b>	<b># of Performance Measures Standards Met *</b>	<b># of Performance Measures</b>	<b>% of Performance Measures Standards Met</b>
<b>Adults Mankind Organization, Inc.</b>	<b>5</b>	<b>5</b>	<b>100%</b>
<b>Arbor E &amp; T, LLC</b>	<b>5</b>	<b>5</b>	<b>100%</b>
<b>Cuban American National Council, Inc.</b>	<b>4</b>	<b>5</b>	<b>80%</b>
<b>Community Coalition, Inc.</b>	<b>3</b>	<b>5</b>	<b>60%</b>
<b>City of Hialeah</b>	<b>4</b>	<b>5</b>	<b>80%</b>
<b>Lutheran Services of Florida, Inc. * *</b>	<b>3</b>	<b>5</b>	<b>60%</b>
<b>Miami Beach Latin Chamber of Commerce, Inc.</b>	<b>3</b>	<b>5</b>	<b>60%</b>
<b>UNIDAD of Miami Beach, Inc.</b>	<b>4</b>	<b>5</b>	<b>80%</b>
<b>Youth Co-Op, Inc.</b>	<b>4</b>	<b>5</b>	<b>80%</b>

*\* Performance Measures: Entered Employment Rate (EER), EER Less Than a Year (LTY), and Short Term Training (STT) are not applicable.*

# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Regional

Regional				
	Measure	Standard	Region	
1	Entered Employment Rate	43 %	24.07 %	↑
2	Entered Employment Rate LTY	50 %	19.62 %	↑
3	Employed on the 90th Day	72 %	80.58 %	↓
4	Employed on the 180th Day	60 %	82.54 %	↑
5	Health Benefits	40 %	40.89 %	↑
6	Placements	390	553	
7	Intakes	607	1,198	
8	Career Laddering Placements	50 %	0.00 %	
9	On the Job Training (OJT)	169	68	
10	Short Term Training	150	28	
11	STT Placements within 60 days	70 %	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## AMO

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	26.25 %	↑
2	Entered Employment Rate LTY	50 %	NA	23.89 %	↑
3	Employed on the 90th Day	72 %	NA	94.99 %	↓
4	Employed on the 180th Day	60 %	NA	99.34 %	↑
5	Health Benefits	40 %	40.89 %	41.27 %	↑
6	Placements	86	NA	135	
7	Intakes	96	NA	239	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	22	NA	25	
10	Short Term Training	33	NA	2	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Arbor E&T, LLC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	20.56 %	↑
2	Entered Employment Rate LTY	50 %	NA	16.41 %	↑
3	Employed on the 90th Day	72 %	NA	91.26 %	↑
4	Employed on the 180th Day	60 %	NA	76.71 %	↓
5	Health Benefits	40 %	40.89 %	58.25 %	↑
6	Placements	24	NA	28	
7	Intakes	34	NA	105	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	6	NA	6	
10	Short Term Training	9	NA	6	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## CANC

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	17.53 %	↑
2	Entered Employment Rate LTY	50 %	NA	14.02 %	↑
3	Employed on the 90th Day	72 %	NA	82.85 %	↓
4	Employed on the 180th Day	60 %	NA	72.78 %	↓
5	Health Benefits	40 %	40.89 %	60.20 %	↓
6	Placements	30	NA	51	
7	Intakes	60	NA	89	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	8	NA	2	
10	Short Term Training	12	NA	ND	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Community Coalition

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	16.40 %	↑
2	Entered Employment Rate LTY	50 %	NA	11.86 %	↑
3	Employed on the 90th Day	72 %	NA	81.20 %	↑
4	Employed on the 180th Day	60 %	NA	79.37 %	↑
5	Health Benefits	40 %	40.89 %	17.91 %	↓
6	Placements	21	NA	33	
7	Intakes	28	NA	100	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	5	NA	ND	
10	Short Term Training	8	NA	11	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Hialeah, City of

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	13.13 %	↑
2	Entered Employment Rate LTY	50 %	NA	11.33 %	↑
3	Employed on the 90th Day	72 %	NA	78.13 %	↑
4	Employed on the 180th Day	60 %	NA	100.00 %	
5	Health Benefits	40 %	40.89 %	20.51 %	↓
6	Placements	5	NA	7	
7	Intakes	14	NA	26	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	1	NA	4	
10	Short Term Training	2	NA	3	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Lutheran Services

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	19.24 %	↑
2	Entered Employment Rate LTY	50 %	NA	16.84 %	↑
3	Employed on the 90th Day	72 %	NA	69.25 %	↓
4	Employed on the 180th Day	60 %	NA	69.34 %	↑
5	Health Benefits	40 %	40.89 %	40.00 %	↓
6	Placements	81	NA	85	
7	Intakes	104	NA	228	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	21	NA	ND	
10	Short Term Training	31	NA	ND	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Miami Beach Latin Chamber

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	58.16 %	↑
2	Entered Employment Rate LTY	50 %	NA	48.86 %	↑
3	Employed on the 90th Day	72 %	NA	84.62 %	↑
4	Employed on the 180th Day	60 %	NA	86.44 %	↑
5	Health Benefits	40 %	40.89 %	35.80 %	↓
6	Placements	12	NA	16	
7	Intakes	19	NA	16	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	3	NA	ND	
10	Short Term Training	4	NA	ND	
11	STT Placements within 60 days	70 %	NA	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Unidad of Miami Beach Devlpmt

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	40.72 %	↑
2	Entered Employment Rate LTY	50 %	NA	33.99 %	↑
3	Employed on the 90th Day	72 %	NA	94.74 %	↑
4	Employed on the 180th Day	60 %	NA	83.33 %	↑
5	Health Benefits	40 %	40.89 %	41.46 %	↓
6	Placements	9	NA	15	
7	Intakes	8	NA	11	
8	Career Laddering Placements	50 %	NA	ND	
9	On the Job Training (OJT)	2	NA	ND	
10	Short Term Training	4	NA	ND	
11	STT Placements within 60 days	70 %	NA	ND	

ND = No data

NA = Region performance not applicable for this measure

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# CSSF Refugee Balanced Scorecard Report

Report Date: 10/1/2013 To 3/31/2014

## Youth Co-Op

Per Provider					
	Measure	Standard	Region	Center	
1	Entered Employment Rate	43 %	24.07 %	31.51 %	↑
2	Entered Employment Rate LTY	50 %	NA	23.49 %	↑
3	Employed on the 90th Day	72 %	NA	73.76 %	↑
4	Employed on the 180th Day	60 %	NA	80.44 %	↑
5	Health Benefits	40 %	40.89 %	38.10 %	↑
6	Placements	122	NA	183	
7	Intakes	157	NA	384	
8	Career Laddering Placements	50 %	NA	0.00 %	
9	On the Job Training (OJT)	31	NA	31	
10	Short Term Training	47	NA	6	
11	STT Placements within 60 days	70 %	NA	0.00 %	

ND = No data

NA = Region performance not applicable for this measure

4/15/2014 9:08:03 PM



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 5

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES REGIONAL PERFORMANCE OVERVIEW

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** (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) 2013-2014, the performance statistics covering the period of July 1, 2013 through February 28, 2014 on the State's Monthly Management Report (MMR) for the 24 Regional Workforce Boards in the State reveal the following:

- The region's Workforce Services Contractors assisted in placing into employment a total of 26,921 job seekers compared to 33,062 same period last PY.
- The region's WP Entered Employment Rate (EER) is at 42.3 percent and is ranked 9<sup>th</sup>.
- The region's Veterans Program EER is at 49.2 percent and is ranked 6<sup>th</sup>.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program All Family Participation Rate is at 47.3 percent and is ranked 9<sup>th</sup>.
- The Career Advancement Program (CAP) / Welfare Transition (WT) Program EER is at 29.3 percent and is ranked 5<sup>th</sup>.

The region's Workforce Services Contractors and SFWIB staff work diligently through the efforts of the various Performance Improvement Teams (PIT) to enhance the quality of the Workforce Services delivery system and improve performance. For example, on April 1, 2014, the Workforce Services Contractors reassigned a total of 48 staff to conduct additional job placement services to increase the number of jobseekers in employment.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

**DEO Monthly Management Report**  
**July 1, 2013 through February 28, 2014 (Year-to-Date)**

Wagner-Peyser Entered Employment Rate				
Rank	Region	Entered Employment	Job Seekers with 90 Days of No Service	Performance
1	9	3,404	3,730	91.3 %
2	15	23,246	35,895	64.8 %
3	16	8,483	13,925	60.9 %
4	22	16,499	27,470	60.1 %
5	10	5,571	10,673	52.2 %
6	14	13,809	27,973	49.4 %
7	5	3,513	7,491	46.9 %
8	20	8,073	18,585	43.4 %
9	23	26,921	63,578	42.3 %
10	3	1,340	3,421	39.2 %
11	19	2,047	5,664	36.1 %
12	13	7,406	20,737	35.7 %
13	11	7,481	21,158	35.4 %
14	4	3,911	11,700	33.4 %
15	17	7,384	22,280	33.1 %
16	2	2,731	8,263	33.1 %
17	24	9,717	29,433	33.0 %
18	7	1,265	3,916	32.3 %
19	21	12,142	39,238	30.9 %
20	18	6,203	21,120	29.4 %
21	8	12,239	43,408	28.2 %
22	12	16,409	59,283	27.7 %
23	1	4,327	17,100	25.3 %
24	6	1,565	6,318	24.8 %
	SW	205,686	522,359	39.4 %

Veterans Entered Employment Rate				
Rank	Region	Vets Placed after 90 Days of No Service	Vets with 90 Days of No Service	Performance
1	9	206	235	87.7 %
2	16	519	616	84.3 %
3	22	983	1,217	80.8 %
4	10	514	929	55.3 %
5	14	960	1,930	49.7 %
6	23	669	1,361	49.2 %
7	13	699	1,448	48.3 %
8	20	427	930	45.9 %
9	5	195	443	44.0 %
10	15	1,268	2,914	43.5 %
11	18	624	1,604	38.9 %
12	2	510	1,327	38.4 %
13	3	56	157	35.7 %
14	21	465	1,310	35.5 %
15	17	477	1,346	35.4 %
16	19	107	313	34.2 %
17	7	107	314	34.1 %
18	24	535	1,609	33.3 %
19	11	494	1,561	31.6 %
20	4	385	1,233	31.2 %
21	8	1,327	4,642	28.6 %
22	1	566	2,060	27.5 %
23	6	56	208	26.9 %
24	12	1,014	3,841	26.4 %
	SW	13,163	33,548	39.2 %

