



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

EXECUTIVE COMMITTEE MEETING

**Tuesday, August 4, 2009
8:30 A.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 Executive Committee Meeting Minutes
 - A. June 30, 2009
3. Committee Updates
4. ARRA/Accelerate South Florida
5. Career Center Mystery Shopper Report
6. Board/Committee Meeting Times Restructure
7. 2009 ARRA Summer Employment Program Summer Youth Activities for Younger Youth in Monroe County

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2.

SFWIB - Executive Committee

August 4, 2009

*Minutes of SFWIB Executive Committee Meeting
June 30, 2009*

South Florida Workforce Investment Board
Executive Committee Meeting
June 30, 2009, at 8:30 A.M.
South Florida Workforce Investment Board Headquarters
7300 Corporate Center Drive, 5th Floor - Conference Room 3
Miami, FL 33126

EXECUTIVE COMMITTEE MEMBERS IN ATTENDANCE	EXECUTIVE COMMITTEE MEMBERS NOT IN ATTENDANCE	SFWIB STAFF
1. Adrover, Bernardo 2. Ferradaz, Gilda 3. Fils-Aime, Sr., Daniel 4. Gaber, Cynthia 5. Gibson, Charles 6. Giles, Regina 7. Harder, Jackie 8. Perez, Andre (Andy) 9. Piedra, Obdulio 10. West, Alvin	11. Marinelli, Frederick	Beasley, Rick Glancy, Anne Kistner, Ken
OTHER SFWIB MEMBERS IN ATTENDANCE	OTHER ATTENDEES	
None		

Agenda items are displayed in the order they were discussed.

1. Call to Order and Introductions

Mr. Bernardo Adrover, SFWIB Chair, called the meeting to order at 8:30 A.M. and noted that a quorum was achieved.

2. Approval of Executive Committee Meeting Minutes of May 30, 2009

Mr. Andre Perez. moved to approve the minutes of the May 30, 2009, Executive Committee meeting. The motion was seconded by Mr. Obdulio Piedra and approved.

3. Discussion - Committee Meetings

Rick Beasley, SFWIB Executive Director, presented the previous meeting schedules for consideration:

- The Executive Committee met on the 4th Tuesday of each month.
- The Economic Development and Industry Sector (EDIS) committee met on 1st Thursday of every other month.
- The Workforce Systems Improvement (WSI) Committee met on the Tuesday, two weeks prior to the full Board meeting.
- The Finance Committee met the 1st Wednesday of each month.
- The Youth Council met every 2nd Tuesday of each month.
- The Intergovernmental Affairs Committee met when deemed necessary.

The Chair, Mr. Adrover offered that the present schedule having all committee meetings one hour prior to the Board meeting does not allow for full consideration of all the items. In addition, as the

Chair he would like to attend the individual committee meetings, and he is unable to with the current scheduled.

Ms. Gilda Ferradaz asked whether the attendance had improved with the current schedule, and if not, what could be done to improve attendance. Mr. Adrover responded that the attendance did improve, although the discussion suffered. Ms. Ferradaz commented that with the previous scheduling the quorum was not regularly achieved.

Mr. Daniel Fils-Amie, Sr. asked whether the Board meeting could be moved to an hour later. Mr. Adrover noted that it would add another hour to the day.

Mr. Obdulio Piedra noted that once the Board meeting has begun, as the time gets closer to 11:00am, many Members begin to leave, and retaining the quorum becomes an issue. Therefore he recommends having the Board meeting on a separate day from the Committee meetings.

Ms. Jackie Harder commented that distance is an issue for Monroe County Members, some of whom live further south than she does. Not having a quorum is a burden due to time wasted. It appears that the attendance has improved with the current schedule. Given the 90 Million dollars to be spent next year, the task ahead is very important, and more time may be needed.

Mr. Piedra asked whether the SFWIB By-laws prevent teleconferencing. Mr. Beasley noted that it is a Miami-Dade County ordinance or issue and every option has been explored and the result is that only the actual presence at the meeting is permitted.

Mr. Charles Gibson offered a hybrid meeting scheduled for the Finance committee such as having a separate meeting one month and the following month a meeting just prior to the board meeting.

Mr. Beasley noted that his concern is that with the present schedule the Members feel that they are being rushed, and in addition, the Chair and Vice Chair are not able to attend the Committee meetings.

