



## **SOUTH FLORIDA WORKFORCE INVESTMENT BOARD**

**Thursday, April 15, 2010**

**9:30 A.M.**

Doubletree Miami Mart/Airport Hotel and Exhibition Center  
711 NW 72<sup>nd</sup> Avenue  
Salons E & F  
Miami, Florida 33126

### **AGENDA**

1. Call to Order and Introductions
2. Approval Meeting Minutes
  - A. February 18, 2010
3. Chairman's Report
  - A. Information – Presentation on Conflict of Interest & Code of Ethics Ordinance by the Executive Director of Miami-Dade County's Commission on Ethics and Public Trust
4. Executive Director's Report
5. Executive Committee
  - A. Approval to Create a SFWIB Training Policy Subcommittee
  - B. Approval to Support the Florida Workforce Development Association's Food & Beverage Policy Proposal
  - C. Information – Region 23 Preliminary TOL Update
6. Finance Committee
  - A. Finance Reports
    1. February 2010 Financial Report
    2. February 2010 ARRA Financial Report
  - B. Approval to Accept Unemployment Compensation Funds
  - C. Information – Allocation of Additional Food Stamp Employment and Training (FSET) Funds
  - D. Approval to Accept Funds for a Shared Case Management Pilot Program Targeting DJJ and Foster Youth
  - E. Approval to Accept WIA State Level Incentives
7. Youth Council
  - A. Approval of a 2010 Summer Youth Program RFP

8. Economic Development and Industry Sector Committee
  - A. Recommendation as to Approval of Greater Miami Chamber of Commerce, Inc. using Previously Awarded Funds to Consult with Healthy Communities Institute Corporation and The Health Council of South Florida, Inc.'s Miami Matters web tool for an Education Study
  - B. Information – Training Providers Performance Reporting Requirements
  - C. Information – Employed Worker Training Program Update
9. Workforce Systems Improvement Committee
  - A. Information – Presentation on Career Center Services by Bob Bradner
  - B. Information – Customer Service Delivery Standards for Core and Staff-Assisted Services

Section 445.007 (1), Florida Statutes states that: "If the regional workforce board enters into a contract with an organization or individual represented on the board of directors, the contract must be approved by a two-thirds vote of the entire board..." Regardless of whether or not you will be attending the meeting of the South Florida Workforce Investment Board, please contact and advise the staff of SFWIB of any such item appearing on the foregoing agenda as soon as possible and prior to any such item being brought before the Board for discussion or vote or both. Thank you for your cooperation and assistance."

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 Meeting**

**April 15, 2010**

**Minutes of SFWIB Meeting February 18, 2010**

South Florida Workforce Investment Board Meeting  
 February 18, 2010, 9:30A.M.  
 Doubletree Miami Mart/Airport Hotel and Exhibition Center  
 711 NW 72<sup>nd</sup> Avenue, Salons E & F  
 Miami, Florida 33126

<b>SFWIB MEMBERS IN ATTENDANCE</b>	<b>SFWIB Members Not in Attendance</b>	<b>SFW Staff</b>
1. Adrover, Bernardo, <i>Chairperson</i> 2. West, Alvin, <i>Vice-Chairperson</i> 3. Arboleda, Carlos J. 4. Bridges, Jeff 5. Brown, Clarence 6. Brown, Willie J. 7. Diggs, Bill 8. DuBois, Victoria (non-voting) 9. Ferradaz, Gilda 10. Fils-Aime, Sr., Daniel 11. Gaber, Cynthia 12. Gibson, Charles A. 13. Giles, Regina 14. Harder, Jackie 15. Huston, Albert, Jr. 16. Inguanzo, Ramiro 17. Jennings, Donna 18. Ludwig, Philipp N. 19. Manning, Anne 20. Manrique, Carlos 21. Marinelli, Frederick 22. Perez, Andre 23. Piedra, Obdulio 24. Roberts, Alvin 25. Roth, Thomas 26. Russo, Monica 27. Talbert, Gregg 28. Zewadski-Bricker, Edith	29. Acosta, Jose 30. Brecheisen, Bruce 31. Carpenter, Willie 32. Chi, Joe 33. Corradino, Joseph 34. Datorre, Roberto 35. Frost, Fred 36. Jordan, Barbara 37. Margolis, Edward 38. Regueiro, Maria C. 39. Rodriguez, Pedro 40. Rosemond, David 41. Scott, Kenneth 42. Socorro, Ivonne 43. Wiedman, Holly  <b>Assistant Miami-Dade County Attorney</b> Tell, Peter S.	Alonso, Gustavo Beasley, Rick Edwards, Phillip Garcia, Christine Glancy, Anne Gomez, Maria Hernandez, Juan Howard, Lori Kavehersi, Cheri Morgan, Myria Quinones, Dulce Smith, Marian Stovall, Randy

