



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

YOUTH COUNCIL MEETING

**Thursday, October 15, 2009
8:00 A.M.**

Doubletree Miami Mart/Airport Hotel and Exhibition Center
711 NW 72nd Avenue
Salon A
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Youth Council Meeting Minutes
 - A. August 20, 2009
3. Discussion – Performance Update
4. Discussion – Youth Programmatic Monitoring
 - A. SFWIB OCI Quality Assurance Review
 - B. Recommendation as to Approval of Youth Policy for Quality Assurance and Monitoring
 - C. ARRA 2009 Summer Program Reviews
5. Summer Youth Employment Program Update
6. Recommendation as to the Approval of SFWIB WIA Two-Year Plan - Youth
7. Recommendation as to Approval of an Allocation of TANF Surplus Funds

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



2.

SFWIB - Youth Council

October 15, 2009

**Minutes of SFWIB Youth Council Meeting,
August 20, 2009**

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

YOUTH COUNCIL MEMBERS IN ATTENDANCE	SFWIB STAFF	OTHER ATTENDEES
1. Giles, Regina, <i>Chairperson</i> 2. Brown, Clarence 3. Brown, Willie J. 4. Ferradaz, Gilda 5. Jennings, Donna	Beasley, Rick Desrameaux, Raphaelle Morgan, Myria	Capaxros, Gaby – <i>A.M.O.</i> Castillo, Alicia - <i>A.M.O.</i> Diaz, Karen - <i>A.M.O.</i> Heit, David - <i>Youth Co-Op, Inc.</i> Hernandez, Anna – <i>A.M.O.</i> Marti, Sergio – <i>Miami-Dade County Public Schools</i> Martin, Marisol - <i>Youth Co-Op, Inc.</i> Morales, Martin – <i>Transition, Inc.</i> Prepelitchi, Dario - <i>FIU Gordon Institute</i> Ramirez, Michelle – <i>Youth Co-Op, Inc.</i> Sucarello - <i>A.M.O.</i> Twigg, David – <i>FIU Gordon Institute</i> Veliz, Paulina - <i>Youth Co-Op, Inc.</i>
YOUTH COUNCIL MEMBERS NOT IN ATTENDANCE		
6. Frost, Fred 7. Rodriguez, Pedro 8. Rodriguez-Roig, Alex		

Note: Agenda items are listed in the order in which they were discussed.

1. Call to Order and Introductions

Ms. Regina Giles, Council Chair, called the meeting to order without a quorum, and introductions were made.

3. Discussion - Youth Balance Scorecard Update

Ms. Giles introduced Ms. Myria Morgan, Youth Programs Director, who presented the item.

Ms. Morgan noted that all items brought up at previous meetings will be considered, although some will be included separately as an activity report.

4. Discussion – Two-Year WIA Plan – Youth Section

Ms. Morgan reported that the information will be compiled by staff, and Ms. Giles requested that the Council Members receive a copy of the report a few days before the report is submitted.

[Mr. Willie Brown arrived.]

2. Approval of Youth Council Meeting Minutes of June 18, 2009

Clarence Brown moved approval of the minutes of the June 18, 2009 meeting. The motion was seconded by Gilda Ferradaz and the motion carried.

5. Discussion – Transition Inc. Performance Update

Ms. Morgan provided an update of the three month watch list for Transition, Inc., and the six month watch list for Adult Mankind Organization, Inc.

There was discussion as to considering data effective after the organizations were put on the watch lists to determine improvement.

Discussion followed as to whether or not the organizations could achieve the minimum standards at the end of the watch list period.

Action plans from both organizations must be developed.

Irene Farinas, Program Director AMO noted that they are a new provider, and were given cases from another caseload which caused some difficulties.

She also noted that approximately 100 clients came from Easter Seals, and they are disabled, and will not reach the minimum standard.

Mr. Martin Morales, the new Program Director for the Youth Program for Transition, Inc. noted that they inherited a caseload of approximately 275 cases with some quality control issues. Many of the infractions have been corrected, but the benchmarks are not evident yet. He also noted that their organization deal with incarcerated youth.

Mr. Willie Brown asked if corrective action plans are prepared. Ms. Morgan noted that the SFWIB Quality Assurance unit monitors the providers. Mr. Brown requested those reports, as well as information from other regions in the state.

6. Summer Youth Employment Program Update

Ms. Morgan reported on the summer youth employment program. She noted that SFWIB was contracted to serve 3,382 youth for the summer, and there were 510 slots not filled.

She reviewed the hand-out: *South Florida Workforce 2009 Summer Youth Employment Program ARRA*.

The report contained activity descriptions for Miami Dade County Public Schools, Florida Keys Community College, Youth Co-Op Monroe County, and Cumulative.

Ms. Ferradaz noted that in reality, only two-thirds were placed, which is not sufficient.

Mr. Clarence Brown asked if there is information on the number of youth served in the areas of poverty.

Ms. Giles recapped the conversation by noting that funds not spent for the summer program will be used for older youth through June 30, 2010. Recommendations will be developed for services for those older youth including who will provide those services.

Ms. Giles thanked the Council members, and the meeting adjourned at 9:28 A.M.



3.

SFWIB – Youth Council

August 20, 2009

Performance Update for Transition and Adult Mankind Organization

Discussion Item

BACKGROUND

At the June 18, 2009, Youth Council Meeting, the Council members approved to place Transition, Inc. on a performance watch list for the first quarter of the new program year, July 1, 2009 through September 30, 2009, for failing to achieve state and local required performance standards. In addition, the Council members recommended that Adult Mankind Organization, Inc. be placed on the performance watch list for six months of the new program year, July 1, 2009 through December 31, 2009.

The Monthly Management Report (MMR) generated by the Agency for Workforce Innovations (AWI) is only reporting performance for the months of July and August 2009. The September performance has not yet been published/released to the public.

Each of the two agencies, Adult Mankind Organization and Transition, Inc. have shown improvement for the two months in the area of program exits for younger and older youth (Obtained Employment, Entered Military, Post-Secondary or Trade School). However, the measure for skill attainment for younger youth who needed to Increase Reading, Math, and Language thru TABE Testing, Occupational or Work Readiness Skills still remains below the standard for July and August combined. Without the September performance, it is difficult to report who is up to par or who is below the standard.



4.A

SFWIB – Youth Council

October 15, 2009

**ARRA Youth Programmatic Monitoring -
SFWIB's Office of Continuous Improvement
(OCI)**

Discussion Item

BACKGROUND

SFWIB staff monitors programmatic activities of the Youth Service Providers quality assurance process for their in-school and out-of-school youth programs. Attached for the Council's review is the SFWIB Office of Continuous Improvement Quality Assurance Youth Review Summary for last Program Year 2008-2009 (PY '08-09).

The Review Summary includes a summary of the high points and low points of the Quality Assurance Review, along with a matrix that breaks down all findings by youth providers and an overall regional error rate.

Attachment



To: Mr. Rick Beasley
Executive Director, SFWIB

From: Mr. Doug Howard
Quality Assurance Coordinator, SFWIB

Date: September 18, 2009

Re: Youth Program Quality Assurance Review Summary (PY '08-09)

I. EXECUTIVE SUMMARY

The following systemic deficiencies were identified during the Program Year (PY) '08-09 region-wide Youth Programs review:

- Documentation verifying a participant's low-income status (a major eligibility component) is often missing from the case file.
- WIA Intake Application (MIS-1) hard-copy forms are often incomplete and/or incorrect within the case files.
- WIA Intake Application (MIS-1) computer system data is often incomplete and/or incorrect.
- The youth's Eligibility Verification Checklist in the case file is often incomplete and/or incorrect.
- WIA Registration/Status Change (MIS-2) hard-copy forms are often incomplete and/or incorrect within the case files.
- Current Semester Class Schedules are often not maintained within In-School Youth (ISY) participants' case files.
- Grades Reports are often not maintained within ISY participants' case files.

The following systemic highlights and/or improvements were identified during the region-wide Youth Programs review:

- Participants' objective assessments are being initiated and documented in a timely manner.

- Participants' goals are being entered into EFM/OSMIS in a timely manner.
- ISY participants' counseling hours and associated services are being properly documented.
- ISY participants' parents (or guardians) are being contacted at least four (4) times per year, and parental consent forms are being correctly maintained in the file.
- When participants obtain employment, employment is being verified, and follow-ups are occurring at the required intervals.

II. DETAILED REPORT

1. Authority

Quality assurance monitoring is performed under the authority granted to Youth Programs by the Executive Director of South Florida Workforce Investment Board (SFWIB), and the executed contract. In addition, 20 CFR 667.410 requires that sub-recipients of federal funds conduct regular oversight and monitoring of WIA activities.