He added that preparing Board material is only one responsibility of staff with many other responsibilities. Scheduling meetings further apart is better for staff. His concern is for Monroe County members who must drive to Miami for meetings, and he has tried repeatedly to get approval for teleconferencing. He noted that in fact the State Workforce Board permits their members to participate in meetings via telephone.

Mr. Adrover requested that staff contact the chairs of each committee for their meeting schedule recommendations. He also requested that staff investigate how webinars, teleconferences, etc. may be permitted. Mr. Beasley noted that the decision resides with the Miami-Dade County Attorney's office.

Mr. Adrover asked whether Monroe County permits teleconferencing, and Mr. Beasley responded that the issue would need to be considered by the attorney's for both counties.

Mr. Andre Perez requested that the EDIS meeting be held the afternoon before the Board meeting.

Mr. Piedra commented that the SFW headquarters board room is underutilized, given the current fiscal situation, and suggested that meeting be held at SFWIB.

4. Discussion - Stimulus Advisory Committee

Mr. Adrover noted that there had been conversations at meetings with several members and chairs of the committees that an advisory committee would help to get information out to the public as well as strengthening the alliances between SFWIB and private industry.

Mr. Beasley noted that the advisory committee will help distribute information to the general public. He commented that a meeting of the Stimulus Advisory committee could meet just following the Executive Committee meeting, although having an additional meeting may be too much.

He suggested that the advisory committee could meet with some of the local groups to explain what is being done in this region.

Ms. Harder suggested that a stimulus czar be created from staff. Mr. Beasley responded that Ms. Lori Howard is now the SFW stimulus manager. Mr. Adrover offered that the stimulus advisory committee could be made up of local persons.

[Ms. Regina Giles arrived.]

Mr. Piedra suggested publishing a monthly newsletter, to include job creation, and dollars spent, etc, would be useful. Mr. Beasley noted that there would be a legislative breakfast regarding the stimulus, and ways to handle information sharing.

Ms. Ferradaz noted that Miami-Dade County has been having local meetings regarding the stimulus. Mr. Beasley noted that SFWIB is involved, and SFWIB would be hosting forums for employers. Ms. Ferradaz suggested that forums, including various agencies, are helpful for the public.

Mr. Fils-Aime commented that the Haitian community is left out completely, and asked that the Haitian community be invited. He did thank Mr. Beasley for the radio program.

Ms. Harder commented that the newsletter idea is great. Mr. Beasley noted that ED services and the SFWIB public Information Officer are working to prepare the newsletter.

Mr. Piedra suggested that all stimulus meetings be included in the newsletter, and include a method for the public to sign-up to attend.

Mr. Perez cautioned that publishing a newsletter might bring other problems. Mr. Piedra asked what the advisory committee would advise on. Mr. West noted that the conversation is confusing. It appears that there are two groups involved, the end-users the citizen we want to help, and the agencies who are looking for funds. He asked whether there is a report that shows the funds received, where they are going, and who we are they helping. Include for those interested, who should be contacted to become involved.

Mr. Adrover noted that we still are early in the process.

Mr. Beasley commented that the plan includes cost per, the number placed, and later will include the specific areas the recipients are coming from within the Region.

Ms. Harder commented that the local agencies are interested, as well as the individual citizens, and both groups must be included in a simple newsletter.

Mr. Piedra suggested that he meet with Mr. Beasley after the meeting to call the Miami Herald for a meeting with their editorial board.

5. Discussion – WIA Reauthorization Resolutions

Mr. Beasley noted that he attended the June 13, 2009, Jobs, Education and Workforce Committee of the U.S. Conference of Mayors in Providence, Rhode Island to discuss the future of workforce development. The Committee passed resolutions: Strengthening Workforce Development; Competitive Workforce; and Investing in America's Youth.

The Executive Committee may wish to discuss recommending that the Municipalities of Miami-Dade County, as well as the Miami-Dade and Monroe County Boards of County Commissioners support and/or create similar resolutions.

Mr. Adrover requested the information and the request be submitted to Mr. Marinelli, the Chair of the Intergovernmental Affairs Committee for consideration.

Mr. Adrover noted that the agenda had been concluded, and asked for any other comments.

Mr. Beasley noted that he received a message from Rebecca Rust regarding online ads. For every job ad there was an increase from the previous month, however, for every job ad there are 5 to 6 individuals interested in that ad. We use the spider system to view all ads, and we are the only Workforce Board in the country using this system.

Mr. Adrover thanked everyone for their participation and the meeting adjourned at 10:30 am.



3.