### Other Attendees

<p>Adderley, Kevin – <i>Sharpton, Brunson, &amp; Co.</i></p> <p>Alvarez, Maria Del Carmen – <i>Transition, Inc.</i></p> <p>Bonwit, Gil – <i>New Horizons</i></p> <p>Costas, Jorge – <i>Youth Co-op, Inc.</i></p> <p>Cushon, Norm – <i>Arbor E &amp; T</i></p> <p>Farinas, Irene – <i>Adult Mankind Org. (AMO)</i></p> <p>Gainer, Lori Rutland – <i>Everest</i></p> <p>Garcia, Isabel – <i>City of Hialeah</i></p> <p>Llerena, Luis – <i>College of Business and Technology (CBT)</i></p> <p>Lopez, Omar – <i>Gulf Coast Community Care</i></p> <p>Marino, Nayibe – <i>American Advanced Technicians Institute (AATI)</i></p>	<p>Marti, Sergio – <i>Miami-Dade County Public Schools</i></p> <p>McGranahan, Margie – <i>Gulf Coast Community Care</i></p> <p>Menendez, Mirizza – <i>UNIDAD of Miami Beach</i></p> <p>Milian, Delia – <i>City of Hialeah</i></p> <p>Mitchell, Carlana – <i>Miami-Dade County Public Schools</i></p> <p>Napoleon, Johnson – <i>Florida Education Institute</i></p> <p>Oller, Virama – <i>Transition, Inc.</i></p> <p>Olorunnipa, Toluse – <i>Miami Herald</i></p> <p>Perez, Julio – <i>Transition, Inc.</i></p> <p>Pichardo, Jorge – <i>Youth Co-op, Inc.</i></p> <p>Ramirez, Maggie – <i>City of Hialeah</i></p>	<p>Rodriguez, Edith – <i>Management Resources</i></p> <p>Rodriguez, Maria – <i>Youth Co-op, Inc.</i></p> <p>Rodriguez, Nancy – <i>Sullivan &amp; Cogliano Training Centers, Inc.</i></p> <p>Someillan, Ana – <i>Adult Mankind Org. (AMO)</i></p> <p>Thorpe, Tawanda – <i>Greater Miami Service Corps</i></p> <p>Torres, Ruth – <i>HR Strategic Consulting</i></p> <p>Townsend, Alice – <i>Transition, Inc.</i></p> <p>Velez, Pauline – <i>Youth Co-op, Inc.</i></p>
--	---	---

Agenda items are displayed in the order in which they were discussed.

#### 1. Call to Order and Introductions

SFWIB Chairman Mr. Bernardo Adrover called the meeting to order at 9:34am and the members present introduced themselves.

#### 2. Approval of SFWIB Meeting Minutes of December 17, 2009

Mr. Jeff Bridges moved approval of the minutes of the December 17, 2009 meeting. The motion was seconded by Ms. Regina Giles and the motion carried.

#### 3. Chairman's Report

##### 3. A. Approval of Executive, Youth Council, Finance, WSI, and EDIS Committees Membership Roster

Mr. Beasley presented the item and noted that SFWIB's By-Laws require the maintenance of an updated membership roster with Chairs designated thereupon for the Youth Council, Finance, WSI, Executive and EDIS Committees. Attached for the Board members to review is the current roster for the Youth Council, Finance, WSI, Executive and EDIS Committees.