2. Objectives and Scope

The overall objectives of the Program Year (PY) '08-09 region-wide review were as follows:

- To confirm our partners are in compliance with rules, regulations, established policies, procedure transmittals and directives, and the executed contract.
- To review and assess participants' files and determine adequate supporting documentation is maintained in the files.
- To ensure the accuracy and the validity of the data being collected and reported by our partners.
- To analyze the quality of the services being provided.
- To evaluate the capability of our partners to manage the programs.

The scope of the reviewed funded services, activities and practices supporting the Youth programs covered the period from July 1st, 2008 to March 31st, 2009.

3. Sampling

The population was determined based on data entered into and captured by Employ Florida Marketplace (EFM), which is the Agency for Workforce Innovation's (AWI) automated reporting system. The participant case file review size was extracted from the total population served by each provider during the reviewed period.

A combined sample of two hundred seventy-four (274) participant files were selected and reviewed in detail region-wide. The sample included participants in both the In-School Youth (ISY) and Out-of-School (OSY) programs.

B. Background

Each reviewed partner received funding for the In-School Youth (ISY) Program or Out-of-School Youth (OSY) Program, or both. These contracts establish a sub-recipient, contractual relationship between SFWIB and the partner in which the partner accepts substantial financial and programmatic responsibilities for the use of federal, and if applicable, local funds to provide services to Youth participants.

C. Detailed Review (Region-Wide Error Matrix)

The following matrix identifies, in detail, the exact discrepancies uncovered at each Region 23 Youth Center during the Quality Assurance PY '08-09 monitoring review. SFWIB reviewed no fewer than 5% of each Center's participant files during the scheduled file audits. File sampling was conducted in a random manner, in order to guarantee external validity and remove potential biases.

Computer system data and hard copy file documents were reviewed and evaluated. Each monitor used an updated Monitoring Tool that detailed specific findings for each file reviewed. An error rate report was generated from the responses notated on the Monitoring Tool. Findings were documented for all compliance deficiencies noted.

INTENTIONALLY LEFT BLANK

YOUTH PROGRAMS ERROR MATRIX (BY YOUTH CENTER PY'08-09)

		<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Youth Co-Op (Little Havana) OSYP</i>	<i>Region 23</i>
<u>PROGRAM ELIGIBILITY</u>																	
1	Improper documentation of age (14-21 years old)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	Improper documentation of U.S. citizenship or authorization to work in the U.S.	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	
3	Documented SSN# in the file did not match the SSN# in EFM/OSMIS	13.3%	6.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	
4	Improper registration documentation for selective service (males born in 1960 or after)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
5	For non-emancipated youth customers under the age of 18, signature of a parent or legal guardian was missing	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.7%		

<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Youth Co-Op (Little Havana) OSYP</i>	<i>Region 23</i>
---------------------	-----------------	-----------------	------------------	-----------------------------	-----------------------------	---------------------------	------------------------	--------------------	--------------------	-------------------------------------	--------------------------------	--------------------------------	---	---	------------------

	Listed barrier was incompliant with														
6	Federal guidelines or locally established policies	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7	No documentation in the file to support barrier	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	3.3%	0.0%	0.0%	8.7%	0.0%	3.3%
8	Improper documentation to support the youth's low-income eligibility determination	46.7%	40.0%	8.3%	0.0%	0.0%	40.0%	13.3%	26.7%	0.0%	0.0%	0.0%	6.5%	4.6%	10.9%
9	WIA Intake Application (MIS-1) form missing from file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
10	WIA Intake Application (MIS-1) form incomplete and/or incorrect	46.7%	26.7%	0.0%	0.0%	18.2%	10.0%	53.3%	20.0%	6.7%	0.0%	14.3%	0.0%	1.5%	10.9%
11	WIA Intake Application (MIS-1) system data incomplete and/or incorrect	6.7%	13.3%	8.3%	20.0%	36.4%	30.0%	53.3%	20.0%	3.3%	0.0%	21.4%	0.0%	3.1%	10.9%
12	Eligibility verification checklist in the file incomplete and/or incorrect	93.3%	26.7%	0.0%	50.0%	72.7%	60.0%	86.7%	20.0%	16.7%	0.0%	7.1%	30.4%	0.0%	26.6%

<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Youth Co-Op (Little Havana) OSYP</i>	<i>Region 23</i>
---------------------	-----------------	-----------------	------------------	-----------------------------	-----------------------------	---------------------------	------------------------	--------------------	--------------------	-------------------------------------	--------------------------------	--------------------------------	---	---	------------------

**ASSESSMENT and PROGRAM
ACTIVITIES**

13	Objective assessment not initiated and/or documented	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%
14	"Begin date" entered into the MIS system beyond 10 days of date on hard copy documentation for assessment activity	0.0%	0.0%	8.3%	10.0%	9.1%	0.0%	20.0%	26.7%	0.0%	6.3%	0.0%	0.0%	0.0%	4.0%
15	WIA Registration/Status Change (MIS-2) form(s) missing from file for all activities in system	0.0%	0.0%	8.3%	0.0%	0.0%	40.0%	73.3%	0.0%	0.0%	0.0%	0.0%	3.1%	6.6%	
16	WIA Registration/Status Change (MIS-2) forms incomplete and/or incorrect	0.0%	0.0%	0.0%	20.0%	9.1%	10.0%	93.3%	0.0%	0.0%	31.3%	28.6%	10.9%	4.6%	12.8%
17	WIA Registration/Status Change (MIS-2) system data incomplete and/or incorrect	0.0%	0.0%	0.0%	10.0%	9.1%	10.0%	20.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	2.9%

<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Region 23</i>
---------------------	-----------------	-----------------	------------------	-----------------------------	-----------------------------	---------------------------	------------------------	--------------------	--------------------	-------------------------------------	--------------------------------	--------------------------------	---	------------------

23	When a goal was attained, there was no documentation in the case file or system case notes in EFM/OSMIS	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.7%
24	When a goal was attained, data were not accurately entered into EFM/OSMIS	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
25	When a credential was received, there was no documentation of the credential in the participant's file	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.4%	
26	When a credential was received before or at exit, the type of training, date of credential, and type of credential was not accurately recorded in EFM/OSMIS	0.0%	6.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	20.0%	12.5%	7.1%	0.0%	0.0%	4.0%

<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Region 23</i>
---------------------	-----------------	-----------------	------------------	-----------------------------	-----------------------------	---------------------------	------------------------	--------------------	--------------------	-------------------------------------	--------------------------------	--------------------------------	---	------------------

If hard copy documentation of
employment verification was obtained,

39 the employment start date and wage 0.0% 0.0% 0.0% 0.0% 9.1% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.4%
data were incorrectly recorded in
EFM/OSMIS

For terminated youth, follow-up

40 contact was not made and documented 0.0% 0.0% 0.0% 10.0% 36.4% 0.0% 33.3% 0.0% 0.0% 0.0% 7.1% 0.0% 0.0% 4.0%
at the thirty (30) day interval

For terminated youth, follow-up

41 contact was not made and documented 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 33.3% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 1.8%
at the ninety (90) day interval

<i>Youth Center</i>	<i>AMO ISYP</i>	<i>AMO OSYP</i>	<i>CANC ISYP</i>	<i>City of Hialeah ISYP</i>	<i>City of Hialeah OSYP</i>	<i>Greater Miami OSYP</i>	<i>Transition OSYP</i>	<i>UNIDAD ISYP</i>	<i>Youth Co-Op</i>	<i>Youth Co-Op (Homestead) OSYP</i>	<i>Youth Co-Op (Keys) ISYP</i>	<i>Youth Co-Op (Keys) OSYP</i>	<i>Youth Co-Op (Little Havana) ISYP</i>	<i>Youth Co-Op (Little Havana) OSYP</i>	<i>Region 23</i>
---------------------	-----------------	-----------------	------------------	-----------------------------	-----------------------------	---------------------------	------------------------	--------------------	--------------------	-------------------------------------	--------------------------------	--------------------------------	---	---	------------------

For terminated youth, follow-up

42 contact was not made and documented at the nine (9) month interval 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 6.7% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.4%

For terminated youth, follow-up

43 contact was not made and documented at the twelve (12) month interval 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

TOTAL ERROR RATE

44 Final error rate for the Monitoring Review 9.1% 8.5% 3.1% 6.4% 4.5% 20.5% 17.2% 8.9% 2.2% 6.9% 3.2% 2.4% 1.2% 7.2%

III. CONCLUSION

The overall region-wide Quality Assurance error rate for the PY '08-09 review was 7.2%. SFWIB is committed to working with its partners and reducing this error rate during subsequent reviews.