SFWIB – Executive Committee

August 4, 2009

Committee Updates

Informational Item

BACKGROUND

The SFWIB Chair would like all Committee Chairs to provide an update on the activities of their respective Committees.



4.

SFWIB – Executive Committee

August 4, 2009

ARRA/Accelerate South Florida Update

Informational Item

BACKGROUND

The Board at its April 16, 2009, meeting approved “Accelerate South Florida”, the workforce strategy plan developed in response to the American Recovery and Reinvestment Act, 2009.

SFWIB staff will provide an update on the ARRA/Accelerate South Florida actions that have been taken.



5.

SFWIB – Executive Committee

August 4, 2009

Career Center Mystery Shopper Report

Information/Discussion Item

BACKGROUND

SFWIB Office of Continuous Improvement (OCI) staff performed site inspections of ten Career Centers and four Refugee Centers located in Miami-Dade County. The main objectives of the review were to evaluate the condition of the facilities and assess the performance of the center staff from the customer's point-of-view. SFWIB staffs assigned to perform the reviews were new employees and have had little or no previous contact with a Career or a Refugee Center. There were a total of five staff members conducting the review.

The evaluation methodology consisted of SFWIB staff visits to each Career and Refugee Center sites once, on different days and time. Staff members presented themselves at the centers as job seekers/mystery shoppers. All staff members conducting the review have college degrees. Staff used the Career Center Mystery Shopper monitoring tool to record their observations of the site visits.

Summarized below are the most significant system-wide observations noted during the visits:

- Lack of knowledge by staff of all services being provided.
- Unfriendly customer service, lack of personalized service and business appearance by the staff.
- Lack of knowledge related and/or protocol with respect to social security number use and privacy.
- Lack of knowledge on how to create pseudo social security numbers for customers and awareness of the Privacy Act.
- Initial on-line assessment not being required for all incoming customers.
- Lack of the availability of career advisors without appointment.
- Lack of the availability of full service during business hours and multilingual staff.
- Resource room not properly staffed to provide assistance to job seekers and customers.
- Job seekers with college degrees were not consistently offered referral to the Professional Placement Network (PPN).
- Unprofessional manner in calling customers waiting for services in lobby area.
- Facilities organization and overall appearance not professionally looking atmosphere.
- Unprofessional signs displayed in open areas.
- Outside signage not easily identifiable, especially those located in shopping centers.
- Apparent lack of close supervision of front line staff.

Attached for the Committee's review is a detailed matrix of observations noted by category and by center.

Attachment

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY CAREER CENTER)

	<i>Career Center</i>	<i>Arbor - Carol City</i>	<i>City of Hialeah - Downtown</i>	<i>Arbor - Hialeah Gardens</i>	<i>Youth Co-Op - Homestead</i>	<i>Youth Co-Op - Little Havana</i>	<i>UNIDAD - Miami Beach</i>	<i>Youth Co-Op - Northside</i>	<i>Ser Jobs - North Miami Beach</i>	<i>Youth Co-Op - Perrine</i>	<i>Youth Co-Op - West Dade</i>
<u>REGISTRATION AND PRINTED MATERIALS</u>											
13	Forms (registration/application) were difficult to fill out										
14	Center did not offer multiple registration means (take-home, online, etc.)				X						
15	Printed materials were unavailable in different languages (including Braille) or different delivery means (hard-copy, disc, etc.)	X									
<u>ASSISTANCE</u>											
16	A Spanish and/or Creole interpreter was unavailable						X				
17	Receptionist was not welcoming or polite	X	X	X		X	X	X			X
18	Staff did not adequately protect confidential information (SSN, personal information, etc.) or did not know how to properly create pseudo social security numbers	X	X	X		X	X			X	X
19	Staff did not adequately explain the purpose of the Center and available services	X	X	X		X		X	X		

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY CAREER CENTER)