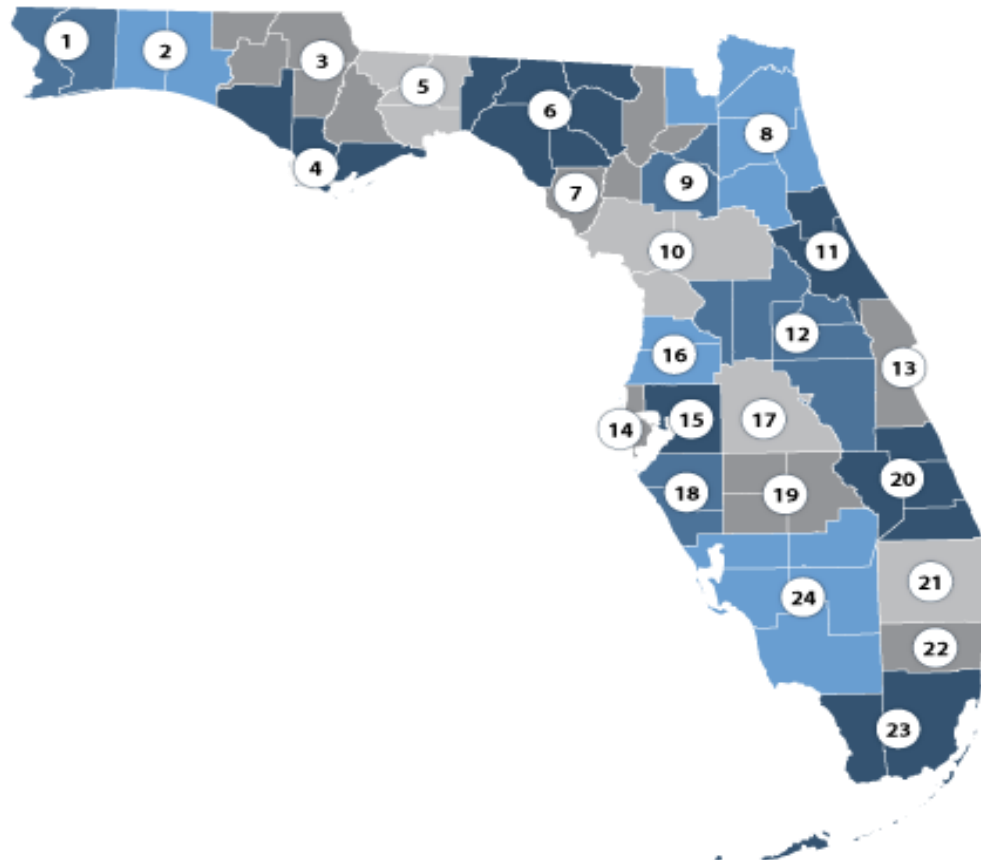


**DEO Monthly Management Report**  
**July 1, 2013 through December 31, 2013 (Year-to-Date)**

Welfare Transition Participation Rate (All Family)				
Rank	Region	Work Engaged	Received TANF	Performance
1	9	1,106	1,509	73.3 %
2	7	394	646	61.0 %
3	14	2,166	3,776	57.4 %
4	15	2,904	5,472	53.1 %
5	11	1,923	3,619	53.1 %
6	5	1,513	2,862	52.9 %
7	22	3,567	6,798	52.5 %
8	17	1,945	3,832	50.8 %
9	23	6,246	13,207	47.3 %
10	12	3,593	7,961	45.1 %
11	1	750	1,669	44.9 %
12	18	1,230	2,778	44.3 %
13	21	1,172	2,662	44.0 %
14	13	641	1,471	43.6 %
15	16	1,051	2,433	43.2 %
16	10	694	1,774	39.1 %
17	24	660	1,724	38.3 %
18	6	192	504	38.1 %
19	19	73	225	32.4 %
20	8	2,465	9,224	26.7 %
21	2	92	436	21.1 %
22	20	353	1,811	19.5 %
23	4	104	546	19.0 %
24	3	59	556	10.6 %
	SW	34,893	77,495	45.0 %

Welfare Transition Entered Employment Rate				
Rank	Region	Closed Due To Earnings	Cases Closed	Performance
1	21	361	1,130	31.9 %
2	14	577	1,861	31.0 %
3	5	244	812	30.0 %
4	22	875	2,954	29.6 %
5	23	1,531	5,233	29.3 %
6	19	43	150	28.7 %
7	12	1,101	3,850	28.6 %
8	13	191	675	28.3 %
9	18	421	1,493	28.2 %
10	16	352	1,262	27.9 %
11	15	827	3,012	27.5 %
12	17	461	1,687	27.3 %
13	3	45	165	27.3 %
14	11	345	1,268	27.2 %
15	1	222	844	26.3 %
16	7	59	228	25.9 %
17	2	62	241	25.7 %
18	9	125	493	25.4 %
19	10	232	921	25.2 %
20	6	62	251	24.7 %
21	8	766	3,646	21.0 %
22	20	215	1,064	20.2 %
23	24	196	1,009	19.4 %
24	4	54	326	16.6 %
	SW	9,367	34,575	27.1 %

Regional CareerSource Workforce Boards Size Category A:	
Region	CareerSource Workforce Board
8	CareerSource Brevard
12	CareerSource Central Florida
14	CareerSource Pinellas
15	CareerSource Tampa Bay
21	CareerSource Palm Beach County
22	CareerSource Broward
23	CareerSource South Florida
24	CareerSource Southwest Florida





## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 6

**AGENDA ITEM SUBJECT:** WORKFORCE SERVICES BALANCED SCORECARD UPDATE

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** (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:**

The region's Balanced Scorecard measures the performance of Service Partners and is attached for the period of July 1, 2013 through March 31, 2014.

A performance summary of the Workforce Services Contractors for the same period is attached. The PY 2013-14 Balanced Scorecard summary indicates that 9 of the 12 Workforce Services locations met at least 65 percent of the measures and 7 of the 12 Workforce Services locations met the Employment After Services within 90 Days performance measure; which is required as one of the 65 percent performance measures met.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

# WORKFORCE SERVICES CONTRACTORS PERFORMANCE SUMMARY

Balanced Scorecard PY '13-'14  
(July 1, 2013 through March 31, 2014)

Workforce Services Contractors	Workforce Services Locations	# of Performance Measures Standards Met *****	# of Performance Measures	% of Performance Measures Standards Met	EAS within 90 Days (Required 1 of the 65% Met)
Arbor E&T, LLC	Carol City * Center	9	15	60%	N
City of Hialeah	Hialeah Downtown Center	9	15	60%	N
City of Miami	City of Miami Center	13	15	87%	Y
Ser Jobs for Progress, Inc.	North Miami Beach Center	12	15	80%	N
Transition, Inc.	Transition ** Offender Service Center	6	12	50%	N
UNIDAD of Miami Beach, Inc.	Miami Beach Center	11	15	73%	Y
Youth Co-Op, Inc.	Florida Keys *** Center	10	14	71%	Y
	Homestead Center	15	15	100%	Y
	Little Havana Center	12	15	80%	Y
	Northside Center	12	15	80%	N
	Perrine Center	13	15	87%	Y
	West Dade Center	15	15	100%	Y
Region	All	14	15	93%	Y

\* Carol City and Hialeah Gardens consolidated - but performance is not yet combined

\*\* Transition Inc. does not provide services for CAP and SNAP (not included)

\*\*\* Florida Keys - Level of Servicess (due to required funding allocation) is not included

\*\*\*\* Performance Measures met or not met are based on the individual contract performance

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

## Regional

Performance			
	Measure	Standard	Region
1	Level of Services for Special Groups	84.97 %	100.00 %
2	Training Completion Rate	70 %	93.55 %
3	Training Completion Placement Rate	70 %	78.16 %
4	Training Related Placements	70 %	88.24 %
5	Employment After Services (EAS)	7,908	8,917
6	EAS within 90 Days	5,792	5,904
7	Cost Per Placement	\$3,844.98	\$3,112.82
8	Jobs Openings Filled Rate	62 %	69.06 %
9	Job Openings Index	8,541	12,961
10	WP Entered Employment Rate	43 %	44.95 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %
14	CAP Entered Employment Rate	38 %	30.44 %
15	CAP Participation Rate	23 %	47.30 %
Economic Impact			
	Total Economic Benefit	ND	ND
	Return on the Investment (ROI)	ND	ND

ND = No Data

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# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Arbor

Carol City center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	6.80 %	100.00 %	9.79 %
2	Training Completion Rate	70 %	93.55 %	95.45 %
3	Training Completion Placement Rate	70 %	78.16 %	90.48 %
4	Training Related Placements	70 %	88.24 %	94.74 %
5	Employment After Services (EAS)	1,026	8,917	805
6	EAS within 90 Days	523	5,904	369
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$2,607.55
8	Jobs Openings Filled Rate	62 %	69.06 %	63.32 %
9	Job Openings Index	1,110	12,961	1,247
10	WP Entered Employment Rate	43 %	44.95 %	32.03 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	95.16 %
14	CAP Entered Employment Rate	38 %	30.44 %	30.49 %
14	Short-Term Veterans EER	48 %	47.37 %	44.79 %
15	CAP Participation Rate	55 %	47.30 %	46.27 %
15	SNAP EER	23 %	32.52 %	40.00 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

City of Hialeah

Hialeah Downtown center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.55 %	100.00 %	7.60 %
2	Training Completion Rate	70 %	93.55 %	95.00 %
3	Training Completion Placement Rate	70 %	78.16 %	42.11 %
4	Training Related Placements	70 %	88.24 %	75.00 %
5	Employment After Services (EAS)	660	8,917	462
6	EAS within 90 Days	300	5,904	261
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$5,042.21
8	Jobs Openings Filled Rate	62 %	69.06 %	72.33 %
9	Job Openings Index	714	12,961	816
10	WP Entered Employment Rate	43 %	44.95 %	34.27 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	88.82 %
14	CAP Entered Employment Rate	38 %	30.44 %	42.04 %
14	Short-Term Veterans EER	48 %	47.37 %	15.29 %
15	CAP Participation Rate	55 %	47.30 %	56.31 %
15	SNAP EER	23 %	32.52 %	27.27 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

City of Miami

City of Miami center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.36 %	100.00 %	6.23 %
2	Training Completion Rate	70 %	93.55 %	100.00 %
3	Training Completion Placement Rate	70 %	78.16 %	100.00 %
4	Training Related Placements	70 %	88.24 %	100.00 %
5	Employment After Services (EAS)	489	8,917	530
6	EAS within 90 Days	344	5,904	352
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$3,116.26
8	Jobs Openings Filled Rate	62 %	69.06 %	66.50 %
9	Job Openings Index	528	12,961	702
10	WP Entered Employment Rate	43 %	44.95 %	59.75 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	100.00 %
14	CAP Entered Employment Rate	38 %	30.44 %	18.92 %
14	Short-Term Veterans EER	48 %	47.37 %	73.33 %
15	CAP Participation Rate	55 %	47.30 %	32.42 %
15	SNAP EER	23 %	32.52 %	31.65 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM



# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Ser Jobs

North Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.76 %	100.00 %	10.05 %
2	Training Completion Rate	70 %	93.55 %	100.00 %
3	Training Completion Placement Rate	70 %	78.16 %	70.59 %
4	Training Related Placements	70 %	88.24 %	91.67 %
5	Employment After Services (EAS)	654	8,917	800
6	EAS within 90 Days	520	5,904	497
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$2,992.93
8	Jobs Openings Filled Rate	62 %	69.06 %	72.08 %
9	Job Openings Index	705	12,961	1,007
10	WP Entered Employment Rate	43 %	44.95 %	57.56 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	96.40 %
14	CAP Entered Employment Rate	38 %	30.44 %	31.91 %
14	Short-Term Veterans EER	48 %	47.37 %	48.02 %
15	CAP Participation Rate	55 %	47.30 %	53.02 %
15	SNAP EER	23 %	32.52 %	32.35 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