The review indicated areas in which the region is excelling, as well as various areas that require improvement. All deficiencies uncovered during the review have been brought to the attention of each partner, and directly to the appropriate Center's program director. Each partner was provided an opportunity to discuss and review all findings with SFWIB staff to ensure the accuracy of deficiencies being reported.

Centers that exceeded a three percent (3%) error rate have been asked by SFWIB to submit a Plan of Corrective Action (POCA). The POCA will identify specific process to be implemented to ensure that discrepancies are correctly addressed and minimized in the future; we require quality control details, the frequency of each control to be implemented, the individual(s) responsible for cited tasks, and any applicable documentation used for training and process improvement. SFWIB Quality Assurance staff is in the process of reviewing these POCAs, diligently working with our partners to maximize the quality of services provided within our region.

Respectfully submitted,

Doug Howard, FCWP-1
Quality Assurance Coordinator, SFWIB

Approved by:

Rick Beasley
Executive Director, SFWIB



4.B

SFWIB – Youth Council

October 15, 2009

Recommendation as to the Approval of a Youth Policy for Quality Assurance and Monitoring

RECOMENDATION

SFWIB staff recommends the approval of the draft Youth Policy for Quality Assurance and Monitoring.

BACKGROUND

Based on the monitoring issues raised OCI's Quality Assurance Youth Review, SFWIB staff has developed the attached Youth Policy for quality assurance and monitoring of youth providers for the Council members review. The Policy details the quality assurance/monitoring procedures and the corrective action process.

Attachment



POLICY TRANSMITTAL

SUBJECT:		Procedural/Guidance No.: # 1 PY 2009-2010
APPLIES TO:	All Contracted Youth Service Providers	Effective Date: October 15, 2009
		Expiration Date: Indefinite
REFERENCE:	Workforce Investment Act, Code of Federal Regulation, Office of Management Budget and Local Policy	

OBJECTIVE

It is the policy of the South Florida Workforce Investment Board (SFWIB) to inform all WIA Youth Service Providers of the requirements regarding the procedures under performance monitoring and corrective action processes. The purpose of this policy is to establish a comprehensive performance accountability system. The requirements under this policy are intended to hold youth service providers accountable for the results achieved by their youth program(s). This policy will also assess the effectiveness of youth service delivery and promote continuous improvement.

BACKGROUND:

Program oversight is a requirement under the Workforce Investment Act. Monitoring and oversight must be consistent with the requirements stated under WIA, as well as other relevant regulations and the Office of Management and Budget (OMB) circulars. Section 117(d)(4) of the Workforce Investment Act requires Local Boards to conduct oversight of the WIA programs. Title 20 CFR Section 667.4(c)(1) requires continuous monitoring of activities in accordance with the uniform administrative requirements, as applicable. Title 20 CFR Section 667.410(a) requires that Local Boards must conduct regular oversight and monitoring of its WIA activities and those of its sub-recipients. The purpose of this requirement is to ensure that expenditures meet the programmatic, performance, cost category and cost limitation requirements of WIA and the regulations; to determine that there is compliance with other provisions of the WIA regulations and other applicable laws and regulations and to ensure that technical assistance is provided as needed.

PROCEDURES:

SFWIB Quality Assurance Unit is responsible for conducting programmatic monitoring reviews of the youth programs funded under the Workforce Investment Act (WIA) to ensure that administrative policies, practices, standards and systems are operating within established federal and state legislation, regulations and policy directives. The programmatic review is used to evaluate SFWIB contractual quality assurance processes, as well as issue error rates and programmatic performances. Each monitoring

Revision No.:	Supersedes:	Authorized By: Rick Beasley SFWIB Executive Director	Contact: Myria E. Morgan Youth Programs Manager
---------------	-------------	--	---

review results in a formal report which includes all non-compliance issues along with the corresponding reference(s).

After each WIA Youth Program quality assurance monitoring review is completed, all deficiencies will be brought to the attention of the applicable Youth Program Manager. Providers will be provided the opportunity to discuss and review all findings with SFWIB to ensure the accuracy of deficiencies being reported.

When a youth provider's quality assurance monitoring final error rate exceeds three percent (3%), SFWIB will require a Plan of Corrective Action (POCA) be submitted within ten (10) business days of the receipt of the final quality assurance report. The POCA will identify specific processes to be implemented to ensure that discrepancies are correctly addressed and minimized in the future; SFWIB require quality control details, the frequency of each control to be implemented, the individual(s) responsible for cited tasks and any applicable documentation used for training and process improvement.

A quality assurance monitoring review error rate that exceeds 10%, failure to submit an acceptable POCA and/or failure to comply with previously accepted POCA measures may result in placement on a Performance Improvement Plan (PIP). Placement on a PIP will require the youth provider to submit bi-weekly quality assurance updates to SFWIB staff. The specific content required in these bi-weekly updates will be presented in a formal PIP letter. The PIP will provide SFWIB with confirmation that the provider is making every effort to follow federal, state and local policies, while minimizing errors and preventing deficiencies.

SFWIB reserves the right to increase the severity for uncorrected non-compliance findings.

1. Two or more non-compliance findings of similar nature within six months of each other will be deemed to be consecutive for purposes of determining failure to comply with conditions as stated in the Contract, Statement of Work and other policy directives.
2. If after the ten day period, some non-compliance findings remain unresolved, a recommendation will be submitted to the Youth Council for the reduction of the service provider's allocation in the amount of 5%. In addition, all payments to the youth service provider will be immediately suspended until all monitoring non-compliance findings are resolved.

Training and technical assistance is always available to our youth service providers upon request to SFWIB.

Revision No.:	Supersedes:	Authorized By: Rick Beasley SFWIB Executive Director	Contact: Myria E. Morgan Youth Programs Manager
---------------	-------------	--	---



4.C

SFWIB – Youth Council

October 15, 2009

ARRA 2009 Summer Program Audit Reviews

INFORMATIONAL

BACKGROUND

The U.S. Department of Labor – Employment and Training Administration, Office of State Systems conducted an on-site monitoring review of the SFWIB summer youth program on July 31, 2009. The review was completed in one day. The purpose of the review was to ensure all of the necessary components were in place to operate a successful summer youth program. The review was limited to reviewing the summer program activities funded with Recovery Act monies.

In addition, the Agency for Workforce Innovation (AWI) conducted an on-site monitoring review of the SFWIB Summer Youth Employment Program during the week of August 24-28, 2009. The monitoring consisted of two types of reviews: (1) quality assurance for information contained in the youth files, (2) summer worksite visits. A total of fifty youth files were reviewed and four worksites were visits.

The AWI auditors allowed SFWIB youth staff to provide any missing information, update and correct the reporting system with the appropriate documentation as proof of the update and collect any hard copy documentation missing from the youth files that was discovered during the audit review. The auditing process made it easier for the summer program to reach the goal of no findings. However, there was one finding noted in the report, SFWIB youth staff corrected the finding before the exit interview occurred. There were nine systemic issues detailed in the report.

Attachments

South Florida Workforce

ARRA WIA Summer Youth Employment Program

Quick Facts	
<p>Review dates: July 31, 2009</p> <p>Exit conference: September 4, 2009</p> <p>ARRA WIA youth allocation: \$7,282,783 (Spent 100% on SYEP in 2009)</p> <p>Service area: Miami-Dade and Monroe Counties</p> <p>SYEP start date: May 1, 2009 (Work readiness training started June 26; placements at worksites started July 2, 2009)</p> <p>Scheduled end date: September 30, 2009</p> <p>Total SYEP participants: 2,822</p> <p>Target group(s): Foster care youth, veterans, spouses of veterans, disabled youth, youth offenders, migrant youth, youth who are children of one or more incarcerated parents, and youth with one or more other barriers to gainful employment as articulated in the statement of work for each contract</p> <p>Priority of service: Priority was given to target groups listed above; others were selected to be served using a lottery method</p> <p>SYEP design: Three contractors were used to deliver services; all youth received 20 hours of classroom-based work readiness skills training prior to placements at worksites for work experiences</p>	<p>Worksite workplaces: Private sector, public sector and non-profit employers</p> <p>Total worksites: 571</p> <p>Worksite selection criteria: Each worksite must 1) provide participants with career-oriented work, 2) be willing to mentor or teach youth work readiness skills, 3) provide a safe and appropriate work environment, 4) provide youth with adequate materials/equipment and working space, and 5) ensure no more than ten youth are supervised by one manager.</p> <p>Payments to participants: Younger youth were paid \$8.00 and hour, while older youth were paid \$10.00 per hour; all youth in Monroe County were paid \$10.00 an hour; all youth were paid for participation orientation sessions as well as for work experience activities; work experience hours for younger youth were capped at 120 and the work experience hours for older youth were capped at 140</p> <p>Classroom activities: All youth were required to participate in 20 hours (five days, four hours each day) of work readiness skills training developed by the Miami-Dade school system</p> <p>Supportive payment(s): None</p>

Overall Assessment

The local area designed and implemented an effective summer youth employment program (SYEP) throughout its major metropolitan service area in South Florida despite experiencing some unexpected challenges from one of its contractors during the early stages of implementation. The focus of the SYEP aligned with Congressional intent is to provide youth with meaningful paid work experiences during the summer months. Youth were provided opportunities to explore business operations in the private sector as well as the public and non-profit sectors, while learning valuable work readiness and maturity skills in pre-placement workshops and from workplace supervisors. With limited exceptions, the South Florida Workforce local workforce investment area (LWIA) had proper administrative and oversight controls in place to manage the SYEP successfully.

