SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

YOUTH COUNCIL &
ECONOMIC DEVELOPMENT AND INDUSTRY SECTOR JOINT COMMITTEE MEETING

Tuesday, October 9, 2012
2:00 P.M.

South Florida Workforce Investment Board Headquarters
7300 Corporate Center Drive
5th Floor - Conference Room 3
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of Youth Council & EDIS Joint Committee Meeting Minutes
   A. September 11, 2012
3. The Age 14 to 24 Agenda: Update

September 11, 2012 at 2:00 P.M
SFWIB Headquarters
7300 Corporate Center Drive, Suite 500
Miami, FL 33126

MEMBERS IN ATTENDANCE	SFWIB Staff	Other Attendees:
1. Brown, Clarence, *Youth Council Chairman* 2. Perez, Andy, *EDIS Committee Chairman* 3. Brown, Willie J. 4. Regueiro, Maria C. 5. Roth, Thomas 6. Scott, Kenneth 7. Walker, Wanda MEMBERS NOT IN ATTENDANCE 8. Brecheisen, Bruce 9. Diggs, Bill 10. Jennings, Donna 11. Ludwig, Philipp 12. Rodriguez-Roig, Alex 13. Russo, Monica 14. Talbert, Gregg 15. Wiedman, Holly SFWIB STAFF Morgan, Myria	Beasley, Rick Desrameaux, Raphaelle Edwards, Phillip Jean-Baptiste, Antoinette Kaveheri, Cheri Morgan, Myria Shorter, Patricia	Barroso, Lupe – *Adults Mankind Organization, Inc. (AMO)* Castillo, Alicia – *Adults Mankind Organization, Inc. (AMO)* Dorsett, Deborah – *Greater Miami Service Corp. (GMSC)* Farinas, Irene - *Adult Mankind Organization, Inc. (AMO)* Freedman, David – *Transition, Inc.* Opalacios – *Florida National University (FNU)* Rodriguez, Maria – *Youth Co-Op, Inc.* Sante, Alicia – *Youth Co-Op, Inc.* Someillan, Ana – *Adult Mankind Organization, Inc. (AMO)* Tharpe, Towanda – *Greater Miami Service Corp. (GMSC)*

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

1. **Call to Order and Introductions**
   EDIS Committee Chairman, Andy Perez called the meeting to order at 2:18pm, asked all those present to introduce themselves and explained the purpose of today's meeting.

2. **SFWIB Strategic Planning Workshop Overview**

[Mr. Clarence Brown Arrived]

   Mr. Andy Perez introduced the item. Executive Director, Rick Beasley further discussed and provided a recap on the six (6) following projects approved by the Board at the Strategic Planning Workshop held on June 2nd:

- Project 1: Ensure a Living, Rapid Response Plan is in Place
- Project 2: Create Employers' Advisory Council
- Project 3: SFWIB Staff Communicates' Collaborates with Key Trade Groups and Associations on Critical Talent Needs and Trends
- Project 4: The Age 14 to 24 Agenda (14/24)
- Project 5: Raise Bar / Once Stop Performance Consistency
- Project 6: Brand Agenda

[Ms. Maria Regueiro Arrived]

3. Information – U.S. News Report on Education Indicators

Mr. Andy Perez introduced the item. Mr. Beasley further discussed and reviewed with the members an article from *U.S. News and World Report* on education indicators.

Mr. Beasley later discussed proposed funding cuts for Early Learning Coalition, Inc.

4. Information – the 14 to 24 Agenda (14-24)

Mr. Perez introduced the item and Mr. Clarence Brown further discussed requesting an open discussion with those seated in the audience that comprised of career center staff and youth participants.

"Are Resources Located in the Right Places?"

The first question was whether resources are properly aligned and the following feedback was given:

- Limited technology (computer/bandwidth) in career centers
  - Limited access, tools and computers.
- Limited spaces to accommodate the volume of walk-ins career centers receive daily (need larger facilities) / limited access to services.
- The need for youth opportunity centers that will solely focus on servicing youths

Action Item:

The members present recommended finding resources for internet services, hardware upgrade, and additional computers.

Homework:

The following homework was assigned by Mr. Perez for service providers to submit to staff:

1. List the top three hardware devices needed to better serve youth participants; specify quantity.
2. Provide the amount of square footage needed to better serve youth participants.
3. List two (2) relationship bridges that are failing in both in-school and out-of-school programs.
4. List the top three (3) industries/occupational areas that youth participants show interest in.
5. Provide five ways service providers can improve outreach efforts.
6. List best practices.