## Transition

### Transition Offender Service center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	2.21 %	100.00 %	2.83 %
2	Training Completion Rate	70 %	93.55 %	33.33 %
3	Training Completion Placement Rate	70 %	78.16 %	100.00 %
4	Training Related Placements	70 %	88.24 %	0.00 %
5	Employment After Services (EAS)	204	8,917	111
6	EAS within 90 Days	72	5,904	67
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$6,157.89
8	Jobs Openings Filled Rate	62 %	69.06 %	65.47 %
9	Job Openings Index	222	12,961	199
10	WP Entered Employment Rate	43 %	44.95 %	45.41 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	87.88 %
<del>14</del>	<del>CAP Entered Employment Rate</del>	<del>38 %</del>	<del>30.44 %</del>	<del>0.00 %</del>
14	Short-Term Veterans EER	48 %	47.37 %	66.67 %
<del>15</del>	<del>CAP Participation Rate</del>	<del>55 %</del>	<del>47.30 %</del>	<del>0.00 %</del>
<del>15</del>	<del>SNAP EER</del>	<del>23 %</del>	<del>32.52 %</del>	<del>ND</del>
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Unidad of Miami Beach

Miami Beach center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.19 %	100.00 %	7.81 %
2	Training Completion Rate	70 %	93.55 %	100.00 %
3	Training Completion Placement Rate	70 %	78.16 %	70.00 %
4	Training Related Placements	70 %	88.24 %	92.86 %
5	Employment After Services (EAS)	474	8,917	300
6	EAS within 90 Days	195	5,904	210
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$5,344.34
8	Jobs Openings Filled Rate	62 %	69.06 %	58.24 %
9	Job Openings Index	513	12,961	520
10	WP Entered Employment Rate	43 %	44.95 %	26.88 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	86.60 %
14	CAP Entered Employment Rate	38 %	30.44 %	49.18 %
14	Short-Term Veterans EER	48 %	47.37 %	48.44 %
15	CAP Participation Rate	55 %	47.30 %	69.09 %
15	SNAP EER	23 %	32.52 %	50.00 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

Florida Keys center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.96 %	100.00 %	2.93 %
2	Training Completion Rate	70 %	93.55 %	100.00 %
3	Training Completion Placement Rate	70 %	78.16 %	66.67 %
4	Training Related Placements	70 %	88.24 %	100.00 %
5	Employment After Services (EAS)	564	8,917	392
6	EAS within 90 Days	254	5,904	329
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$4,689.79
8	Jobs Openings Filled Rate	62 %	69.06 %	78.35 %
9	Job Openings Index	609	12,961	627
10	WP Entered Employment Rate	43 %	44.95 %	48.61 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	93.55 %
14	CAP Entered Employment Rate	38 %	30.44 %	50.00 %
14	Short-Term Veterans EER	48 %	47.37 %	49.06 %
15	CAP Participation Rate	55 %	47.30 %	44.44 %
15	SNAP EER	23 %	32.52 %	36.67 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

Homestead center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	5.08 %	100.00 %	5.76 %
2	Training Completion Rate	70 %	93.55 %	100.00 %
3	Training Completion Placement Rate	70 %	78.16 %	70.00 %
4	Training Related Placements	70 %	88.24 %	92.86 %
5	Employment After Services (EAS)	432	8,917	1,517
6	EAS within 90 Days	986	5,904	1,243
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$1,033.16
8	Jobs Openings Filled Rate	62 %	69.06 %	70.90 %
9	Job Openings Index	465	12,961	1,560
10	WP Entered Employment Rate	43 %	44.95 %	50.74 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	92.98 %
14	CAP Entered Employment Rate	38 %	30.44 %	45.30 %
14	Short-Term Veterans EER	48 %	47.37 %	63.74 %
15	CAP Participation Rate	55 %	47.30 %	70.29 %
15	SNAP EER	23 %	32.52 %	31.34 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

Little Havana center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	9.59 %	100.00 %	9.96 %
2	Training Completion Rate	70 %	93.55 %	93.33 %
3	Training Completion Placement Rate	70 %	78.16 %	89.29 %
4	Training Related Placements	70 %	88.24 %	76.00 %
5	Employment After Services (EAS)	861	8,917	951
6	EAS within 90 Days	618	5,904	642
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$3,114.09
8	Jobs Openings Filled Rate	62 %	69.06 %	65.10 %
9	Job Openings Index	930	12,961	2,332
10	WP Entered Employment Rate	43 %	44.95 %	45.68 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	93.03 %
14	CAP Entered Employment Rate	38 %	30.44 %	36.04 %
14	Short-Term Veterans EER	48 %	47.37 %	43.40 %
15	CAP Participation Rate	55 %	47.30 %	50.36 %
15	SNAP EER	23 %	32.52 %	26.83 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

Northside center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	11.12 %	100.00 %	11.79 %
2	Training Completion Rate	70 %	93.55 %	85.71 %
3	Training Completion Placement Rate	70 %	78.16 %	81.25 %
4	Training Related Placements	70 %	88.24 %	97.44 %
5	Employment After Services (EAS)	1,005	8,917	1,092
6	EAS within 90 Days	709	5,904	612
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$3,142.13
8	Jobs Openings Filled Rate	62 %	69.06 %	75.23 %
9	Job Openings Index	1,086	12,961	1,413
10	WP Entered Employment Rate	43 %	44.95 %	58.29 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	93.05 %
14	CAP Entered Employment Rate	38 %	30.44 %	25.89 %
14	Short-Term Veterans EER	48 %	47.37 %	53.25 %
15	CAP Participation Rate	55 %	47.30 %	40.58 %
15	SNAP EER	23 %	32.52 %	28.72 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

Perrine center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	7.80 %	100.00 %	14.55 %
2	Training Completion Rate	70 %	93.55 %	93.75 %
3	Training Completion Placement Rate	70 %	78.16 %	80.00 %
4	Training Related Placements	70 %	88.24 %	87.50 %
5	Employment After Services (EAS)	666	8,917	895
6	EAS within 90 Days	581	5,904	621
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$2,690.66
8	Jobs Openings Filled Rate	62 %	69.06 %	62.35 %
9	Job Openings Index	717	12,961	1,017
10	WP Entered Employment Rate	43 %	44.95 %	57.22 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	91.07 %
14	CAP Entered Employment Rate	38 %	30.44 %	34.09 %
14	Short-Term Veterans EER	48 %	47.37 %	54.05 %
15	CAP Participation Rate	55 %	47.30 %	48.52 %
15	SNAP EER	23 %	32.52 %	29.73 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM



# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Youth Co-Op

West Dade center

Performance				
	Measure	Standard	Region	Center
1	Level of Services for Special Groups	10.54 %	100.00 %	10.69 %
2	Training Completion Rate	70 %	93.55 %	96.77 %
3	Training Completion Placement Rate	70 %	78.16 %	80.00 %
4	Training Related Placements	70 %	88.24 %	75.00 %
5	Employment After Services (EAS)	873	8,917	1,062
6	EAS within 90 Days	690	5,904	701
7	Cost Per Placement	\$3,845.00	\$3,112.82	\$3,062.80
8	Jobs Openings Filled Rate	62 %	69.06 %	76.71 %
9	Job Openings Index	942	12,961	1,467
10	WP Entered Employment Rate	43 %	44.95 %	55.10 %
11	WIA Adult & Dislocated Worker EER	85 %	92.57 %	92.83 %
14	CAP Entered Employment Rate	38 %	30.44 %	38.76 %
14	Short-Term Veterans EER	48 %	47.37 %	49.38 %
15	CAP Participation Rate	55 %	47.30 %	65.57 %
15	SNAP EER	23 %	32.52 %	23.26 %
Economic Impact				
	Total Economic Benefit	ND	ND	ND
	Return on the Investment (ROI)	ND	ND	ND

ND = No Data

Last Run Date: 4/11/2014 8:26:59 AM

# CSSF Balanced Scorecard Report

Report Date: 7/1/2013 To 3/31/2014

Provider	EAS within 90 Days		
	Location	Standard	Center
Arbor	Carol City center	523	369
City of Hialeah	Hialeah Downtown center	300	261
City of Miami	City of Miami center	344	352
Ser Jobs	North Miami Beach center	520	497
Transition	Transition Offender Service center	72	67
Unidad of Miami Beach	Miami Beach center	195	210
Youth Co-Op	Florida Keys center	254	329
	Homestead center	986	1,243
	Little Havana center	618	642
	Northside center	709	612
	Perrine center	581	621
	West Dade center	690	701

ND = No Data

Last Run Date : 4/11/2014 8:26:59 AM



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 7

**AGENDA ITEM SUBJECT:** DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO) QUALITY ASSURANCE REPORT, PROGRAM YEAR 2013-2014

**AGENDA ITEM TYPE:** INFORMATION

**RECOMMENDATION:** N/A

**STRATEGIC GOAL:** (1) Premier National Provider of Employment and Career Training

**STRATEGIC PROJECT:** Raise the Bar One-Stop Performance and Consistency

### **BACKGROUND:**

The purpose of DEO's annual review (attached) is to assess CSSF's program operations and management practices; activities and services; and system protocols for the various workforce programs that were operational during the October 1, 2012 through September 30, 2013 review period. The goal is to determine if the programs operated in compliance with applicable laws and regulations; State and local plans; and any contract or agreement terms.

The results of the review indicate the region appears "generally" to be in compliance with established federal and State laws, program guidance, and applicable policies and procedures. The programs also appear to have met the intent of funding requirements to provide meaningful training and work opportunities to eligible clients. Moreover, the report notes the region has the systems in place to perform the broad management and operational functions required to operate workforce programs.

The only deficiencies noted were relevant to case file documentation requirements and operational and system practices; the deficiencies do not substantially or materially affect program operations. The reviewers provided recommendations and suggestions in an effort to deter the reoccurrence of the deficiencies.

Attached is a table showing a summary of the monitoring results by program.