The following areas of concern requiring follow-up action were shared with the LWIA during the onsite review:

1. While LWIA's monitoring staff randomly reviewed worksites for compliance with worksite agreements, the LWIA had not monitored its SYEP contracts for compliance with agreements at the time of the review. The South Florida Workforce Office of Continuous Improvement staff developed appropriate monitoring tools for its SYEP, but had not formally monitored its contracts yet.

[Reference: Title 20 CFR Section 667.400(c)(1) requires each recipient to continuously monitor grant-supported activities in accordance with the uniform administrative requirements at Title 29 CFR Parts 95 and 97, as applicable.]

2. During the review of a small sample of files, Regional Office staff found:

- The Individual Service Strategy (ISS) to be missing for each participant file reviewed.

[Reference: Title 20 CFR 664.405(a)(2) requires each recipient to develop an ISS for each youth participant, including the identification of an age-appropriate career goal and consideration of the assessment results for each youth.]

- The additional barrier information (to be eligible for the SYEP) missing from that majority of files reviewed.

[Reference: Title 20 CFR 664.200(c) requires the recipient to specify or document the additional criteria for program eligibility outlined in 664.200(c)(1) through 664.200(c)(6).]

Selected Notes from the Review

The LWIA contracted with Miami-Dade public schools, Florida Keys Community College, and Youth Cooperative, Inc., to provide SYEP services. Miami-Dade public schools also developed the work readiness curriculum used during the five half-day pre-placement training sessions. Each contract contained performance measures and goals.

The SYEP recruitment, intake and eligibility determination process generated an adequate pool of applicants. The LWIA received over 18,000 applications and determined 4,902 to be eligible for services. Of the 4,902, the LWIA enrolled 2,822 into its SYEP. All ten of the participant files reviewed by Regional Office staff contained proper documentation to determine income eligibility for program services. However, the majority of the reviewed files failed to properly document the additional barrier for eligibility purposes. The ISS was also missing in each participant file reviewed by the Regional Office. The files reviewed were from the Miami-Dade public schools service provider

- The LWIA adopted an elaborate priority of service approach for its SYEP. The LWIA focused on serving the most-in-need of the “hardest-to-serve” youth applicants. Other youth were served on a first-come, first-serve basis.
- The work readiness assessment instrument and process met ETA guidance. The LWIA administered work readiness skills pre-tests during the before receiving work readiness skills training and administered the post-test at the conclusion of the 20 hours of work readiness skills training.
- The area recruited a sufficient number of worksites for its SYEP.
- Participants and worksite employers were oriented to the SYEP. SYEP participants received orientation prior to the start of classroom activities. The purpose of the SYEP, rules of conduct, classroom expectations, attendance and incentive payment procedures, and disciplinary procedures were discussed during the sessions.
- Youth were to be placed in worksite positions commensurate with their educational backgrounds, skills and occupational interests. In placing youth at worksites, the contractor emphasized career exploration to the extent possible (i.e., worksite types are limited). Youth career interests were used by contractor’s worksite counselors to provide more detailed occupational information and education information to these youth for future use. If the LWIA runs a SYEP next year, it is recommended the LWIA allow participants to meet and interview with prospective employers to allow both participants and employers an opportunity to provide input into the matching process.

There was a good range of employment activities or jobs for summer youth. The work experiences exposed youth to business operations and afforded them opportunities to develop work readiness and work maturity skills.

- Contractor staff provided counseling to youth who were experiencing adjustment issues at worksites.

- The LWIA did not provide supportive service payments to youth. If the LWIA operates a SYEP next year, it is recommended the LWIA consider making supportive payments for transportation, childcare, and uniform/equipment needs or pay a stipend of \$50-\$100 to all youth participants during orientation or during the first week so youth have money to pay for needed services or materials before receiving the first paycheck.
- Contractor staff had contact with each worksite at least once a week to ensure effective work experiences for youth, meeting and working with both supervisors and participants at the worksites.
- The South Florida Workforce LWIA had not started its contract monitoring and oversight process at the time of the review. Federal regulations require contracts to be monitored continuously. LWIA staff, however, did review a sample of worksites each week.
- Youth received paychecks weekly and bi-weekly, depending on the contractor. One contractor used direct deposits and debit cards to pay its youth biweekly, while the other two contractors issued checks weekly to the worksites.
- The LWIA established and implemented proper controls to ensure the accuracy of participant paychecks and to discourage fraudulent activities. Time and attendance was verified. Participants were required to sign a register when they received their checks. Each participant signature was verified using a signature in the participant file. Supervisor signatures on timesheets were compared to signatures on the worksite agreement.
- The SYEP was used to recruit youth for other WIA year-round programs and to move youth into permanent employment or apprenticeships. No numeric goals were set.



5.

SFWIB – Youth Council

October 15, 2009

ARRA 2009 Summer Program Update

INFORMATIONAL

BACKGROUND

SFWIB staff will review the attached chart detailing the status of the ARRA 2009 Summer Youth Program statistics.

Attachment

**SOUTH FLORIDA WORKFORCE
2009 SUMMER YOUTH EMPLOYMENT PROGRAM
ARRA**

AFTER SUMMER PROGRAM DESCRIPTIONS	MIAMI DADE COUNTY PUBLIC SCHOOLS	FLORIDA KEYS COMMUNITY COLLEGE	YOUTH CO-OP MONROE COUNTY	CUMULATIVE
Youth contracted to be served	3250	110	72	3432
Younger youth	1550	0	72	1622
Older youth	1700	110	0	1810
Number of youth served	2776	70	28	2874
Youth hired by summer employers after summer program	8	5	0	13
Youth to be transferred to WIA programs/enrolled in other WIA programs	68	16	4	88
Youth place with public/non-profit employers in summer program	2143	70	16	2229
Youth place with for profit employers in summer program	392	0	9	401
Youth place with faith based employers in summer program	158	0	3	161
Youth attended work readiness classes only (no work activities)	83	0	0	83



6.

SFWIB – Youth Council

October 15, 2009

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

RECOMMENDATION

SFWIB staff recommends that the Youth Council recommends to the Board the approval of the SFWIB WIA Two-Year Plan – Youth Section.

BACKGROUND

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

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

At the August 20, 2009 Youth Council Meeting, the Council requested staff to provide a copy of the responses submitted to the State for the Local Workforce Services Plan 2009-2010 - Two-Year WIA Plan.

Attached for the Council’s review is the Youth Services part of the Plan.

Attachment

Youth Services

In preparing responses to the questions identified below, please consult the RWB's Summer Youth Plan submitted in May 2009 and attach a copy of that plan. In your responses, you may also make reference to the Summer Youth Plan where appropriate rather than repeating the same language.

II.D. Describe the RWB's strategy for providing comprehensive, integrated services to eligible youth, including those most in need (§112(b)(18).)

In responding to this question, the RWB should include the following:

1. Describe the anticipated program design for the WIA Youth funds provided under the ARRA. Include in the description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with ARRA funds).

The program design for the WIA Youth funds under the ARRA will provide paid summer work experience/internships for youth enhanced with work readiness skills training. The program will serve younger and older youth who will be either in school or out of school. (Please see Summer Youth Employment Program Local Plan – Attachment I – pages 1, 2 and 3).

2. Will the RWB use the Recovery Act funds to fund only a 2009 summer youth program or some combination of 2009 and 2010? If using the funds over two summers, what percentage of funds does the RWB anticipate using for the first summer?