Success stories were later given by members in the audience.

With regards to limited space, Mr. Roth recommended offering extended services in the evenings and on weekends to provide services to youths. Mr. Clarence Brown also recommended contacting Miami-Dade County Public Housing and Community Development department for potential space.

"Is Outreach Strategic?"

"Is Funding Adequate?"

What types of strategic approaches are currently being implemented?

- A representative from Transition, Inc. shared with the members its strategic approach.

When asked whether outreach is strategic, the following feedback was received:

- Lack of strategic approach
  - Communication Gap: SFW needs to continue seeking partnerships with other organizations that primarily provides services to youths
  - Continued partnership with the Beacon Council, One Community One Goal.

Mr. Clarence Brown asked whether SFW currently partners with agencies that provide youth services. SFWIB Youth Programs Manager responded, "Yes", however, noted there are not enough youth programs/ career centers within Miami-Dade County, specifically in the northwest areas and overtown.

Mr. Scott briefly shared his concern regarding the challenges with hiring ex-offenders.

[Ms. Wanda Walker Arrived]

Members in the audience shared their concerns regarding issues with recruiting and screening. Ms. Morgan further explained the process as well as future changes.

The members suggested setting up access points at various locations throughout Miami-Dade and Monroe counties for on-the-spot eligibility.

Discussion on Project 5: Raise the Bar/ One Stop Performance and Consistency

Mr. Perez provided a recap on the feedback given by employers at the business roundtable that was held in May, and recommended two follow-up open discussion meetings. He requested staff invite employers and participants.

The following were suggested by service providers:

[Mr. Roth left the meeting room]

- Simplifying system
- Launch a test pilot
- Keep everyone abreast of latest changes

Mr. Perez requested feedback from the youth participants and the following was provided:

- The uncomfortable feeling of having various types of people in the career centers/ safety concerns.
- Children running around in the centers, specifically at the Northside career center
- Not enough space or time to use the computers to search for jobs.

Meeting adjourned at 3:53pm.

south florida **Workforce** member: Employ Florida	**3.**
	Youth Council & EDIS Joint Committee Meeting
	October 9, 2012
	The Age 14 to 24 Agenda Update

Information Item

BACKGROUND

The Youth Council and EDIS Committee co-hosted a meeting on September 11, 2012. The purpose of the meeting was to provide council and committee members as well as SFWIB and Youth Provider staff members a forum to consider the goals set at the agency's Program Year 2012-13 Strategic Planning Workshop and an opportunity to collaborate on the development of strategies and/or policies specifically applicable to Youth Programs and Career Center operations.

During the meeting the following items were addressed:

Project # 4: The Age 14 to 24 Agenda

This project focuses on whether the agency's youth programs are tailored to meet desired outcomes for the age 14 to 24 population.

Project# 5: Raise the Bar One-Stop Performance Consistency

This project focuses on improving Career Center and Youth Partner's operations through the standardization of service delivery techniques (e.g. customer service, performance expectations, and business programs).

Prior to closing the meeting, the council and committee members assigned homework to SFWIB and Youth Provider staff. The homework involved gathering data responsive to the following listed areas of interest:

1. List the top three hardware devices needed by youth participants at the career centers; specify quantity.
2. Provide the amount of square footage needed to better serve youth participants.
3. List two relationship bridges that are failing in both the in-school and out-of-school youth programs.
4. List the top three industries/occupational areas that youth participants show interest in.
5. Provide five ways service providers can improve outreach efforts.
6. List best practices.

The attached document reflects SFWIB and Youth Provider staff members' responses to the homework.

Attachment

Service Provider's Responses to the Six Assignments

1. List Top Hardware Devices Needed:

Our Youth program is dedicated to providing academic and career linkage to youth that are most at risk (14-21 years of age), including those who have already dropped out of High School.

Our target customer includes youth with several barriers and life challenges (offenders, youth with disabilities, foster youth, etc), who struggle most with basic skills. Over 97% of the youth served last year were identified as deficient in reading, math, and/or language skills. About 70% of the out-of-school youth served last year were identified as not having a high school diploma.

Academic / Educational Advancement - Tutoring is one the key components of our Stay in School and Out of School Program, designed to improve study skills, GED preparation, remedial education, literacy training, basic skills instructions leading to secondary school completion, including dropout prevention strategies.