**FUNDING:** N/A

**PERFORMANCE:** N/A

*ATTACHMENT*

### DEO 2013-2014 Programmatic Monitoring Results

Workforce Program	# of Cases Reviewed	Repeat Finding	Current Year Finding	Noncompliance Issue
Welfare Transition (WT)	46	1	3	0
Supplemental Nutrition Assistance Program (SNAP)	45	0	0	0
Workforce Investment Act (WIA) Adult and Dislocated Worker	32	0	0	0
Workforce Investment Act (WIA) Youth and STEM Special Project	31	0	1	0
Trade Adjustment Act (TAA)	7	0	0	0
Wagner-Peyser (WP)	60	1	3	2
Reemployment and Eligibility Assessment Program (REA)	10	0	0	1
Migrant and Seasonal Farmworker (MSFW)	13	1	1	1
<b>Totals</b>	<b>244</b>	<b>3</b>	<b>8</b>	<b>4</b>

# QUALITY ASSURANCE REPORT

PROGRAM YEAR 2013 - 2014

Programmatic Monitoring Results and Recommendations

FOR

REGION 23



CareerSource South Florida

Prepared By

Department of Economic Opportunity  
Division of Workforce Services  
Bureau of One-Stop and Program Support

*March 5, 2014*

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**MONITORING REPORT**  
**CareerSource South Florida**  
**REGION 23**

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## INTRODUCTION

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This report was prepared as a result of a programmatic quality assurance review conducted January 13–17, 2014 for the following programs administered by CareerSource South Florida (CSSF): Welfare Transition/Temporary Assistance for Needy Families (WT/TANF), Supplemental Nutrition Assistance (SNAP), Workforce Investment Act (WIA), Trade Adjustment Assistance Act (TAA), Wagner-Peyser (WP), Migrant and Seasonal Farmworker (MSFW) and any special projects operational during the review period.

*The review team consisted of: Mary Blake (Team Leader), Randy Ditty, April Moore, Eduardo Torres and Marisela Garcia*

## REGION 23 PROFILE

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CSSF's geographical service area consists of Miami-Dade and Monroe Counties with a population in 2012 of 2,665,844 persons. The unemployment rate for the region for the month of December 2013 (not seasonally adjusted) was 6.7 percent with 89,477 individuals in the labor force unemployed. This percentage was higher than the State's unemployment rate of 5.9 percent and slightly higher than the national rate of 6.5 percent for the same month. The total number of jobs located in the service area in June 2013 was 1,037,520. The largest major industry sector was Trade, Transportation and Utilities with 267,965 individuals employed followed by Professional and Business Services with 161,533 individuals employed. The fastest growing occupation is Personal and Home Care Aides and the occupation with the most new jobs is Retail Salesperson.

The region's average annual wage for 2012 was \$46,683 while the State's average annual wage was \$43,210.

## DESCRIPTION OF MONITORING APPROACH

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### Purpose of Review

The purpose of the review was to assess CSSF's program operations and management practices, activities and services, and system protocols for the various workforce programs that were operational during the October 1, 2012 through September 30, 2013 review period. The goal is to determine if the programs operated in compliance with each of the programs' laws, regulations, State and local plans, and any contract or agreement terms.

### Scope and Methodology

The scope of the review consisted of a desk analysis and a remote review of CSSF's electronic participant case file records. The desk analysis included a review of local operating procedures, program services and activities, and local plans and reports to determine if appropriate processes and procedures were in place and properly implemented. The automated electronic review included sample testing of participant case file records. The sample files were uploaded into DEO's Bureau of One-Stop and Program Support's (OSPS) SharePoint portal or through a secure format provided by CSSF to allow the monitoring team access to view the files remotely.

Other tasks completed by the OSPS monitoring review team to identify and document the issues presented in this report included, but were not limited to, the following:

- A review and analysis of data entered in the State's Management Information Systems (MIS) to determine if required/critical data was properly captured for reporting purposes.
- A review, examination, and analysis of participant case file records to determine whether adequate documentation was maintained to support participant eligibility and other services provided. The files were also reviewed and validated by checking the accuracy of MIS records and comparing keyed entries made by the RWB against original source documents.
- A review of the previous year's monitoring report and Corrective Action Plan (CAP) to assess trends and issues and to determine whether the Board had implemented the actions proposed in its CAP to satisfactorily resolve any deficiencies cited in the report.

### **Monitoring Review Tools/Guides**

OSPS's programmatic monitoring review tools were used to conduct the review for each workforce program. The tools are designed to provide a comprehensive assessment of the processes and procedures used by Board staff to operate and manage the programs. Use of the monitoring tools ensured that the review process followed a planned and consistent course of action that provides adequate verification of specific program data elements. Use of the tools also provides region staff with an understanding of how data derived from the tools can be used for internal assessment and process improvements.

### **Sample Size/Selection Methodology**

The participant case file review sample size was compiled from the total participant population served by each program for the review period. This was determined based on the total number of files entered into and captured by the automated data systems. Using OSPS's programmatic sampling methodology, the number of client files reviewed for each program was based on the relative percentage share of the total files required to achieve a 90 percent confidence level and a 12 percent confidence interval. The participant files were randomly selected for each program reviewed.

## **ENTRANCE/EXIT CONFERENCE**

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### **Entrance Conference**

An entrance conference was conducted by telephone on January 13, 2014 with the following CSSF representatives: Rick Beasley, Frances Gonzalez, Juan Hernandez, Johnnie Johnson, Myria Morgan, Raphaelle Desrameaux, Patricia Shorter, Edna Smith, Yian Perrin, Linda Pierre, Ana McKee and Theresa Chester. The purpose of the entrance conference was to introduce the members of the monitoring team performing the review, identify CSSF's contact person(s) with whom the reviewers would communicate, discuss CSSF's and DEO's expectations, establish a timeline for daily updates, and identify/obtain documents requested in the on-site notification letter.

### **Daily Updates**

As part of the review, the monitors provided daily telephone updates to CSSF staff in an effort to keep them informed of the team's progress, to allow region staff an opportunity to provide supporting documentation to resolve any outstanding issues which may have been observed, and to highlight any notable observations and/or practices that may have been implemented by the Board.



Members of the review team also provided technical assistance to program and/or Board staff during the review. Technical assistance covered topics related to several different programs to ensure that staff had a better understanding of the specific elements of the programs' services and activities.

### **Exit Conference**

An exit conference was conducted by telephone on January 17, 2014 with the following CSSF representatives: Rick Beasley, Frances Gonzalez, Juan Hernandez, Johnnie Johnson, Myria Morgan, Raphaelle Desrameaux, Patricia Shorter, Edna Smith, Yian Perrin, Linda Pierre, Ana McKee and Theresa Chester. During the exit conference, CSSF representatives received a written exit report that included a summary of issues that were identified and discussed during the daily briefings. The written exit summary was provided for the purpose of discussion and to allow CSSF staff to take corrective action and/or present backup documentation to resolve any of the preliminary summary findings. CSSF representatives were also provided completed review tools for the various programs at the time of the exit conference.

## **OVERVIEW OF MONITORING RESULTS**

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The outcome of the review is detailed in the following sections of the report identified by the respective program. The information presented reflects the issues noted by the monitoring team during the review of CSSF's programs. Outcomes in the report are classified as Findings, Other Noncompliance Issues and Observations. Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues and Observations. Following are descriptions of how the outcomes are classified in the report:

- **Findings** - are instances where noncompliance with requirements contained in federal or State laws, rules and regulations, administrative codes, State guidance or other documents are found and are considered to be issues that are of high risk that could potentially result in questioned costs and/or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
- **Other Noncompliance Issues** – are general noncompliance conditions that are considered lower risk findings but could potentially result in a higher risk finding based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, etc.). Other Noncompliance Issues are expected to be responded to in the CAP. Issues identified during the review and corrected on-site or during the ten-day response period will also be noted in the report.
- **Observations** - are informative statements or constructive comments made to identify processes that can help the RWB improve service delivery and result in positive program outcomes. Observations are not expected to be responded to in the CAP.
- **Notable Program Practices** - are informative statements that highlight and recognize positive program processes and improvements in the region.

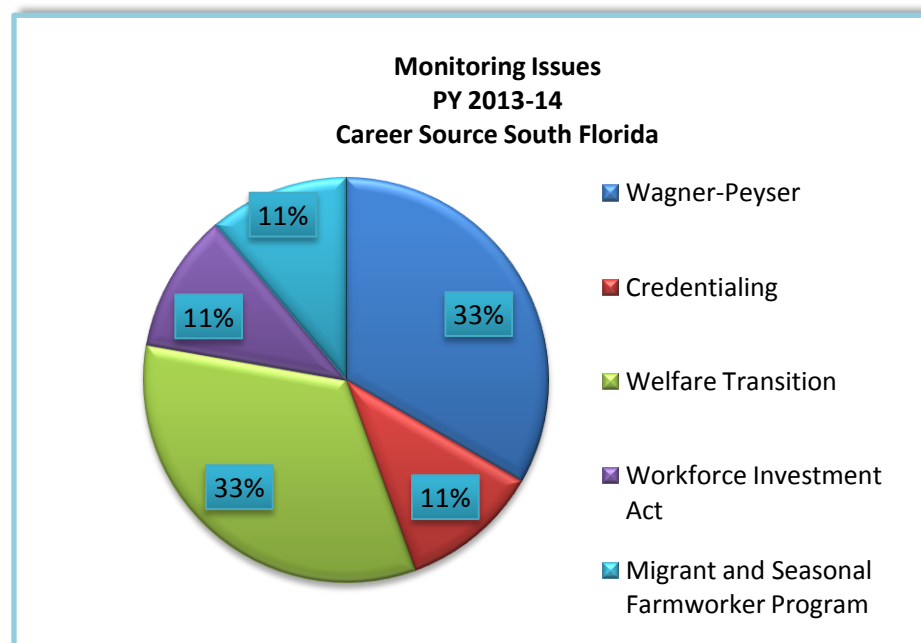
### Summary Table of Monitoring Results

The DEO monitoring team reviewed the contents of this report with CSSF's management and program staff during daily debriefings and the exit conference. The results of the review of each of the Board's workforce programs are summarized below. Further discussion and analysis of these issues are outlined in the report by program and category.

2013-2014 Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
<b>WELFARE TRANSITION</b>	An IRP was not retained in a participant's case file.	N	Y	N/A	N/A
	Documentation to support JPR hours was not retained in a participant's case file.	Y	Y	N/A	N/A
	The AWI-2292 Form was not mailed as a result of two failures within a 30-day period for one participant.	N	Y	N/A	N/A
<b>Totals</b>		<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>WORKFORCE INVESTMENT ACT – Youth and STEM Special Project</b>	Several common issues were identified in the WIA Youth Program and the STEM Special Project related to pre and post testing of Basic Skills Deficient Youth.	N	Y	N/A	N/A
<b>Totals</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>WAGNER-PEYSER</b>	In one instance, a veteran was placed in case management but an assessment was not conducted.	N	Y	N/A	N/A
	A counseling code was entered in EFM for a job seeker but the counseling plan was not available to support the counseling services provided.	N	Y	N/A	N/A
	An H2B job order contained a staff referral for several job seekers who were not issued I-9 and 516 INS forms.	Y	Y	N/A	N/A
	Several assessments were missing an evaluation of the job seeker's barriers, strengths, weaknesses, and skills.	N/A	N/A	Y	Y
	Several job orders contained placements that were missing the participants' start work dates.	N/A	N/A	Y	Y
<b>Totals</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>

Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
REA	A common issue was identified in both the REA and WP Programs regarding EDPs not specifying short and long range goals.	N/A	N/A	Y	Y
<b>Totals</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
CREENTIALING	A complaint log was not provided to the Senior Monitor Advocate following the end of the quarter when the complaint was filed, and several complaint files and forms were not fully completed or were not processed appropriately.	Y	Y	N/A	N/A
<b>Totals</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
MSFW	A couple of agricultural job orders did not include the specific wage rates and/ or the days and hours to be worked. The job orders also did not include the statement "Referrals within commuting distance only".	Y	Y	N/A	N/A
	The MSFW indicators of compliance were not met during part of the review period.	N/A	N/A	N	Y
<b>Totals</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>

The following graph highlights only findings observed during the review



### **Summary Conclusion**

Overall, the review revealed that CSSF's program operations appear to have improved in some areas and not in others. While several new issues were found, others observed and cited in the prior year's report had been corrected and/or were not observed during the current year's review based on the review sample (see prior year's report). Although there are opportunities for further improvement, nothing observed during the review would lead the monitoring team to believe that the region is not carrying out the intent of federal and State program requirements or that the issues identified would substantially or materially affect program operations.