South Florida Workforce (SFW) anticipates expending the Recovery Act Funds to fund the 2009 Summer Youth Program by the end of September 30, 2009. However, if all funds are not expended during the summer months, SFW will continue to focus on older, out of school youth in work experience/internship and/or fast track educational activities beyond the summer months. (Please see Summer Youth Employment Program Local Plan – Attachment I – page 11).

3. If using the funds for summer employment opportunities, describe how the RWB will deliver summer youth employment opportunities. Will the RWB operate the program or allocate the funds?

South Florida Workforce has contracted with three summer providers: Miami-Dade County Public Schools, Florida Keys Community College and Youth Co-Op, Inc. to operate the summer program activities.

In the Summer Youth Employment Program Local Plan submitted to the State, Monroe County School District (MCSD) was contracted to provide summer activities to the younger youth population in Monroe County. After long negotiations, MCSD opted not to provide services. Youth Co-Op, Inc. was awarded through the South Florida Workforce Investment Board to provide services to younger youth in Monroe County. (Please see Summer Youth Employment Program Local Plan – Attachment I – page3 and 4).

4. Describe the types of worksites that will be developed for summer employment, including a mix of public and private sector work experiences, and how the RWB will ensure that meaningful work experiences will be developed.

Worksites developed for the summer employment program included non-profit, for profit and public sector employers. Worksites included occupations in community based organizations, child care centers, governmental offices, banking, health care, green beautification projects, retail, park and recreation, office/administration and other career pathway experiences. To ensure meaningful work experiences for the youth, SFW is partnering with municipalities and social service agencies and is playing a role in the recruitment of summer worksites. (Please see Summer Youth Employment Program Local Plan – Attachment I – pages 5, 10, 11, 12, 13 and 14).

5. Describe the RWB's policy for developing the mix of classroom versus worksite time in a summer employment opportunity. Describe the RWB's policy for determining that summer employment opportunities are connected to academic and/or occupational learning and the types of connections that will be utilized.

In developing the mix of classroom versus worksite time the services provided were standardized across the summer providers. A minimum of twenty hour introduction to work readiness skills to all summer youth participants and 120/140 hours of work experience depending on the age of the youth. Work experience was the core component of the summer employment program and the classroom component was to reinforce the attainment of soft skills and work readiness skills (how to behave on a job, reporting to work on time, proper attire, communicating with others, etc.). Academic and/or occupational learning activities are not a part of the summer employment program. (Please see Summer Youth Employment Program Local Plan – Attachment I – pages 1, 2, 3, 9, 10).

6. Describe any policies or strategies that the RWB is implementing to ensure that local areas implement activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day-care.

South Florida Workforce has a policy of serving the neediest of youth and target a high percentage of WIA and ARRA funds to serve out of school youth, however, for the ARRA summer employment program, there were no policies specifically targeting the services to out of school youth. Under the WIA youth program, out of school youth receive support services: transportation allowance, child care, youth training vouchers, vouchers for books and etc. Under the ARRA summer program, there are no support service activities/payments. The only ARRA resources are in the form of wages.

If funding is available after the ARRA summer program completion, activities to be determined for the older youth may include: extend work experience participation, design and implement a separate, specialized youth training activity to include support services, expand recruitment and job site development to enroll and place more work experience youth. (Please see response to question #2 above). (Please see Summer Youth Employment Program Local Plan – Attachment I – pages 8 and 11).

7. Provide the anticipated number of youth to be served with Recovery Act funds, including the anticipated number of summer employment opportunities created with Recovery Act funds.

South Florida Workforce anticipated serving approximately 3,438 to 4,000 youth participants with the ARRA funding through September 30, 2009.

As a result of the number of youth enrolled in the ARRA summer program, it is now estimated that approximately 500 older youth will need to be served after the ARRA summer program activities in order to meet the program's estimated minimum goal of 3,438.

The number of summer employment opportunities created with Recovery Act funds:

SFW recruited 4,698 slots/positions for youth to be placed at 722 worksites/employer locations.

(Please see Summer Youth Employment Program Local Plan – Attachment I – pages 1, 2, and 12).

Instructions for Submitting 2009 American Recovery and Reinvestment Act
Summer Youth Employment Program Local Plans

Regional Workforce Boards (RWB) must update their local Workforce Services Plans to include a description for how the RWB will operate a Summer Youth Program (SYP) under the American Recovery and Reinvestment Act of 2009 and its implementing guidance.

General Guidelines

Regional Workforce Boards are:

- Expected to maintain transparency and accountability in the use of Recovery Act funds through public access to information about available activities/services in local areas, as well as performance reporting;
- Expected to move quickly to use Recovery Act funds, in conjunction with other available funds, to provide allowable activities and services to youth ages 14-24;
- Expected to increase workforce system capacity and service levels by hiring workforce professionals to administer programs and deliver services; and

Additional information and guidance is available in the federal Training and Employment Guidance Letter (TEGL) 14-08.pdf.

Summer Youth Program Overview

Please provide an overview of the summer Youth Program for your regional workforce area, including how the summer experiences achieve the national vision described in TEGL 14-08.

The following must be included in your plan description:

- The number of current and new staff dedicated to the program;
- The number of youth to be served in each activity;
- The SYP plan period (SYP start and end dates, average number of weeks, etc);
- The age range of the youth served and age appropriate strategies including the type of work/training experience provided for each age range (e.g., what may be appropriate for a 24 year old may not be appropriate for a younger youth). Include in the description a breakout of the number of younger and number of older youth to be served.

RESPONSE:

South Florida Workforce's summer employment program initiative will provide summer employment activities and services to young adults between the ages of 14-24 residing in Miami-Dade and Monroe Counties. The summer employment initiative will place approximately 3,438 (minimum) to 4,000 (maximum) young adults in well structured work experience/internship positions in not-for-profit, profit, governmental and public sector worksites. Prior to employment, all young

adults must complete a work readiness training program, which will enhance their ability to become employable and productive while at the same time gaining experience in the work world.

SFW's summer employment program is designed to assist young adults in gaining significant employment experience and know how, career exploration opportunities, skill development, exposure to the work environment and guidance in appropriate work place behavior(s). The summer employment activities shall help young adults acquire the personal attributes, knowledge and employment skills needed to obtain a job, keep a job and advance in employment.

Summer employment activities will commence May 1, 2009 and will terminate on September 30, 2009. In order to allow for program preparation (planning of summer activities; contacting youth and employers; eligibility determination, intake and enrollment; hiring of summer staff; structuring curriculum for work readiness training; worksite orientation and inspections; and etc.) summer work activities for youth will commence no earlier than June 22, 2009 and shall end on August 12, 2009 (eight weeks of paid activities).

The summer youth employment program will enroll and provide service delivery to not less than:

1. 1,572 - younger youth
2. 1,866 - older youth

Younger youth participants (ages 14-17) will be compensated at the wage rate of \$8.00/hr and will be paid for no more than 140 hours during the entire summer program.

Older youth participants (ages 18-24) will be compensated at the wage rate of \$10.00/hr and will be paid for no more than 160 hours during the entire summer program.

A total of 20 hours must include work readiness skills training (the 20 hours are inclusive in the maximum allotted summer hours).

Summer activities (work readiness and employment) must include the following elements, but are not limited to:

1. Instructions in work readiness skills training and assessment of these skills before reporting to the worksite
2. Instructions in work maturity competencies and assessment of these skills before reporting to the worksite and throughout the summer program activities
3. Carefully structured and closely supervised work assignments
4. Learning on the job and observing real life work environments
5. Exposure to progressively more complex tasks at the assigned worksite

SFWIB's 2009 ARRA Summer Youth Employment Program consists of seven major components, but is not limited to:

1. Outreach and recruitment
2. Eligibility determination and intake
3. Assessment of employment skill levels

4. Development of an Individual Service Strategy/Employment Plan (ISSEP)
5. Work readiness skills training
6. Work based activities
7. Work maturity evaluations

SFW's three full time permanent youth staff that oversees SFW's year round regular WIA youth programs are assigned to oversee the summer youth activities. SFW's full time permanent youth staff will provide eligibility, intake, worksite, data entry and etc. training and will be involved in the monitoring process of the summer providers, youth and worksites. Also, SFW's full time permanent staff will perform fiscal and programmatic monitoring of the summer program.

SFW will hire three additional temporary full time summer staff to assist and closely monitor the summer employment program's programmatic, worksite and youth interviews, will trouble shoot as issues arise and will provide technical assistance when needed.