Our contracts as well as the performance measures of the state require:

1. Basic Skills attainment
2. Credential attainment (including high school diploma).
3. Post-secondary Education.
4. Advanced Training.
5. Employment.

Any youth that enters the program without a high school diploma must obtain a high school diploma or GED in order to obtain a positive outcome for the program.

Current State: Youth Providers use interactive educational software and online services from the State (DOE), and the Department of Labor. Some of them include quizzes, videos and lessons given to the student to assess, test and monitor the individual's progression. Other online sources integrate components of employability skills and labor market information that help our youth to get job ready through a series of real life examples of how to apply for a job and how to conduct oneself during the interview.

Currently, computers provided at Career Centers are older models such as (Dell Optiplex) released between 2003 and 2004. As technology has been advancing in a fast pace, these computers have become defective and not able to run properly with software needed, preventing hardware to be used effectively.

Goal: As technology advances at an increasingly faster pace and the internet becomes the source for providing up-to-date information, the latest teaching skills and most importantly access to quality online services, so does the need for current and up-to-date PC's and software.

This is a basic need for us to minimally meet the requirements that our new and technocratic world demands. In this digital age, in order to meet education and program goals it is essential to incorporate fast and up-to-date technology in the classroom. "When technology is a routine part of their school experience, student attendance improves and dropout rates decline".

Recommendations: In order to effectively serve the number of youth stipulated in our contracts, service providers need the proper equipment and space to accommodate youth. Some of these needs are:

1. State of the art student lab with the appropriate number of equipment and computers (one per student).
2. Accessibility and sufficient space must be considered according to each office's youth customers and staff.
3. Overhead projectors and printers.
4. Internet access: to playback multimedia files and an internet connection with sufficient bandwidth to run at least 25- 30 computers in the lab at the same time.
5. PC's and internet compatibility with New GED format (computer based) to be released in 2014.

At risk students show substantial improvement when technology is introduced into their curriculum. Experts believe the reason for this is that technology provides educators with a way to individualize and customize the curriculum to match learners' developmental needs and also provide a nonthreatening and motivating environment for repetitious learning tasks.

Additional technical support needed:

1. Streamlined and expedited procurement process for providers for the approval of acquisition of new equipment. Allow each provider to submit three bids and purchase equipment.
2. Timely delivery and availability of needed hardware at each Youth location.
3. For programs operating within the career centers: An enhanced and reliable technical support with full service maintenance for youth program hardware.
   a. IT support for Youth Custom projects and related activities during year round and summer activities.
   b. Count with an Educational Technologist or IT consultant for the Youth Program that could provide ongoing support on the design for the needed infrastructure, assessment of current equipment, and monitoring of the effectiveness of hardware for youth program activities and services.
   c. Technological expert matters assistance in providing solution design for youth program needs.
   d. IT onsite support to ensure compatibility, applicability and proper usage of different software and online educational resources needed.
4. Provide share boards or unified virtual access, to be able to share activities, resources and best practices among youth providers.
5. Count with internet connection, configuration and operating systems that will meet standards needed to enable the proper usage of educational software and online resources needed for Youth Program. (Virtual lessons, videos, materials, quizzes, assessments, etc).

6. Provide hard ware and space accessibility for youth program activities at Access Points current available.

2. <u>**Provide the Amount of Square Footage Needed to Better Serve the Community**</u>

Approximately 2500 sq. ft. to 7000 sq ft. of youth friendly space conducive to learning. The number of sq. ft. should take into account the number of youth to be served. For example: a service provider for the out-of-school program will need to conduct the following services: eligibility, GED tutoring, Work Readiness classes, Leadership classes, testing, and individual tutoring. With an assigned caseload of 400 out-of-school youth, the service provider will need at least the following meeting rooms to be able to accommodate the daily flow of customers required in two shifts:

- A GED classroom
- Work Readiness classroom
- Tutoring space (lab)
- Activity room for Mentoring, Leadership Training, Life Skills, etc.
- Eligibility area (privacy required)
- Case management offices (privacy required)
- Have SFW review existing Access Centers or community agencies that may have space available to host our programs.
- If it is determined that Youth Programs should be inside Career Centers, consider moving one of the two providers in Northside to another Center that does not currently have a Youth Program. And further allow youth program staff to access Career Center resource and space to assist their participants.