	<i>Career Center</i>	<i>Arbor - Carol City</i>	<i>City of Hialeah - Downtown</i>	<i>Arbor - Hialeah Gardens</i>	<i>Youth Co-Op - Homestead</i>	<i>Youth Co-Op - Little Havana</i>	<i>UNIDAD - Miami Beach</i>	<i>Youth Co-Op - Northside</i>	<i>Ser Jobs - North Miami Beach</i>	<i>Youth Co-Op - Perrine</i>	<i>Youth Co-Op - West Dade</i>
20	Staff did not request Initial Assessment information and/or adequately determine customer eligibility	X	X	X			X	X		X	
21	Staff did not provide adequate job search guidance		X	X		X	X			X	
22	Staff did not provide adequate labor market guidance	X	X	X	X	X	X	X	X	X	X
23	Staff did not assess customer's professional background and employability	X	X	X	X	X	X	X	X	X	X
24	Staff did not provide information on support services, unemployment claims and/or welfare-to-work activities	X	X	X	X	X	X	X	X	X	X
<u>SERVICE AVAILABILITY</u>											
25	Customer did not receive prompt assistance	X	X			X	X	X	X	X	X
26	Center was undermanned and service rushed	X	X		X	X	X	X	X	X	
<u>RESOURCE ROOM</u>											
27	Resource room did not contain an adequate amount of workstations/computers	X	X		X		X	X	X	X	

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY REFUGEE CENTER)

	<i>Refugee Center</i>	<i>Lutheran Services of Florida (Coral Way)</i>	<i>Lutheran Services of Florida (Flagler)</i>	<i>Adults Mankind Organization (Flagler)</i>	<i>Adults Mankind Organization (107th Ave.)</i>
<u>LOCATION</u>					
1	Center location difficult to find				
2	Center is perceived to be in an unsafe area				
3	Center accessibility is an issue (not near public transportation)				
<u>OUTSIDE SIGNAGE</u>					
4	No/inadequate sign outside building			X	
5	Sign is difficult to read from street		X	X	
<u>ENTRANCE</u>					
6	Parking is unavailable/difficult to find (including handicapped)				
7	Inadequate wheelchair accessibility				
<u>INSIDE SIGNAGE</u>					
8	Signs do not adequately direct customers			X	X
9	Signs are not available in multiple languages (including Braille)				
10	Equal Opportunity Officer (with TTY number) is not identified		X		
11	Anti-discrimination signs not adequately displayed		X		
12	Accommodation/modification signs not adequately displayed		X	X	

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY REFUGEE CENTER)

		Refugee Center	Lutheran Services of Florida (Coral Way)	Lutheran Services of Florida (Flagler)	Adults Mankind Organization (Flagler)	Adults Mankind Organization (107th Ave.)
<u>REGISTRATION AND PRINTED MATERIALS</u>						
13	Forms (registration/application) are difficult to fill out	N/A			N/A	N/A
14	Center does not offer multiple registration means (take-home, online, etc.)		X		X	
15	Printed materials are unavailable in different languages (including Braille) or different delivery means (hard-copy, disc, etc.)					
<u>ASSISTANCE</u>						
16	A Spanish and/or Creole interpreter was unavailable					
17	Receptionist was not welcoming or polite					X
18	Staff did not adequately protect confidential information (SSN, etc.)	N/A	N/A		N/A	N/A
19	Staff did not adequately explain the purpose of the Center and available services				X	
20	Staff did not request Initial Assessment information and/or adequately determine customer eligibility	N/A	N/A		N/A	N/A

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY REFUGEE CENTER)

	<i>Refugee Center</i>	<i>Lutheran Services of Florida (Coral Way)</i>	<i>Lutheran Services of Florida (Flagler)</i>	<i>Adults Mankind Organization (Flagler)</i>	<i>Adults Mankind Organization (107th Ave.)</i>
21	Staff did not provide adequate job search guidance	N/A		X	N/A
22	Staff did not provide adequate labor market guidance	N/A	X	X	N/A
23	Staff did not assess customer's professional background and employability	N/A		N/A	N/A
24	Staff did not provide information on support services, unemployment claims and/or welfare-to-work activities	N/A		X	X
<u>SERVICE AVAILABILITY</u>					
25	Customer did not receive prompt assistance				X
26	Center was undermanned and service rushed				X
<u>RESOURCE ROOM</u>					
27	Resource room did not contain an adequate amount of workstations/computers	N/A	N/A	N/A	N/A
28	Resource room staff were overcommitted and unable to provide in-depth job search assistance	N/A	N/A	N/A	N/A

SFWIB MYSTERY SHOPPER FINDINGS MATRIX (BY REFUGEE CENTER)

		Refugee Center	Lutheran Services of Florida (Coral Way)	Lutheran Services of Florida (Flagler)	Adults Mankind Organization (Flagler)	Adults Mankind Organization (107th Ave.)
<u>CAREER COUNSELING</u>						
29	Staff did not relay information in an understandable way	N/A			N/A	N/A
30	Staff did not provide resume writing guidance	N/A			N/A	N/A
<u>INFORMATION AND RESOURCES</u>						
31	Information regarding services was overwhelming and difficult to comprehend					
32	Center did not contain a readily identifiable, easy-to-use suggestion box	X	X		X	X
33	Staff did not adequately address the customer's satisfaction level upon departing the Center	X			X	X



6.