## WELFARE TRANSITION

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### **Description of Review Methodology**

The WT team reviewed program processes and operational practices, participant case files, and Local Operating Procedures (LOP) to determine compliance with program requirements including, but not limited to, the following:

- the initial and any subsequent assessment processes;
- the process for developing the Individual Responsibility Plan (IRP), the IRP tool used locally, and the process for developing and assigning participants to work activities;
- the process for offering employment and support services to WT participants;
- a review of information contained in the One-Stop Service Tracking (OSST) system to ensure the information matches what was included in the electronic scanned case files;
- a review of documentation in the participant case files to support the hours entered in the OSST system for participation credit;
- a review of activities recorded in the OSST system to ensure participants were engaged in activities that met federal definitions, and that the RWB was in compliance with the Fair Labor Standards Act (FLSA) for participants engaged in “work experience” activities; and
- a review related to core management processes and procedures used by the region to operate the programs. The region’s local plan was reviewed and an analysis was conducted of whether LOPs were in place and if they met the requirements of applicable authoritative guidance (laws, regulations, local plan, State Plan, Work Verification Plan, etc.).

### **Management and Operational Process Review**

The review of CSSF’s management and operational practices did not reveal any major process issues. Local operating policies and procedures (LOPs) are in place to guide and administer the Welfare Transition Program. Regarding monitoring and oversight, CSSF maintains an oversight and quality assurance process that examines programmatic operations and practices. Copies of local monitoring procedures and reports were provided to the DEO monitor to support the region’s monitoring activities.

### **Participant Case File Review**

***The sample size consisted of 46 participant case files.***

The review of participant case files revealed, for the most part, that the files contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered. However, the following issues were identified.

## FINDINGS

### **Finding Number WT 23-01**

#### **Individual Responsibility Plan**

*Applicable references:* 45 CFR 261.11 and 261.12, 261.14.

Federal Regulations and Florida's TANF State Plan require that information compiled from the initial assessment be used to design an IRP or a "road map" to self-sufficiency. All eight mandatory participant case files reviewed were required to have an IRP signed by the program participant included in the files. Seven (87.5 percent) of the eight cases had the required IRP retained in the file and one (12.5 percent) did not.

**Recurring Issue from Previous Year:** IRP- No.

**Risk Impact:** Absence of an IRP could eventually lead to the participant being placed in activities not conducive to overcoming barriers to employment and self-sufficiency.

**Recommendation:** Program staff must ensure that an IRP is completed for all mandatory program participants who have met with program staff and were assigned to a work activity. The IRP must include all required components (i.e., employment goals, assigned weekly activities, and services provided to participants) and be retained in the participant's case file. CSSF must provide an assurance with the CAP that they will monitor this activity on a regular basis to prevent future occurrences.

### **Finding Number WT 23-02**

#### **Documentation of Hours Recorded on the Job Participation Rate Screen**

*Applicable references:* F.S. 445.010, 45CFR 260.61-62, 45CFR 262, and Florida's Work Verification Plan.

Federal and State laws require that engagement in work activities and participation hours must be documented and auditable. Program staff must enter hours of participation on the Job Participation Rate (JPR) screen in OSST and this data is used to report performance (participation rates). Five participant case files had hours archived in the participation rate's full file. Those five participant case files were reviewed for documentation to support JPR entries and whether participant worksite timesheets were signed by all appropriate parties. Four (80 percent) of the five participant case files contained documentation to support the hours for each of the weeks recorded on the JPR screen and one (20 percent) did not.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** The hours of participation reported must be accurately documented and retained in the case files. If not, federal performance reporting is affected and could potentially result in the loss of funds

**Recommendation:** Missing JPR documentation is a repeat issue from the last three monitoring review cycles and continues to exist. Although the number of instances this occurred was minimal, CSSF should evaluate the causes and take steps to improve in this area. The region must ensure that documentation or other forms of allowable verification as described in the approved Work Verification Plan are retained in the case file. Local quality assurance staff should also monitor participant case files on a regular basis to ensure hours of participation in countable work activities are documented by the participant and verified by staff.

Following are a few tips that will help program staff improve in this area:

- review the document to ensure the designated supervisor has verified the hours by signature (with the exception of pay stubs that include hours worked or documentation from the TALX Corporation), enter the correct number of hours in OSST under the correct activity code, and place a copy of the documentation in the participant's case file.

An assurance that the region will comply with the above requirements and recommendations to prevent future occurrences must be submitted with the CAP.

#### **Finding Number WT 23-03**

##### **Pre-penalty and Sanction Process**

Applicable references: 45 CFR 261.10, 261.12, 261.13, 261.14, F.S. 414.065, Florida Administrative Code 65A-4.205 and Work Penalty Guidance.

Federal law requires the State to initiate its penalty process if a participant refuses to comply with work requirements or fails to comply with his/her signed IRP. If a participant is sanctioned as a result of two failures within a 30-day period, the AWI WTP-2292 Form must be mailed to the participant and a copy retained in the case file. One participant was sanctioned as a result of two failures within a 30-day period but the Notice of Failure to Demonstrate Satisfactory Compliance Form (AWI WTP-2292) was not mailed.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** If participants are not notified by mail of two failures occurring within a 30-day period, it could potentially result in the participant filing a grievance and/or requesting a fair hearing for a sanction that should not have occurred.

**Recommendation:** The region must ensure that program staff mails the AWI WTP-2292 Form if a participant is sanctioned as a result of two failures within 30 days. An assurance that the region will comply with the above requirements and recommendations to prevent future occurrences must be submitted with the CAP.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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### **Description of Review Methodology**

The SNAP review focused on compliance with federal, State and local SNAP guidelines and requirements including, but not limited to, the following:

- reviewing local SNAP activities, services and processes, as well as program administration and management practices to determine whether services and activities carried out by the region were in accordance with the State SNAP Plan and local operating procedures;
- reviewing the methods of assignment, participation in and completion of program activities;
- reviewing local procedures for assigning activities and hours of participation;
- reviewing local procedures for issuing food stamp reimbursements (FSR); and
- reviewing policies and procedures that are in place to successfully manage caseloads and/or case management levels, progression efforts to increase client participation, number of staff assigned to manage the cases, and to what extent monitoring is conducted to maintain and/or increase workload efforts.

### **Management Review and Operational Practices**

The review of CSSF's local operating processes and practices revealed that LOPs are in place to administer and manage SNAP, including a process for increasing caseload size and establishing performance benchmarks for actively engaging participants in SNAP services and activities.

Region staff indicated that 10.5 Full-Time Equivalent (FTE) staff positions are assigned to SNAP. A review of OSST electronic system records indicated that a monthly average of 282 participants was provided SNAP services and activities during the review period. Based on the 10.5 staff positions assigned to SNAP and the average number of participants served per month, the region is not within the performance/benchmark levels set by OSPS (at least 50 cases per position). The region is serving approximately 27 participants per staff position per month.

**Recommendation:** Although program participation is voluntary, developing standards and monitoring the volume of work is critical in an all-volunteer program where caseload size depends on recruitment of participants rather than mandatory referral of participants. The region should develop a marketing strategy or plan for continuous improvement in this area including routine monitoring to make sure that performance goals are being met. CCSF must ensure that each case manager maintains an active caseload of at least 50 participants per month in compliance with OSPS guidance. The region should also analyze the need for the number of FTE positions (10.5) required to case manage participant records. A written outreach and monitoring plan/strategy on how the region will increase program participation in the future and an assurance that the region will maintain required staff performance levels must be submitted with the CAP.



### **Participant Case File Review**

***The sample size consisted of 45 participant case files.***

The monitor observed that the region had made a number of improvements in the management and operation of SNAP. Relative to the number of case files reviewed, deficiencies cited during the previous year's review

were not observed and/or prevalent during the current year's review. All sampled participant case files reviewed contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered based on case file documentation.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## **WORKFORCE INVESTMENT ACT (WIA)**

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### **WIA Formula-Funded Adult and Dislocated Worker Program**

The WIA formula-funded review focused on compliance with federal, State, and local guidelines and requirements to ensure that workforce standards were met. The review included, but was not limited to, the following:

- A review of program and operational processes to ensure that all participant case files contained evidence that participants were eligible, enrolled in allowable activities, and that any training provided was in demand occupations provided by institutions on the State/local eligible training provider list.
- A review of participant case files to determine if participants who entered employment were placed in jobs that offered a self-sufficient wage as defined by local policy, if credential/certification attainment data were accurately recorded in the Employ Florida Marketplace (EFM) system, and if follow-ups were performed at the required intervals.
- If employed workers were participating in skills upgrade training, the reviewers checked to see if the training was provided in response to the employer's assessment that such training was required for the workers referred.
- If supportive services were offered to participants to enable them to successfully participate in training and other activities, the files were reviewed to ensure that the services were recorded accurately in EFM.
- A review of the core processes and procedures used by the region to manage and administer their WIA programs, including interviews with appropriate program managers to gain insight and better understand the processes and procedures in place.
- An analysis of the region's local plan and a determination of whether the effectiveness of services and activities provided are aligned with governing principles.
- A review of the region's PY 2012-13 negotiated performance measures to determine if the region accomplished their goals for the year.

### **Management Review and Operational Practices**

The management and operational review did not reveal any major problems or concerns. Local policies and procedures are in place and it appears that staff is following appropriate processes in the administration of their programs. CSSF also maintains an oversight and quality assurance process that examines programmatic operations. Copies of local monitoring procedures, schedules, tools, and reports were provided to support their monitoring and oversight activities for the review period.

In reviewing the region's negotiated and actual performance measures for the fiscal year ended June 30, 2013, the region met and/or exceeded the nine negotiated performance standards for both adults and youth, the same as the prior program year's achievement. Overall, the region's management practices appear to have been effective in accomplishing the desired performance outcomes.

### **Participant Case File Review**

***The sample size consisted of 32 Adult and Dislocated Worker participant case files (20 Adults and 12 Dislocated Workers).***

In most instances, case files reviewed showed consistency with requirements for eligibility determinations and participant data recorded in EFM was determined to have been correctly entered based on case file documentation.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations. However, the following General Comments are noted.***

### **General Comments**

During the review of participant case files, a couple of issues were identified regarding a lack of documentation to support the determination of need for intensive and training services, and the Occupational Skills Training provider recorded in EFM was not on the list of approved eligible training providers. While program staff provided documentation during the review to resolve the issues identified, going forward, CSSF must ensure that documentation to support all required elements is collected and retained in the participant case files before services are provided.