3. <u>**List Relationship Bridges That are Failing in Both ISY and OSY Programs**</u>

Miami Dade County Public Schools

Current State: Each service provider has independent relationships with high schools, thus working independently from each other and with no consistency between schools or providers.

Goal: We suggest that South Florida Workforce (SFW) coordinate at the regional level with Miami Dade County Public Schools (MDCPS) District staff to ensure that all high schools are aware of the services available through our programs; outlines each party's commitment to serve the youth; and creates one protocol that all schools and service providers can follow. A Memorandum of Understanding (MOU) should outline this goal and be executed by SFW and District administration.

The MOU should identify that SFW funded service providers will provide workforce development activities, life skills training, and academic assistance. MDCPS schools will be required to provide facility, space for participant and Career Advisors to meet, classroom space for training with adequate resources (i.e. computer, black board). This partnership must also delineate authority to ISY providers to access Adult Education facilities, since some of the activities crossover into the Adult Education jurisdiction.

Specific Items to be Addressed in MOU:

1. Space and resources dedicated space that allows service providers to coordinate visits and ability to meet with participants:

    a. Access to computer lab for student training that allows the use of internet curriculum utilized by SFW service providers (i.e. academic tutoring, work skills, life skills). Ability to communicate with MDCPS – IT Department to remove blocked sites with justification for the site access.

    b. MOU should include protocol that both high school and Adult Education understand that ISY providers have access to space and resources even after the high school day has ended and activities crossover to Adult Education School. The MOU will be recognized by all parties.

2. Communication between service providers and school board staff:

    a. SFW should coordinate with the District to provide information to parents in any parent or student outreach function (e.g. Parent Open House, Career Day). We should be able to send a representative to any event and provide summary of activities and benefits that are currently available at their high school.
    b. Reach out to the Parent Academy and provide information and outreach information about the program and schedule workshops as needed.
    c. Include a link from parent portal or each high school's website to SFW website – Youth Programs page.
    d. Allow for at least quarterly meeting hosted at SFW with local high school representatives and service provider's staff to discuss outreach efforts. School staff should provide a report that identifies students that are failing or at risk of dropping out in their particular school. This information will help ISY providers target students that are in need of our services.
    e. Address the importance of obtaining and sharing of information between all parties, including school records. This may be further facilitated by dedicating a liaison at the school level who will provide potential participant school records.
    f. We suggest that SFW coordinate with high schools and refer them to ISY or OSY providers based on participant's geographic location and need.
    g. SFW should coordinate with the District to provide information to parents in any parent or student outreach function (e.g. Parent Open House, Career Day). We should be able to send a representative to any event and provide summary of activities and benefits that are currently available at their high school.

h. Reach out to the Parent Academy and provide information and outreach information about the program and schedule workshops as needed.
i. Include a link from parent portal or each high school's website to SFW website – Youth Programs page.
j. Allow for at least quarterly meeting hosted at SFW with local high school representatives and service provider's staff to discuss outreach efforts. School staff should provide a report that identifies students that are failing or at risk of dropping out in their particular school. This information will help ISY providers target students that are in need of our services.
k. Address the importance of obtaining and sharing of information between all parties, including school records. This may be further facilitated by dedicating a liaison at the school level who will provide potential participant school records.
l. We suggest that SFW coordinate with high schools and refer them to ISY or OSY providers based on participant's geographic location and need.

Business Community

Current State: Each service provider has established relationships with local employers to provide work experience or mentoring opportunities.

Goal: We suggest that South Florida Workforce (SFW) coordinate at the regional level with the business community by accessing venues such as the Beacon Council, Chamber of Commerce, CAMACOL, unions, city and municipality government offices, parks and recreation, and other economic development groups. The Goal is to develop positive, engaging and learning opportunities where youth can gain the skills needed to successfully transition into the workforce; thus, creating meaningful work experiences, partnering with strong career mentors, or fostering real career laddering positions that lead to high growth high wage careers.

SFW should be more inclusive of its youth programs when going after business opportunities. The SFW Business Unit should advocate for our youth programs in addition to the career centers. Among the services provided by the Business Consultants, they should also promote work experience, youth internships, and career mentoring opportunities when visiting employers. Database (EFM) should have a field to identify companies/employers that accept these types of activities in their facility.

Training vendors can also assist in developing employer relations and work experience opportunities. We should participate in orientation events held by Training Vendors, allow staff to obtain and provide information about each other's programs.

Board members could partake in career mentoring activities. SFW Board Members can act as a youth mentor during the summer. Board members can also assist by encouraging other employers to provide similar opportunities.