SFWIB – Executive Committee

August 4, 2009

Board/Committee Meeting Times Restructure

Discussion Item

BACKGROUND

Committee meetings are currently held at 8 a.m. the day of the Board meeting. At the June 18, 2009, Board meeting, the question of the Committee meeting dates and times was raised.

At the June 30, 2009, Executive Committee meeting, the Committee discussed the issue of the Committee meeting times and dates. The Chair requested that the Committee Chairs provide staff with their recommendations on the Committee meeting times and dates.

The attached Committee meeting schedules options are being provided for the Committee's review and discussion.

Attachment

Committee Meeting Schedule

Committee	Current Committee Meeting Schedule	Option 1 Meeting Schedule	Option 2 Previous Committee Meeting Schedule
Executive Committee	4th Tuesday of each month at 8:30 a.m.	4th Tuesday of each month at 8:30 a.m.	4th Tuesday of Each Month at 8:30 a.m.
Economic Development and Industry Sector Committee	One and a half hours prior to the SFWIB Board Meeting	Wednesday afternoon, the week before the SFWIB meeting	1st Thursday every other month at 8:00 a.m.
Finance Committee	One and a half hours prior to the SFWIB Board Meeting	1st Wednesday of Every Month	1st Wednesday of each month at 8:30 a.m.
Workforce Systems Improvement Committee	One and a half hours prior to the SFWIB Board Meeting	One and a half hours prior to the SFWIB Board Meeting	Each Tuesday , 2 weeks prior to the SFWIB Meeting at 9:30 a.m.
Youth Council	One and a half hours prior to the SFWIB Board Meeting	One and a half hours prior to the SFWIB Board Meeting	2nd Tuesday of each month at 1:30 p.m.
Intergovernmental Committee	Scheduled as needed	Scheduled as needed	Scheduled as needed



7.

SFWIB – Executive Committee

August 4, 2009

**2009 ARRA Summer Employment Program
Summer Youth Activities for Younger Youth in
Monroe County**

RECOMMENDATIONS

SFWIB staff recommends that the Executive Committee recommends to the Board waiving the competitive procurement and approval to directly contract with Youth Co-Op, Inc. to provide younger youth residing in Monroe County summer employment activities under the 2009 American Recovery and Reinvestment Act.

BACKGROUND

At the April 16, 2009 SFW Board meeting, the Monroe County School District (MCSD) was awarded a contract to provide summer employment services to younger youth residing in Monroe County under the 2009 American Recovery and Reinvestment Act.

After lengthy conversations and negotiations (April 16 through June 10, 2009) between MCSD and SFWIB staff, MCSD has decided not to provide summer activities to the younger youth population in Monroe County.

On June 15, 2009 SFWIB staff spoke with the Florida Keys Community College (FKCC) about providing summer activities to the younger youth population in Monroe County. FKCC was considering providing services, however decided not to provide the services.

It is critical that SFWIB balance the need to provide services to youth under ARRA in order to stimulate the economy in Monroe County, while ensuring that a quality summer program is in place for serving the youth population with ARRA funds.

In order to keep the commitment and provide summer activities to the younger youth population in Monroe County, SFWIB staff recommends to contract with Youth Co-Op, Inc., the current SFWIB Service Provider providing services to residents of Monroe County for the following reasons:

1. Youth Co-Op, Inc. has the experience in providing summer employment activities to youth
2. Youth Co-Op, Inc. is currently providing services in Monroe County
3. Youth Co-Op, Inc. will be able to provide services to all youth residing throughout Monroe County
4. Youth Co-Op, Inc. has the knowledge that is needed to quickly start the program
5. Youth Co-Op, Inc. already have youth inquiring about the summer program
6. Youth Co-Op, Inc. have established contacts with employers
7. Youth Co-Op, Inc. has facilities to conduct intake and work readiness skills classes

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 Youth Co-Op, Inc. a contract to provide summer employment services to younger youth residing in Monroe County under the 2009 American Recovery and Reinvestment Act.

Youth Co-Op, Inc. would receive the same award amount as MCSD, \$176,586 to serve 72 younger youth. The last date of program activities will be extended to September 30, 2009 in order for Youth Co-Op, Inc to effectively provide services.