### **WIA Formula Youth Program**

#### **Description of Review Methodology**

The WIA youth review focused on compliance with federal, State and local guidelines and requirements to ensure that all participant case files contain evidence that participants were eligible for program participation and training. The review included, but was not limited to, the following:

- The process for determining and documenting participant eligibility including low-income status, if the youth had at least one of the federal/local barriers, and whether documentation in the participant case files substantiate program participation information recorded in EFM.
- Whether the youth met age requirements for their respective customer groups and if the youth assessed as basic skills deficient (reading or math scores below the ninth grade level) received basic skills remediation to increase assessment results to the ninth-grade level.
- Whether attainment data on credentials/certifications were recorded accurately in EFM and that all formula-funded youth exiting the program had received required follow-up services.
- If supportive services were offered to participants to enable them to successfully participate in training and other activities, the files were reviewed to ensure that services were identified in the participants' service plans and that the services were recorded accurately in EFM.
- A review of the core processes and procedures used by the region to manage and administer their youth program including interviews with appropriate program managers to gain insight and better understand the processes and procedures in place.

- An analysis of the region's local plan and a determination of whether the effectiveness of services and activities provided are aligned with governing principles and authoritative guidance.
- A review of local practices related to youth council activities.

### **Management Review and Operational Practices**

It appears that administrative policies and procedures are in place to govern general program operations and practices of the youth program. Regarding Youth Advisory Council activities, region staff indicated that the local youth council is involved in the selection of youth service providers. Staff provided copies of minutes of Youth Council meetings held during the review period to support the council's involvement in youth activities. As indicated in the Adult and Dislocated Worker Section of the report, the region met all of their negotiated performance standards for the year including their youth goals. No problems were observed.

### **Participant Case File Review**

***The sample size consisted of 16 WIA Youth participant case files (eight younger youth and eight older youth).***

The review of participant case files revealed that most of the files contained documentation of eligibility and other case management elements. Participant data recorded in the State's MIS was also determined to have been correctly entered based on case file documentation requirements. However, there were some concerns related to the following program review areas.

#### **OBSERVATION**

- The worksite agreement in a participant case file did not specify a wage rate for a paid work experience activity. Case managers should ensure that a wage rate is specified in the agreement for any paid or unpaid work experience activities.

***Note: Issues regarding TABE pre and post-test results were also observed and are noted under the "Common Finding Section" identified below.***

### **WIA Special Projects**

***The sample size consisted of 15 participant case files.***

- WIA National Emergency Grant On-the-Job Training - 5 case files
- ARRA On-the-Job Training National Emergency Grant - 5 case files
- Youth STEM - 5 case files

***The following common finding was identified in both the WIA Formula Youth and Youth STEM Special Project.***

## COMMON FINDING

### **Finding Number WIA 23-04**

#### **Documenting TABE Pre-Test/Post-Test Assessment Results**

*Applicable reference: TEGL 17-05*

Federal and State law and guidance require that all youth participants be assessed for basic skills sufficiency/deficiency and the results of the assessments accurately recorded in the State's MIS. A copy of the pre and post-test results must also be maintained in the participant's case file. Youth determined basic skills deficient (BSD) as a result of the initial pre-test assessments must be post-tested by their anniversary date and the assessment scores recorded timely in the Literacy/Numeracy table in EFM.

Of the 31 youth files reviewed, the following deficiencies were noted.

- There was no documentation in five BSD youth case files to verify that the youths were post-tested.
- The post-test results for two participants were not recorded in the Literacy and Numeracy Table in EFM.
- The post-test date recorded in EFM for one participant did not match the date recorded on the post-test assessment document maintained in the case file. Additionally, the test document was not scored.
- The pre-test scores for one participant were not recorded in the Literacy and Numeracy Table in EFM.
- The pre-test dates recorded in EFM for two participants did not match the dates recorded on the pre-assessment tests maintained in the case files. Additionally, the test documents were not scored.
- In one participant case file, the youth was not post-tested by the anniversary date of the first youth activity.

**Note: See specific program tools for breakout of individual program numbers.**

**Recurring Issue from Previous Year:** No.

**Risk Impact:** Failure to retain evidence of compliance with the requirement for a youth participant to be pre-tested and given a post-test by the anniversary date impacts federal/State performance measures and federal data validation outcomes.

**Recommendation:** The region must ensure that participants' pre and post-test results are conducted in a timely manner, that test scores are accurately recorded in EFM, and copies of the test scores are maintained in the participants' case file. Timely recording of both pre and post-test assessment information in the Literacy/Numeracy table in EFM positively impacts the RWB's and State's Literacy/Numeracy Gains performance measure. The region must also ensure that staff is aware of and trained on the requirements to post-test BSD youth by their anniversary date. The region must provide with the CAP an outline of steps taken or to be taken to prevent future occurrences including staff training and monitoring.

## **FINANCIAL DISCLOSURE REVIEW**

The Financial Disclosure review focused on determining the board's compliance with financial disclosure requirements as referenced in Sections 112.3145 and 445.07, Florida Statutes, and DEO's Final Guidance FG-075. The purpose of the review is to ensure that board members and the board's executive director have filed a statement of financial interest with the local supervisor of elections and the Florida Commission on Ethics. The management process review tool was used to gather information about the RWB's filing requirements and the Florida Commission on Ethics website was used to verify the information.

The Financial Disclosure Review Tool completed by the region indicated that the Executive Director and board members had fulfilled the financial disclosure filing requirements for the review period. Although the Florida Commission on Ethics website is updated with current information only once each year, a review of the website confirmed a number of board filings for 2012 and 2013 including the Executive Director. The review also revealed that fines have been levied against a number of current and past board members for not filing the appropriate forms. It is recommended that CSSF review the list of current board members that are accruing fines and encourage them to contact the ethics commission to resolve the matter.

## **COLLECTION OF DEMOGRAPHIC INFORMATION**

Federal regulations require the collection, recording, and maintenance of demographic information about an individual's race/ethnicity, sex, age and, where known, disability status for every applicant and registrant. The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of Section 29 CFR Part 37 of the Code of Federal Regulations, and DEO's Guidelines for Compliance with Section 188 of the Workforce Investment Act regarding Collection of Demographic Data.

The monitors reviewed program processes, operational practices and local operating procedures to determine compliance with applicable program requirements regarding the collection and maintenance of demographic data. The management process review tool was used to gather information about CSSF's practice of collecting demographic information. Although demographic data is requested of an applicant in the State's management information systems upon registration, CSSF indicated that they ask job seekers to provide limited demographic information at the initial point that they enter the Career Center. According to region staff, the information is collected via the region's electronic "Initial Assessment Application (IAA)" sign-in log. CSSF provided a screenshot of the IAA electronic system introduction screen to support the sign-in efforts of job seekers.

The region did not address, however, whether "all" customers, other than job seekers, initially sign-in when they first enter the career center lobby and prior to registering for job seeker services in the IAA system. If the region uses some type of sign-in sheet or other method to capture "all" customer names when they first enter the career centers but may not register as job seekers in the IAA system, CSSF staff must ensure that they are following federal law and official State guidance in collecting demographic information for all customers. State guidance regarding "Guidelines for Compliance with Section 188 of the Workforce Investment Act" states, in part, that "If a region elects to use customer sign-in logs at the time a customer enters the career center, it is important to note:

- A request for a customer's name is considered to be a request for personal information. This includes at the point when a customer signs in at a career center if that is the procedure used by the RWB.
- The request for personal information (such as name, Social Security number, email address, or other personally identifying information) triggers the requirement to request demographic information."

## TRADE ADJUSTMENT ASSISTANCE (TAA)

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The TAA program is designed to assist eligible trade-affected workers who have been laid off as a result of foreign competition with training or a waiver of the training requirement, income support, health coverage tax credit, etc. Trade-affected individuals who qualify for training must be permanently laid off or the job threatened, the potential separation date must be within the impact and expiration date of a certified petition, and they must meet the six program criteria.

The core processes and procedures of the TAA Program were reviewed to ensure that the program is administered in accordance with applicable law. The management process review tool was used to gather information about the TAA Program.

### **Management Review and Operational Processes**

The TAA Program appears to be managed in accordance with prescribed standards and the region's approved Workforce Services Plan includes the required provision of services to trade affected workers. No issues were observed during the management and operational process review.

### **Participant Case File Review**

***The sample size consisted of seven participant case files.***

The monitor observed that the region had made several improvements in their TAA case management practices as the prior year's review identified several issues. Although there were fewer case files reviewed during the current year's review, all sampled participant case files contained documentation of eligibility and other case management elements, and participant data recorded in OSST was determined to have been correctly entered based on case file documentation.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## WAGNER-PEYSER PROGRAM

### **Description of Review Methodology**

The Wagner-Peyser (WP) review focused on compliance with the Wagner-Peyser Act, as amended and federal guidelines that mandate the operation of the public labor exchange system. The review included, but was not limited to, the following:

- A review of the public labor exchange system to verify that the WP program was in compliance with veteran regulations and that appropriate services were provided to the general public.
- A review of whether the region complied with the federal definition of a placement; job development; and EEO regulations regarding discrimination based on race, creed, gender, national origin and age. This included a review of the RWB's electronic records of job orders, job seeker services including veterans and Migrant and Seasonal Farmworkers (MSFW), job placements, job developments and counseling services.
- A review of the activities, services and processes of the region's program administration and management practices including any policies and procedures in place, local plans, interviews with staff, required staff training and MIS security protocols.
- A review of system data to ensure that information was recorded accurately and required services were provided. Based on the review of system records, if any data fields or case notes were missing, scanned participant file records were reviewed to ensure that services were provided and documented.
- A review of the local career centers' Credentialing process, Priority Reemployment Planning (PREP), Reemployment and Eligibility Assistance (REA), and Emergency Unemployment Compensation Reemployment Services (EUC-RES) programs were conducted for adherence to State rules and program guidelines.

### **Management Review and Operational Practices**

The review of the WP Program's management and operational practices did not reveal any issues.

### **Participant Case File Review**

*The sample size consisted of 60 participant case files (30 job seekers, 20 job orders, and 10 REA).*

*The following issues were identified as a result of the client case file review.*

## FINDINGS

### **Finding Number WP 23-05**

#### **Veteran Case Management Services**

*Applicable reference: Fed Regs 20 CFR Part 1010 and State Veterans' Program Plan of Service.*

When taking a veteran case management service, it is required that a veteran be provided with an assessment and an Employability Development Plan (EDP). In order to conduct case management, an assessment of the strengths, weaknesses and barriers to employment must be done to determine the need for case management



services. An EDP must also be developed to provide the veteran with the steps necessary to overcome any barriers or weaknesses and to build on the strengths of the veteran. Five of the six veterans (83.3 percent) reported as receiving case management services received an assessment and one (16.7 percent) did not.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** Noncompliance has an impact on veteran service delivery and may result in a negative federal review of the Veterans Program.