Through the alliance made with the employers, we can target the high growth, high wage industries and recruit new participants at the schools with those specific academies. The goal would be to create a pathway program that during the summers we could provide a true internship experience for two summers after Junior and Senior Year. The knowledge the student has acquired during the year can then be placed into practice through these internships; again stressing the importance of building and strengthening these two relationships (School System and Business Community).

Career Center & Youth Programs

SFW should promote synergy between youth provider staff and career center staff. Youth provider staff should be able to access career center resources for the purpose of assisting our participants (e.g. going into to any career center resource area with a youth participant to assist in preparing the resume).

Ensure that career center staff is aware of youth program activities and goals. Provide technical training so career center staff identifies individuals that will benefit from enrolling in our youth programs and provide appropriate referrals.

SFW should update contact information on the SFW website every 6 months and include satellite information, and include email links.

SFW should provide a list of contact information of funded and unfunded SFW partners (e.g. Access Points, Training Vendors). This will facilitate service providers in identifying resources that can be leveraged and another form of outreach.

4. List Top Industries/Occupational Areas that Youth Participants Show an Interest

1. Medical – Health Care Occupations
2. Information Technology
3. Hospitality and Tourism
4. Automotive Technology
5. Criminal Justice – Law Enforcement

5. Provide Ways that service Providers Can Improve Outreach Efforts:

1. Through an established relationship with the Miami Dade County Public Schools Through various organizations such as the Beacon Council, Chamber of Commerce, and unions
2. Media – public service ads, includes success stories from employer who hire youth, thus promoting these companies as well.
3. Use Access Points as a way to communicate to the residents in the area
4. Update the SFW website and allow for more information to be displayed (provide all sites including satellite offices, contact information, services provided, emails, etc.).
5. Continue quarterly youth meetings and invite different organizations to present their programs to the funded service providers.
6. Through an established relationship with the Miami Dade County Public Schools
7. Through various organizations such as the Beacon Council, Chamber of Commerce, and unions.
8. Media – public service ads, includes success stories from employer who hire youth, thus promoting these companies as well.
9. Use Access Points as a way to communicate to the residents in the area
10. Update the SFW website and allow for more information to be displayed (provide all sites including satellite offices, contact information, services provided, emails, etc.).

11. Continue quarterly youth meetings and invite different organizations to present their programs to the funded service providers.

6. **List Some Best Practices to be Shared:**

1. Greater consultation with Service Providers, as community stakeholders, will strengthen programs for determining the number of youth to be served, outcomes to be achieved based on resources, tools, and space available.
2. Implementing a yearly conference for youth programs where best practices can be discussed, innovative projects, and evaluation of results to identify areas for improvement, etc.
3. Information provided to those interested in applying for the Summer Programs via the SFWIB web page should include a clear statement that any information provided will need to be verified. Also, clarification needs to be provided that income verification will need to be provided for the last 6 months for every member of the household.
4. Use the tools we already have to highlight this region's best practices/program successes. By tools we mean the SFW Newsletter, having one provider present a success story at each SFWIB board meeting, etc.
5. Instead of contracting out for a Mystery Shopper to evaluate services, why do we not work together in amending the areas where we know there are deficiencies that have been already identified. The last Mystery Shopper report can be used as a basis to address needs, as well as the many discussions that took place between service providers and SFWIB staff. $50,000 can go a long way in adding much needed resources to our youth programs.
6. Annual open house/ parent-career advisor night where the parents can come and learn/ask questions about the program. Then provide them with a survey a few months after the participant starts the program to see if the parent thinks their child has improved.
7. To maximize space by partnering with Miami-Dade County Public Schools and Miami-Dade College to provide life skills and work readiness classes. This provides a different learning environment for youth.
8. Monthly or yearly events to recognize youth for their accomplishments, e.g., picnics, graduation ceremonies, community gatherings, etc.
9. Partner with public/private organizations for internship and work experience opportunities for youth.
10. Develop in concert with youth community service projects that impact the communities in which youth reside. This creates self-esteem within each youth and provides an opportunity for youth to give back to their community.
11. Use Techsoup.com and Good360.com for non-profit. They have hardware, software, and other items for purchase at significantly discounted rate.
12. Implement an online Bulletin Board managed by SFW staff that includes specific information that affects our youth: best practices, resource available in the community, events, and program tips. This website should be updated on a monthly basis.