Summer providers will incorporate age appropriate levels of work readiness instructions for younger youth, older youth, in school youth and out-of-school youth who lack work experience as well as advanced work readiness that focuses on advanced skills for those young adults who have experience in the working environment. There is a mandatory requirement that all young adults regardless of experience must complete 20 hours of work readiness skills training before being placed in a work activity. Documentation for work readiness skills will include a pre and post test maintained in the youth participant's case file folder.

The program goals and objectives for the summer employment program are listed below:

1. To provide summer work experience/internship work activities to 3438 to 4,000 young adults-ages 14-24
2. To provide meaningful and well structured summer employment activities to community young adults
3. To provide young adults work readiness skills through a classroom setting
4. To partner with county, municipalities, community based organizations and business community
5. To provide opportunities to young adults that lead to unsubsidized employment
6. To introduce young adults to career planning activities
7. To enable young adults to develop an understanding of career options and career pathways available
8. To develop long term employment opportunities for young adults

I. Service Provider Selection

Describe the process used to select SYP service providers including any steps taken to include community based-organizations, faith-based organizations, and similar youth organizations to serve special youth participants facing barriers. The regional workforce board must follow their own locally established procurement policy and procedures in making the selection of a provider(s) for the planned summer youth program. (Note: The State has requested a waiver of the WIA requirement that all providers of youth services must be competitively procured. If granted, the

waiver will allow regional workforce boards to either add to existing contracts or, if allowed by their local procurement policy, issue a limited or non-competitive award.).

1. Describe any exception to a competitive process.

RESPONSE:

Utilizing the region's locally established procurement policy and procedures process of Miami-Dade County, Administrative Order No.: 3-38, in making the selection of the providers for the planned summer youth program, SFWIB waived the competitive procurement as in the best interest of SFWIB. A two-thirds (2/3) vote of the SFWIB was required to waive the competitive procurement process. Three providers were chosen to provide summer employment services to younger and older youth under the 2009 American Recovery and Reinvestment Act.

1. Miami-Dade County Public Schools (MDCPS) - serving younger and older youth
2. Monroe County School District (MCSD) - serving younger youth
3. Florida Keys Community College (FKCC) - serving older youth

SFW staff researched Federal, State and Miami-Dade County procurement statutes and policies for contracting directly with the local educational entities to provide summer employment services. As a result of the research and Legal Counsel advice, SFWIB is allowed to directly contract with another governmental agency and waive the competitive procurement if it is in the best interest of SFWIB.

Therefore, SFWIB directly contracted with Miami-Dade County Public Schools, Monroe County School District and Florida Keys Community College to provide summer employment activities under the 2009 American Recovery and Reinvestment Act for the following reasons:

1. MDCPS, MCSD and FKCC have the capacity to provide work experience activities to community youth
 2. Agencies have strategically located facilities to serve youth in their respective counties and municipalities
 3. Agencies will utilize their facilities to conduct intake and work readiness skills training
 4. Agencies have the capability of providing upfront funds to implement the summer program
 5. Agencies in employing youth are tax exempted, therefore more funds are available to serve more youth
 6. Agencies have the capacity to provide the appropriate work readiness skills to all age groups
2. Include in your description how information on the selection process and awardees will be made public.

RESPONSE:

The information of the selection process and awardees of the summer youth contracts were publicized at the SFWIB Meeting in April 2009, community and local organization events, local newspapers, television and radio announcement and the awardees' individual board meetings.

II. Program Administration/Operation

A. Outreach and Recruitment

1. Describe the local outreach (marketing) process used to inform eligible youth residing in your regional service area about the SYP including the involvement of local media, community based organizations, faith-based organizations, youth organizations, etc. in those outreach efforts.

RESPONSE:

SFW developed a plan of action that incorporated marketing, outreach and recruitment to local youth and employers. The plan included a detail flow of marketing, outreach and recruitment strategy activities that would coordinate and provide referrals between three summer providers in Miami-Dade and Monroe Counties.

SFW's main recruitment efforts for employers concentrated around employers who were capable of providing summer work experience to a large number of youth at one worksite (governmental departments, municipalities, schools). SFW recruited employers through an online summer registration process.

SFW's main recruitment efforts for youth concentrated on youth who were most at-risk and in need of workforce services. SFW partnered with Department of Children and Families, the Department of Juvenile Justice, agencies working with court involved youth and other youth agencies. SFW recruited community youth through an online summer registration process.

Outreach: SFW put in place an online registration and computerized lottery selection process for the 2009 ARRA Summer Youth Employment Program in order to guarantee fairness and in order to assist in proper worksite placement of the youth.

Youth Contact and Notification: SFW submitted the lottery selected youth online applications to the summer youth providers, who in return will contact and notify the youth about program information, required documentation, eligibility determination, program enrollment and where to report to bring appropriate eligibility documentation to begin the eligibility certification process.

Employer Contact and Notification: Employers who completed the SFW online registration received a letter of confirmation and program information, which served as verification of their online registration. The summer youth providers will contact the employer and provide additional program information, worksite orientation and worksite safety inspections.

B. Summer Youth Program Eligibility Determination

Describe the local process for determining youth eligible for the SYP. Please include a description of the local procedures used to:

1. Determine that an eligible youth is a low-income individual and is an individual who meets one or more of the following criteria:
 - (i) Deficient in basic literacy skills.
 - (ii) A school dropout.

- (iii) Homeless, a runaway, or a foster child.
- (iv) Pregnant or a parent.
- (v) An offender.
- (vi) An individual who requires additional assistance to complete an educational program or to secure and hold employment.

RESPONSE:

Through the online registration process, SFW programmed into the registration system a prescreening of income verses family size to determine preliminary eligibility. SFW is responsible for submitting youth registration information to the summer providers.

The summer providers are responsible for determining, collecting, documenting program eligibility and maintaining hard copy files. Registration, eligibility determination and intake shall include the completion of the SFW Youth Application, verification of hardcopy information provided in the application process and determination that the youth applicant meets the eligibility criteria established by WIA, 2009 ARRA and SFWIB.

All youth must meet eligibility criteria. Certification of program eligibility must be completed prior to program enrollment and participation activities for each youth.

Under the ARRA summer program, a youth is eligible for summer services if they are:

1. Identified as low-income and
2. Not currently active in a SFWIB youth program and
3. Between the ages of 14 through 24 and
4. A citizen of the United States or a non-citizen who is authorized by the Immigration and Naturalization Service; and
5. In compliance with the Selective Service Act (only relevant for males 18-24) and
6. Is a resident of Miami-Dade County or Monroe Counties and
7. Must have at least one barrier

Youth who receive services shall be eligible according to the low-income guidelines as defined by the 70% LLSIL Income Standards or Poverty Guidelines established by the U. S. Department of Health and Human Services.

The online registration process referenced specific questions about barriers to employment and youth were able to choose those barriers, as many that applied to them. The barriers from the online registration will be utilized to choose youth for the summer program.

SFWIB prioritizes youth service delivery to target the following youth populations, but is not limited to:

1. Veteran and their eligible spouses
2. Youth aging out of foster care
3. Youth in the foster care system
4. Youth with disabilities
5. Court Involved youth with the Department of Juvenile Justice
6. Youth offender
7. Resides in a high poverty census tract, economic distressed areas

8. Children of incarcerated parent(s)
9. Migrant youth
10. Out-of-school youth
11. Youth in Job Corps
12. Runaway youth
13. Homeless youth
14. High School dropout
15. Pregnant or parenting youth
16. Deficient in basic literacy skills (functioning below the ninth grade)

The Contractor shall be responsible for the 2009 ARRA eligibility determination, verification and intake process, collecting all required supporting documentation, completion of all necessary eligibility documents and maintenance of documentation.

SFW has developed a cheat sheet format that list all required documents/documentation that must be included in the youth files in order for the file to be considered as a completed file. Each barrier that is listed for each youth must have a hardcopy of that barrier contained in the file.

SFW has provided eligibility training sessions to the summer providers. SFW youth staff will visit summer providers to perform case file reviews for required paperwork/documentation.

2. Describe how the regional workforce board will apply the Priority of Service for Veterans and Eligible Spouses as required by 20 CFR, Part 1010, the regulations implementing priority of service for veterans and eligible spouses in the Department of Labor job training programs under the Jobs for Veterans Act published at 73 Federal Regulation 78132 on December 19, 2008.