**Recommendation:** Although this occurred in only one instance, CSSF staff must ensure that they verify that an assessment is conducted for veterans that receive case management so that a determination can be made of the services needed to obtain employment. Veteran staff should review the training materials that were provided by the National Veterans Training Institute regarding case management services and that staff be trained on how to view the veteran services screens in EFM. The region must provide an assurance with their CAP that staff training and routine monitoring will occur regarding the provision of case management services to veterans to prevent future occurrences.

#### **Finding Number WP 23-06**

##### **Counseling**

*Applicable reference:* Federal Definition of Counseling/UI Handbook-NO. 401-ETA/9048/AWI-FG00-016.

When a counseling service is provided, staff must provide supporting documentation which reflects the counseling service provided and identify the problems being addressed such as occupational choice, change or adjustment. A plan to remedy the situation must also be documented. Of the two cases reviewed where a counseling service was provided, one had documentation in the case notes or in hard (copy) form to support the counseling plan and the other one did not.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** Use of the counseling code when actual counseling is not performed skews the performance measure results. There must be documentation in the case notes or a hard copy file to support the counseling service entered in the system.

**Recommendation:** The region must ensure that all counseling plans are documented, meet the proper definition of a counseling service, and a determination is made of what is required to address identified problems. Additionally, staff providing WP counseling services should read the DEO counseling guidance and become familiar with the requirements. The counseling guidance is located at: <http://www.floridajobs.org/pdg/guidancepapers/016%20Counseling%20Services.rtf>. The region must provide an assurance with their CAP that they will follow appropriate guidelines and monitor this area for compliance in the future.

#### **Finding Number WP 23-07**

##### **Alien Labor Certification H-2B Job Orders**

*Applicable references:* 09-01 Clarification to the Communiqué on Referral Procedures for H-2B Job Orders issued January 23, 2009

Federal law and State guidance require career center staff to complete both an I-9 and 516 INS form for staff referrals on all H-2B job orders and to issue the 516 INS certification form to the employer. The 516 INS form is to be signed in the presence of the employer and the original I-9 form and a copy of the 516 INS form are to be retained in the issuing office. The I-9 form must be prepared according to federal requirements and are valid for a three-year period. Two H-2B job orders were reviewed with staff referrals that did not have the required I-9 and 516 INS forms completed.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** Federal law requires that I-9 and 516 INS forms be properly completed to comply with federal regulations for staff referrals on H-2B job orders or when taking credit for the completion of an I-9. Absence or mishandling of these forms could result in a potential fine for noncompliance.

**Recommendation:** The region is reminded of the importance of completing and processing I-9 and 516 INS forms properly and timely. The region must ensure that they complete the I-9 process for each staff referral on an H-2B job order and that the original I-9 and a copy of the 516 INS form is maintained on file at the issuing career center location. The original 516 INS form must also be given to the employer. It is recommended that staff review the 07-18 Communiqué and the presentation on processing I-9's located on the DEO website at <http://www.floridajobs.org/workforce-board-resources/professional-development-and-training/training-materials> for additional information and guidance on completing and processing I-9 and 516 INS forms. The region should evaluate the reasons for noncompliance and submit with the CAP a plan of action outlining the steps they will take to correct these deficiencies in the future.

#### OTHER NONCOMPLIANCE ISSUES

##### **Initial Assessments**

*Applicable reference:* AWI FG 00-016.

If an initial assessment code has been entered in EFM, the initial assessment given must be documented with the barriers, strengths, weaknesses, skills, etc., on the notes screen in EFM or on a hard (paper) copy or electronic document. Of the 14 assessments that were documented in EFM, 11 (78.6 percent) met the requirements for completion of an assessment and three (21.4 percent) did not.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** Absence of a fully completed assessment reduces staff's ability to work effectively and efficiently with job seekers in delivering services. This could lead to a participant being placed in activities not conducive to overcoming barriers leading to employment.

**Recommendation:** The results of the assessments must be properly documented and meet the federal definition of an assessment. Assessments must thoroughly evaluate the job seeker's education and employment history, skills, strengths and weaknesses, as well as current barriers to employment. Staff providing assessment services should be trained on the requirements for documenting initial assessments. They should read the DEO counseling guidance assessment information located at: <http://www.floridajobs.org/pdg/guidancepapers/016%20Counseling%20Services.rtf> for additional information and guidance. The region must provide an assurance with the CAP that they will follow appropriate guidelines on completion of assessments in the future.

***An issue related to EDPs was identified in both the WP and REA programs and is noted under the REA Program review section of this report.***

## **Job Order Placements**

*Applicable reference: 20 CFR 651.10.*

A job order placement has specific requirements that are defined in federal law. In order to meet the federal definition of a placement; there must first be a legitimate job order in the system, the referral procedure must be confirmed by the employer, the candidate to be referred cannot be preselected by the employer, and the placement must be verified and the results entered in the system. Additionally, verification that the job seeker has actually started work must be conducted prior to recording the placement in EFM. The verification must also be documented in EFM with the source of the verification and the actual start date. Of the 12 job orders that had placements, nine (75 percent) contained actual start work dates and three (25 percent) did not.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** Noncompliance has an impact on performance reporting (Monthly Management reporting and other staff reports) as well as erroneous information being recorded in the system if the placements are not valid placements.

**Recommendation:** The region must ensure that all placements are properly verified and documented in EFM. It is recommended that each staff person who is tasked with entering job order placements be reminded that all placements must be verified, and a job order case note must be entered to identify with whom the placement was verified and the date the job seeker started work. The RWB must provide with their CAP a plan of action on the steps taken or to be taken to ensure that placements are properly verified and documented to prevent future occurrences.

## **PRIORITY REEMPLOYMENT ELIGIBILITY PROGRAM (PREP)**

The PREP Program is a federally mandated program for claimants who are in their fourth week of a claim and have received their first payment. The program is intended to target those who are most likely to exhaust their claim and requires that they receive an orientation to career center services and an initial assessment to determine what additional services are necessary or required to help them re-enter employment.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## **REEMPLOYMENT AND ELIGIBILITY ASSESSMENT PROGRAM (REA)**

***The sample size consisted of 10 REA participant case files.***

Florida is one of the states selected to pilot the REA program for Reemployment Assistance (RA) claimants. Studies have shown that attention to RA beneficiaries' efforts to find new jobs and efforts to assist in their reemployment service needs result in shorter claim durations and fewer erroneous payments. The program requires that each participant has an assessment, is provided labor market information services (LMI), and an EDP is developed from the information gathered from the assessment and LMI data.

***The following common noncompliance issue was identified in both the REA and WP Programs.***

## OTHER NONCOMPLIANCE ISSUE

### **Employability Development Plan (EDP)**

*Applicable references:* Federal Regulations 20 CFR 651.10.

Federal regulations define an EDP as a plan developed jointly by a counselor and the applicant that describes the applicant's short-range and long-range occupational goals and the actions to be taken to place the plan into effect. If an EDP code is entered in EFM for a participant, a copy of the EDP must be maintained by the region to support the service provided. The following was observed:

### **REA**

- Of the 10 EDPs reviewed for REA participants, six (60 percent) had short-range and long-range goals and specific action steps for participants to achieve their employment goals and four (40 percent) did not.

### **Wagner-Peyser**

- Of the 15 EDPs that were reviewed for the WP Program, 12 (80 percent) had short-range and long-range goals and specific action steps for participants to achieve their employment goals and three (20 percent) did not.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** The lack of developing acceptable short-range and long-range occupational goals and action steps may inhibit a job seeker from finding suitable employment.

**Recommendation:** EDPs have been identified as an issue in both programs for the past two program year reviews. Region staff must ensure that EDPs are documented and meet the federal definition of an EDP which includes the development of short and long range goal and objectives. An electronic or hard (paper) copy of the EDP must also be maintained to support the EDP recorded in EFM. Program staff conducting EDPs should review the DEO counseling guidance located at <http://www.floridajobs.org/pdg/guidancepapers/016%20Counseling%20Services.rtf> for further guidance. CSSF must provide with their CAP a plan of action on the steps taken or to be taken to ensure that EDPs are completed correctly including staff training and monitoring.

### **EMERGENCY UNEMPLOYMENT COMPENSATION - REEMPLOYMENT SERVICES (EUC-RES)**

The Middle Class Tax Relief and Job Creation Act of 2012 requires states to provide reemployment services and an eligibility assessment to individuals receiving EUC First Tier benefits or who transition from First Tier to Second Tier benefits on or after March 23, 2012.

The Act further requires claimants to report to career centers for in-person reemployment services and a review of the claimant's work search record. The EUC-RES Program requires the following services to be administered during the appointment: orientation, assessment, labor market information and an eligibility form and work search review. The eligibility form and work search review must be completed by merit staff.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## **ONE-STOP CREDENTIALING**

CSSF's Career Center Credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review included self-certification by the region that the following credentialing requirements had been met for the review period at each of the career center locations in the region (posters, signage and resource room verification). All other administrative requirements and records (listing of front-line staff, hours attained, complaint system information, etc.) were reviewed remotely by the monitor in the Tallahassee Office.

The monitor reviewed the documents to determine whether all "front-line" staff members had completed their required Tier I Certification courses and the 15 hours of continuing education courses in related subjects. As part of the credentialing process, the monitor also reviewed the region's complaint system to ensure that a system is in place to process any Wagner-Peyser complaints received.

***The following issues were identified as a result of the credentialing review.***

### **FINDING**

#### **Finding Number WP 23-08**

##### **Wagner-Peyser Complaint System**

*Applicable references: 20 CFR 658 and WP Complaint Resolution System Handbook.*

All career centers must maintain a WP Complaint System. When a WP complaint is filed in a career center, the complaint specialist must log the complaint during the appropriate quarter and submit the log to the State's Monitor Advocate immediately after the end of the reporting quarter. Follow-ups must also be conducted on all WP-related complaints at the required time. Three complaints were logged at the Transition, Inc. and Key Largo Career Centers. The following issues were observed.

- All three complaint files were incomplete and not processed appropriately. Additionally, one of the three complaints was completed six months after the complainant expressed interest in filing a complaint.
- The Transition, Inc. Career Center did not submit the complaint log to the Senior Monitor Advocate following the end of the quarter in which the complaint was recorded. Additionally, the complaints on the Transition, Inc. log did not have the appropriate information logged such as who the complaint was against.

**Recurring Issue from Previous Year:** Yes.

**Risk Impact:** Not adhering to the Wagner-Peyser Complaint Resolution System can lead to legal issues or further action on the part of the individual to file a complaint against the region and the State.

**Recommendation:** The region must ensure that the WP Complaint System is properly adhered to in all local career center locations. All staff must be made aware of the procedures and requirements for processing employment service related complaints. For information and guidance on completing and processing complaints, program staff should review the WP Complaint-Resolution System Handbook located at [http://www.floridajobs.org/docs/workforce-professionals/wp\\_complaintresolhndbkrev0609.pdf?sfvrsn=0](http://www.floridajobs.org/docs/workforce-professionals/wp_complaintresolhndbkrev0609.pdf?sfvrsn=0) and the training module located at [http://www.floridajobs.org/PDG/TrainingPresentations/wp\\_basics/Complaint\\_Resolution\\_Instructions\\_WP-Related.swf](http://www.floridajobs.org/PDG/TrainingPresentations/wp_basics/Complaint_Resolution_Instructions_WP-Related.swf). An assurance must be provided with the CAP that CSSF staff responsible for handling complaints

will be trained on the requirements of the Wagner-Peyser Complaint System and that the complaint logs will be submitted in a timely manner.

### **MANAGEMENT INFORMATION SYSTEMS**

The MIS security check ensures that the region has a business process and policy in place that monitors and safeguards MIS user access and termination to and from the system. The business process and policy must ensure that the region has an up-to-date list of persons who are authorized to use the MIS, has a system in place to remove users that are no longer authorized to have access, and that the region maintains MIS security forms for all users.

The region has policies and procedures in place to ensure that individuals who are no longer employed in the region are promptly removed from having access to the MIS. The region provided an up-to-date listing of all current MIS users. According to CSSF staff, the MIS security forms are maintained in a file in the security officer's office, and the security officer is notified in a timely manner whenever a person needs access or their access needs to be revoked.

***The review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## **MIGRANT AND SEASONAL FARMWORKER (MSFW) SERVICES AND OUTREACH PROGRAM**

### **Description of Review Methodology**

A review of CSSF's MSFW outreach program and required services under the Wagner-Peyser Act was conducted by the State Monitor Advocate for compliance with 20 CFR 651, 653 and 658. The State Monitor Advocate reviewed State MIS data, local plans and reports, program administration and management practices, program activities and services, and conducted an on-site visit to the significant career center in the region. Interviews were conducted with CSSF staff to gather information about program processes and service delivery strategies. A review of the prior year's report was also conducted to determine the extent of any past concerns and if any improvements had been made.

### **Management Review and Operational Processes of the Significant CareerSource South Florida Center**

The Board's MSFW significant bilingual career center is located in Homestead, Florida. The Monitor Advocate visited the Homestead Career Center to determine whether the facility was accessible to the public, that all necessary accommodations are provided, and that appropriate services are provided to MSFWs. In addition, the Complaint and Apparent Violation Systems were reviewed.

The MSFW Outreach Program appears to be managed in accordance with prescribed standards and the required provision of services to migrant and seasonal farmworkers. Program staff appeared to have a good understanding of federal and State requirements for operating the program. Sufficient bilingual staff was available to assist customers and career center staff appeared to be properly trained in service delivery. The Homestead outreach worker position is filled with a bilingual employee who is familiar with the farmworker community and who continues to be visible in the rural communities. In addition, the career center manager has a clear understanding of the functions and operations of the MSFW Outreach Program and is supportive of the outreach worker's responsibilities.

Overall, the review of the MSFW Program's management and operational practices revealed that the significant Homestead Career Center is properly providing employment services to all customers including MSFWs. However, the following issues were noted during the review.

### **OTHER NONCOMPLIANCE ISSUES**

#### **MSFW Indicators of Compliance**

*Applicable references: 20 CFR 653; DEO FG 03-040; and Local Workforce Services Plan.*

Federal and State guidance require that specific services be provided to MSFW customers on an equal level as all other customers and that a minimum number of MSFW job placements are met. Only three of the five equity ratio indicators on the MSFW Indicators of Compliance (MIC) Report were met during the first three quarters of the review period (October 1, 2012 – June 30, 2013). The equity ratio indicators that were not met during this time period were:

- Referrals to supportive services, and
- Career guidance.

Note: All five equity ratio indicators were met during the last quarter of the review period (July 1, 2013 – September 30, 2013).

Additionally, only one of the three minimum service level indicators was met during the last quarter of the review period (July 1, 2013 – September 30, 2013). The minimum service level indicators that were not met during this time period were:

- MSFWs placed in jobs, and
- MSFWs placed in long-term non-agricultural jobs.

Note: All three minimum service level indicators were met during the first three quarters of the review period (October 1, 2012 – June 30, 2013).

**Recurring Issue from Previous Year:** No.

**Risk Impact:** This data is used for reporting purposes and unmet indicators impact federal performance reporting for the State.

**Recommendation:** Program staff and management should monitor the level of indicators for MSFWs to ensure that equal levels of services and minimum service levels are provided. The MIC Report is available on the Employ Florida Marketplace system for review. Following are some guidelines to assist in meeting these requirements.

- The needs of MSFWs and their families should be assessed to provide the appropriate referrals to supportive services.
- Assessments should be made for MSFW customers who may be eligible for training and those customers should subsequently be referred to career center training programs, as well as the local Farmworker Jobs and Education Program (FJEP). Co-enrollments are encouraged.
- Referrals should be made for MSFWs to H-2A jobs, H-2B jobs and other low-skilled jobs to maximize job placements, as appropriate.

#### OBSERVATION

- MSFW outreach reports were at times completed inaccurately or fields on the reports were left blank.

**Suggestion:** It is suggested that staff review the instruction sheets for each report form and that reports be reviewed by the center manager prior to submission to ensure accuracy. CSSF staff received technical assistance on the proper completion of reports while the Monitor Advocate was on-site.

#### NOTABLE OBSERVATIONS

- CSSF met 127 percent of their total outreach goals and 103 percent of their quality outreach goals for Program Year 2012-2013.
- Program partnerships continue to strengthen as resources are maximized. According to staff, the partnering Farmworker Jobs and Education Program will have staff out-stationed at the Homestead Career Center possibly twice a week. Additionally, a referral process has been established by both programs.



## **Participant Case File Review**

***The sample size consisted of 13 participant case files (7 job seekers and 6 job orders).***

The following issues were identified as a result of the client case file review.

### **FINDING**

#### **Finding Number MSFW 23-09**

##### **Agricultural Job Orders**

*Applicable references: 20 CFR 653 and DEO FG 03-040.*

Agricultural job orders must contain certain information as required by federal law and State policy. This is critical to prevent MSFWs from becoming victims of labor law violations. Two of the six agricultural job orders did not contain all of the required information as follows:

- Agricultural job orders must contain specific days and hours to be worked. One job order did not indicate the days to be worked.
- The wage rate for job orders must be specified. If the pay is by piece rate, the amount to be paid, the unit of measurement and a description of the size or capacity must be specified. Additionally, If an agricultural job order is not to be placed in the clearance system, the job description must state "Referrals within commuting distance only." One job order did not contain any of this information.

**Recurring Issue from Previous Year:** Yes – The same or similar issues have occurred in the region over the past three monitoring cycles.

**Risk Impact:** Noncompliance could lead to jobseekers being referred to employment where they may be exposed to violations of labor laws if certain information is not included on the job orders.

**Recommendation:** It is recommended that CSSF ensure that staff is adequately trained on all requirements for agricultural job orders to prevent future occurrences. Additionally, staff who enter job orders should review the Wagner-Peyser Migrant and Seasonal Farmworker Registration and Agricultural Employer Services Procedures Final Guidance located at: [http://www.floridajobs.org/PDG/MSFW/MSFW\\_procedures\\_final\\_guidance.pdf](http://www.floridajobs.org/PDG/MSFW/MSFW_procedures_final_guidance.pdf) for additional information and guidance. It is also recommended that staff keep a checklist of the requirements for agricultural job orders as a quick reference guide. An assurance that region staff will follow the above requirements in the future, including staff training, must be provided with the CAP.

##### **Technical Assistance**

The Senior Monitor Advocate provided technical assistance to program staff on MSFW program and reporting requirements.

## CONCLUSION

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The results of the review of CSSF's program processes and service delivery systems indicate that the region appears "generally" to be in compliance with established federal and State laws, program guidance, and applicable policies and procedures. The programs also appear to have met the intent of funding requirements to provide meaningful training and work opportunities to eligible clients. It also appears that the region has the systems in place to perform the broad management and operational functions that are required to operate their workforce programs. The review did, however, reveal some deficiencies in case file documentation requirements and operational and system practices, but none that would substantially or materially affect program operations. For the noted deficiencies, the reviewers have provided recommendations and suggestions in an effort to help develop and implement processes that result in positive program and performance outcomes and practices, and help to improve the quality and integrity of the data collected.



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 8

**AGENDA ITEM SUBJECT:** RE-ALLOCATION OF REFUGEE EMPLOYMENT TRAINING PROGRAM FUNDS

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to re-allocate funds to the Refugee Employment and Training Program Service Providers, as set forth in the attachment.

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Service.

**STRATEGIC PROJECT:** Raise the Bar/One-Stop Performance Consistency

### **BACKGROUND:**

On February 27, 2014 The SFWIB approved provider allocations for the Refugee Employment and Training Program that runs from April 1, 2014 to September 30, 2014. On April 14, staff received a request from the Miami Beach Latin Chamber of Commerce. to deobligate \$40,444.75. The request stated that the funding reduction was needed due to constraints with available space and human resources.

Staff proposes to reallocate the de-obligated funds as set forth in the attachment.

**FUNDING:** Refugee Employment and Training Program Funds

**PERFORMANCE:** N/A

*ATTACHMENT*

**REFUGEE EMPLOYMENT AND TRAINING PROGRAM**  
**PROVIDER ALLOCATIONS**  
(Apr to Sept 2014)

	<b>Allocations</b>	
	<b>Original</b>	<b>Revised</b>
Adults Mankind Organization, Inc.	\$ 1,047,579	\$ 1,056,108
Arbor E & T, LLC	\$ 290,205	\$ 292,422
Cuban American National Council, Inc.	\$ 364,079	\$ 367,413
Community Coalition, Inc.	\$ 249,446	\$ 251,384
City of Hialeah	\$ 54,947	\$ 55,532
Lutheran Services of Florida, Inc.	\$ 989,756	\$ 998,049
Miami Beach Latin Chamber of Commerce, Inc.	\$ 139,976	\$ 99,532
UNIDAD of Miami Beach, Inc.	\$ 111,197	\$ 112,403
Youth Co-Op, Inc.	\$ 1,481,325	\$ 1,495,054
SFWIB	\$ 632,613	\$ 633,227
<b>Region Total</b>	<b>\$ 5,361,125</b>	<b>\$ 5,361,125</b>



## **SFWIB WORKFORCE SYTEMS IMPROVEMENT COMMITTEE**

**DATE:** 4/24/2014

**AGENDA ITEM NUMBER:** 9

**AGENDA ITEM SUBJECT:** WIA TRAINING FUNDS RE-ALLOCATION

**AGENDA ITEM TYPE:** APPROVAL

**RECOMMENDATION:** Staff recommends that the Workforce Systems Improvement Committee recommend to the Board the approval to reallocate training funds among the CSSF centers at Perrine and Northside operated by Youth Coop, Inc.

**STRATEGIC GOAL:** Strong, Timely Reporting Standards for End User Customers and Providers of Service.

**STRATEGIC PROJECT:** Raise the Bar/One-Stop Performance Consistency

### **BACKGROUND:**

On Arpil 18, 2014 the SFWIB received a request from Youth Coop, Inc. to transfer \$8,162 in WIA Training dollars from the CSSF center at Northside to the CSSF center at Perrine. These funds are needed for three participants to complete their training.

**FUNDING:** WIA Adult, DW and Rapid Response

**PERFORMANCE:** N/A

*NO ATTACHMENT*