RESPONSE:

The first priority group of youth to be targeted for the 2009 summer employment program, will be concentrated on veterans and their eligible spouse(s). The online registration process asked veterans to identify themselves. The veterans will be identified and the compiled list of the veterans will be submitted to the summer provider. The summer provider has been instructed to provide services the veterans and their eligible spouses. SFW will reconcile the veterans list with the summer provider's list to make sure that the veterans and their eligible spouses were contacted, invited to participate in the summer program, completion of eligibility paperwork, received orientation and work readiness skills and placed at a worksite.

3. Describe the process used to identify an "additional" barrier to employment for youth served under the "five percent window" (youth who are not low income) as referenced in 20 CFR 664.220. (Note: This additional barrier may only be applied to youth served under the "window").

RESPONSE:

Youth applicants who do not meet WIA income requirements may be eligible for special consideration if they meet one or more of the barriers referenced below, but may not be limited to:

1. Not at grade parity (one or more grades levels below the grade level appropriate to the individual's age)
2. An individual who requires additional assistance to complete an educational program
3. Unable to secure or hold employment
4. Gang involved/affiliated/affected activities
5. An emancipated minor
6. Physically and mentally challenged
7. Victim of domestic violence/sexual or child abuse
8. Language and cultural barriers
9. Identifiable mental health issues
10. Lacking significant or positive work history
11. Having one or more disabilities including learning disabilities
12. Personal/family substance abuse
13. Alienated by sexual preference
14. Enrolled in an alternative education program
15. Migrant family member
16. Lacking affordable housing
17. Significant geographical barriers to accessing youth development services

The Contractor shall submit requests for approval of special considerations in writing to SFWIB Youth Staff. These considerations shall be reviewed, on a case-by-case basis and approval or denial shall be submitted in writing to the Contractor by SFWIB.

4. Describe the process that will be used to ensure that a minimum of 30 percent of the funds are expended on serving out-of-school youth.

RESPONSE:

During the funding allocation process, sixty percent of the funding was awarded to summer providers providing out-of-school youth services and forty percent awarded to summer providers providing services to in-school youth.

C. Objective Assessment and Individual Service Strategy (ISS)

2. Describe the type of assessment and individual service strategy used for SYP youth.

RESPONSE:

Each enrolled youth shall be provided pre and post employability assessments to determine their employment skill level(s). The assessment process will initiate the development of the youth's Individual Service Strategy/Employment Plan (ISSEP). The assessment process will include a review of the youth's interests, aptitudes, work maturity skills and employability skill levels prior to being placed at an assigned worksite. The goal is to accurately evaluate the youth in order to develop an appropriate service strategy to meet his/her individual employment needs.

Prior to worksite assignment, all youth will be pre and post tested using the same pre and post tests to show whether or not the youth improved as a result of the work readiness training session. All youth must show improvement before they can begin their work activities.

Each youth during their work-based activities will be evaluated bi-weekly by the worksite supervisor or alternate supervisor. The work maturity evaluations can be another form of an assessment tool.

The Individual Service Strategy/Employment Plan (ISSEP) will be age appropriate, individualized written plan of goals that includes the development of work readiness and employment skill activities. The ISSEP will be developed for each youth participant identifying age-appropriate career goals and consideration of the assessment results for each youth, identify employment goals, services provided, work readiness, start and end dates and identification information. The ISSEP should be developed in partnership with the youth.

D. Allowable Youth Activities and Services

Describe the activities and services available to youth enrolled in the SYP including the type of activity the youth will participate in such as work experience/work readiness, blended academic/work experience, job shadowing, internships, customized training, occupational skills training, etc. The description must include the following:

RESPONSE:

Work Readiness Skills Training

There is a mandatory requirement that all youth regardless of experience must complete twenty (20) hours of work readiness skills training before being placed in a work activity. Documentation for work readiness skills will contain a pre and post test. The post test shall show an increase in the youth's knowledge of work readiness skills.

Work readiness will be provided to all youth, not only with written information but also with direct experience in a variety of occupations and work activities. Work readiness skills training will be a structured pre-placement activity consisting of structured classroom-based work readiness activities that are designed to provide youth with instructions to include, but not limited to: skills in resume writing, job interviewing skills, completing employment applications, telephone techniques, follow-up letters and other pre-employment skill activities, occupational information, labor market information, job search techniques, positive work habits, attitudes and behavior such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions, completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability and assuming the responsibilities involved in maintaining a job.

Work readiness skills training will also include skills required to get hired for a job, including, but are not limited to the following:

- Making Career Decisions
- Using Labor Market information for Job Search
- Preparing a Resume
- Completing Job Applications
- Handling Job Interviews
- developing motivation and adaptability
- **effective coping and problem-solving skills**
- acquiring an improved self image

Providers will incorporate age appropriate levels of work readiness instructions to all youth who lack work experience as well as advanced work readiness that focuses on advanced skills for those youth who have experience in the working environment.

Work Maturity Skills

Work maturity skills will involve the employer evaluating the youth and must be a part of the work-based activities. The employer shall complete work maturity evaluations for each youth. Work maturity evaluations shall be completed bi-weekly by the assigned worksite supervisor or alternate supervisor. Work maturity skills will be required to meet employer expectations for dependability and productivity that are essential to enable youth to maintain a job to include, but are not limited to the following:

- Attendance
- Punctuality
- Positive Attitude/Behavior
- Appearance
- Interpersonal Relations
- Task Completion

Work Based Activities

Work based activities are the core component of the summer employment program. The summer program work based activities will be a learning opportunity that takes place at a worksite and provide experiences for youth to understand the relevance of what is learned in work readiness activities and connect that knowledge to what it takes to be successful in the workplace. Work based activities will be designed to enable youth to gain exposure to the working world. Work activities will be relevant to the youth's interest.

Work based activities will be well-structured learning experiences that are provided in the non-profit, profit and public sector for the summer months. Work based activities will offer work assignments to the youth that are customized to career goals and career specific skill levels. Work based activities will help the youth to acquire the personal attributes, knowledge and skills needed to obtain a job and advance in employment opportunities. The purpose of the work based activities is to provide the youth with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may in fact benefit from the activities performed by the youth.

While participating in the 2009 ARRA Summer Youth Employment Program the youth shall be provided instructions and performance critique, which shall challenge the youth to perform well and work in consultation with program staff and the employer as appropriate.

1. Describe if year-round youth will be enrolled in the SYP and include the kind of assessment provided; individual service strategy development; and how literacy and numeracy goal(s) will be determined, set, tracked, and documented.

RESPONSE:

SFW plans to expend the ARRA funding during the months between May and September 2009. There are no plans as of this date to provide year round services to youth.

2. Describe the type of supportive service that will be provided to SYP youth. Attach a copy of the process that will be followed when determining if a participant is eligible for supportive services and how that support service is proved.

RESPONSE:

SFWIB will not provide support services to the summer youth participant. The summer provider's may provide in kind services such as transportation services.

3. Describe if wages, stipends, and/or performance incentives will be provided to SYP youth and the amount. If a combination of payment types is used, detail when each type will be used. Regional Workforce Boards should follow the guidance issued by the State on when the payment of a stipend or incentive may be appropriate.

RESPONSE:

SFWIB will provide wages to all youth participants. No other form of payment for summer program participation will be utilized.

4. Indicate if the regional workforce board plans to allow older participants to continue in work experience beyond the summer months. The State has requested a waiver to allow the use of the "work readiness" indicator as the only performance measure for those participants.

RESPONSE:

SFWIB plans to end the summer employment program activities as of 9/30/09. However, if the requested waiver by the State is allowed for the use of the "work readiness" indicator as the only performance measure for summer youth participants, SFWIB will consider the summer activities to go beyond the mandated summer end date. SFWIB will probably target the out of school youth for the remainder of the summer activities that go beyond 9/30/09, if the waiver is approved.

E. Work Readiness Indicator (Goal) Measurement

1. Describe the process and tools that will be used to establish an age appropriate work readiness goal and the process and tool to determine if a "measurable gain" in work readiness skill has been achieved as a result of participation in the SYP. Also include in the description the process and tools that will be used to verify any other goal that has been established to signify a successful completion of the summer program.

RESPONSE:

The work readiness tool to be used to establish an age appropriate work readiness goal that will be administered by the individual summer providers. The summer providers will utilize their standardized tools that are presented to youth during their regular school year activities for work preparation. A pre work readiness test will be issued to the youth before they start the actual work readiness skill classes. In order for a youth to be placed in work-based activities, the youth must complete a post work readiness test. Both tests will be the same, in order to show a gain in work readiness knowledge.

F. Worksite Development

1. Describe the local SYP worksite development process. Attach a copy of a sample worksite agreement. (Attachment "A")

RESPONSE:

South Florida Workforce Investment Board to effectively and efficiently manage the delivery of summer youth employment activities coordinated outreach and recruitment efforts for the employers. SFWIB informed employers of the 2009 ARRA Summer Youth Employment Program through coordinated efforts of an online registration process and a mass media campaign. SFWIB provided advertising and materials to the community and to employers notifying them of the 2009 ARRA Summer Youth Employment Program.

SFWIB sent letters of confirmation and program information to the employer, which served as a verification of their online registration. For those employers who registered online, SFWIB will forward the employer information to the summer providers, who will contact the employer, provide training and worksite orientations.

2. Provide the number of worksite agreements that have been developed to date. Attach a list of worksites and include the following information: (**Attachment "B"**)

- Service Provider's Name;
- Number of job positions developed; and
- Wage range of positions at the sites.

RESPONSE:

The summer providers who will provide summer activities in Region 23: Miami-Dade County Public Schools and Florida Keys Community College. .

Miami-Dade County

Number of slots/positions developed: 4,419 slots/positions were developed

2,350 – slots/positions from governmental worksites

1,003 – slots/positions from non-profit worksites

1,066 – slots/positions from profit worksites

Monroe County/Florida Keys

Number of slots/positions developed: 279 slots/positions were developed

70 – slots/positions from governmental worksites

177 – slots/positions from non-profit worksites

32 – slots/positions from for profit worksites

Miami-Dade County

Number of employers/worksites recruited: 677 employers/worksites were recruited

425 – governmental worksites

112 – non-profit worksites

140 – for profit worksites

Monroe County/Florida Keys

Number of employers/worksites recruited: 45 employers/worksites were recruited

8 – governmental worksites

23 – non-profit worksites

14 – for profit worksites

Wage range for younger youth in Miami Dade County - \$8.00 hourly

Wage range for older youth in Miami Dade County - \$10.00 hourly

Wage range for younger and older youth in Monroe County - \$10.00 hourly

3. Provide a description of how the designated SYP provider(s) will encourage the development of worksites that include “green” job work experiences.

RESPONSE:

As local organizations and businesses embrace the green economy, SFWIB is ensuring that the youth in our communities are prepared to access the jobs that this movement will create. SFWIB has partnered with Miami-Dade County, the City of Miami and other employers to provide green summer work experience positions that will provide youth with green job experiences. The City of Miami created 125 positions for youth to be placed within the City of Miami’s Neighborhood Centers to participate in the Teen Green Clean Project. Miami-Dade County – Water and Sewer Department and Waste Management Departments will employ youth to learn and work with green job initiatives. In Monroe County, there is an initiative entitled Green Living & Energy Education (GLEE) that will introduce youth to the green job experiences.

4. If the regional workforce board elects to develop worksites in the private for profit sector, describe the guidelines that the board will follow to select participating for profit employers and the guidelines in place to ensure that the placement of youth at the worksite does not unfavorably impact other employers engaged in the same business.

RESPONSE:

SFWIB main focus was to recruit employers county wide who are capable of providing summer work experience for a large number of youth at one worksite location (governmental departments, municipalities, schools), mainly because of the large number of youth to be recruited and placed at worksites and the logistics of the worksites. SFWIB online registration stressed that employers should register if they were interested in participating in the summer program and was in need of placing five or more youth at their location.

The summer provider will have the responsibility of inspecting the recruited/selected worksites and interviewing the worksite supervisors. It will be the responsibility of the summer provider to inform SFWIB of any placement of youth at a worksite that may unfavorably impact other employees/employers. The summer providers will utilize standardized forms to inspect, monitor, interview worksite supervisors and the youth. SFWIB youth staff will visit worksites, talk to staff, review and monitor worksites as well.

The Worksite Agreement states that “The Employer assures that a work experience position has not been created as the result of, or shall not result in, any of the following: displacement or reduction of hours of current employees; cancellation of contractual services or the freezing of the hiring of new employees as a result of youth participants assigned to the worksite. Youth participants shall not be placed into a regularly budgeted position classification in which current vacancies exist.”

5. Provide a description of how the SYP provider(s) will ensure that participants and worksite employers are aware of workplace health and safety guidelines.

RESPONSE:

Summer providers will perform worksite inspections for hazardous, sanitary and safety, provide worksite orientations, interview worksite supervisors and youth. The Worksite Agreement includes statements about the worksite health and safety requirements, which is signed by the worksite supervisor. During the work readiness classes, summer providers will detail the health and safety guidelines to the youth. Both the employer and the youth will receive instructions on the child labor law requirements. SFWIB summer staff will monitor worksites and interview supervisors and youth. Standardized forms will be utilized for this process.

G. Summer Youth Program Training and Technical Assistance

1. Describe the local process for providing training to SYP worksite supervisors.

RESPONSE:

The summer providers will be responsible for providing training to the worksite supervisors and alternate supervisors and other employer staff who will be involved in supervising the youth. The training will consist of, but is not limited to:

1. Completing the worksite agreement with the supervisor and explaining in great detail the requirements of the worksite agreement
2. Providing a worksite orientation of program requirements to all supervisory personnel in order for the staff to understand the responsibilities for providing work activities to the youth, but are not limited to: work policies (work hours, time and attendance procedures), job safety (emergency and accident procedures), worksite expectations (job description, duties and responsibilities) and sign-in/out procedures, holidays, disciplinary actions, payroll process, youth work maturity evaluations and etc.
3. Performing worksite inspections for Occupational Safety and Health Administration Act (OSHA) requirements to ensure a safe and sanitary working environment for the youth
4. Explaining federal and state child labor law requirements, rules and regulations in the assignment of work to the youth and making sure youth are not performing any duties that are in violation of the child labor laws.
5. Providing instructions to the worksite supervisor to ensure the development of the youth's work maturity skills and the evaluation of those skills
6. Explaining all details and reasoning for all required worksite paperwork: Inclement Weather Form, Youth Emergency Medical Form, Job Description and Work Assignment Form, Sign in & Out Logs, Injury/Incident Form, provider's contact information and the youth's work schedule
7. Meeting with worksite supervisors bi-weekly to discuss performance and progress, as well as, any other issues pertaining to the youth
8. Continued monitoring of all worksite activities and related activities for each youth through out the summer program
9. Explaining to the assigned worksite supervisor and alternate supervisor that they are responsible for monitoring the daily work activities and will provide direct supervision and instructions to the youth

2. Describe the local process for providing staff support and technical assistance to worksite supervisors and youth assigned to worksites.

RESPONSE:

SFWIB year round permanent staff and summer staff will act as liaisons between the employer, youth and summer providers. Staff will visit worksites to interview worksite supervisors, alternate supervisors and youth. Where needed, staff will provide support and technical assistance, as well as, trouble shoot on the behalf of SFWIB. Staff will perform the following tasks, but are not limited to:

1. Visit worksites to ensure that youth are provided daily guidance and adequate supervision at all times and to provide on-site support
2. Interviews of supervisors and youth will occur by utilizing a standardized questionnaire format
3. Making sure that compliance of the Worksite Agreement is being carried out by the worksite supervisors
4. As situations arise, SFWIB will be available to resolve



7.

SFWIB – Youth Council

October 15, 2009

**Recommendation as to Approval of an
Allocation of TANF Surplus Funds**

RECOMMENDATION

SFWIB staff recommends that the Youth Council recommends to the Board the approval to waive the competitive procurement process and award to Miami-Dade College an allocation of \$450,000 in TANF surplus funds, as set forth below.

BACKGROUND

Take Stock in Children (TSIC) and 5,000 Role Models of Excellence are programs that work with youth that are economically disadvantaged at-risk youth. The 5,000 Role Models of Excellence program in particular works with at-risk minority males. The programs work to keep youth in-school and offer scholarships to youth who successfully complete. SFWIB has provided scholarships to both TSIC and 5,000 Role Models of Excellence.

In the best interest of the SFWIB, an allocation of \$450,000 in TANF surplus funds is required to allow the Miami-Dade College to purchase the scholarships for Take Stock in Children and the 5,000 Role Models of Excellence.

The allocation to purchase scholarships for Take Stock in Children and the 5,000 Role Models of Excellence programs is as follows:

- Take Stock in Children \$200,000
- 5,000 Role Models of Excellence \$100,000
- Programmatic and Administrative costs \$150,000

In following the procurement process of Miami-Dade County, Administrative Order No.: 3-38, it is recommended that SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award to Miami-Dade College an allocation of \$450,000 in TANF surplus funds to purchase the scholarships for TSIC and 5,000 Role Models and administration of the program.