Mr. Obdulio Piedra moved approval of the Executive, Youth Council, Finance, WSI, and EDIS Committees Membership Roster. The motion was seconded by Ms. Regina Giles, and the motion carried.

#### 4. Executive Director's Report

SFWIB Executive Director Rick Beasley presented the report and each member received a copy. The report contained information regarding: the federal budget; the federal jobs creation bill; the federal green jobs; the federal TANF; the state economic incentive budget; early learning; workforce development; unemployment compensation; Florida back to work; and state 2-year WIA plans.

Mr. Manrique questioned why the Board was not informed of the opening of a Career Center on SW 40<sup>th</sup> Street and 86<sup>th</sup> Avenue. He added that several meetings ago Miami-Dade County

Commissioner Ms. Rebecca Sosa had requested a career center, and there had not yet been any action on that request. He requested of Miami-Dade County Assistant Attorney, Mr. Peter S. Tell on whose authority the agreement was negotiated, and whether there was an RFP released. Mr. Tell responded that the Executive Director does not sign anything without his approval. He added that leases do not go through the RFP process.

**5. Executive Committee**

**5. A. Approval to Accept and Allocate Florida Back to Work Funds**

Mr. Beasley presented the item.

Mr. Obdulio Piedra moved approval to Accept and Allocate Florida Back to Work Funds as presented. The motion was seconded by Ms. Regina Giles and the motion carried.

**5. B. Information – SFWIB Jobs Summit & Strategic Retreat**

Mr. Beasley presented the item. The tentative dates scheduled for SFWIB Jobs Summits are scheduled for April 9 in Miami-Dade County and April 23rd in Monroe County. The Retreat is scheduled for May 21<sup>st</sup>.

**5. C. Information – Food & Beverage Survey Summary**

Mr. Beasley provided the report and noted that although SFWIB is the largest regional workforce board in the State of Florida, the percentage of food and beverage expenditures to total funding allocation was the lowest among all 24 regional boards. In terms of total food and beverage expenditures, this region had the eighth lowest food and beverage expenditures. The report indicates that SFWIB has not spent an excessive amount of resources on meals.

Mr. Manrique asked whether the report took into account the funds spent on food & beverages by our Career Centers. Mr. Beasley replied that the report dealt with Boards. Mr. Manrique commented that our career centers spend funds for the Youth programs.

**5. D. Information – Financial Statement & A133 Compliance Audit**

Mr. Kevin Adderley, CPA, Quality Control Partner, Sharpton, Brunson & Company, P.A., presented a slide show of the SFWIB audit the firm had conducted. The audit period was from July 1, 2008 to June 30, 2009. A report showing SFWIB Annual Financial Statements and Office of Management and Budget Circular A133 Report was provided to the Board members.

Mr. Piedra introduced from the audience Mr. Anthony Brunson, Managing Partner for Sharpton, Brunson & Co.

Mr. Alvin West congratulated SFW staff and management with the unqualified report. He asked whether this had always been the case. Mr. Adderley commented that there had been a carry-forward amount. In the years previous to the last three years there had been some issues.

Mr. West noted that there were no glitches in the internal controls and asked whether that had always been the case. Mr. Adderley responded that that had been the case for the last three years, however in years 2006, 2005 and before there had been disallowed or questioned costs.

Mr. West asked whether they audit contract performance. Mr. Brunson replied that their responsibility was primarily financial. Mr. Brunson noted that that would be operational, however we do observe for certain benchmarks required by the State, but the operational side is not audited. Concerning the history the organization has also been audited by State auditors and other third-party auditors who have not identified any major weaknesses in the system.

Mr. West asked whether Sharpton & Brunson uses Sarbanes–Oxley. Mr. Brunson responded that they are not specific to governmental or non-profit organizations. They were generated for publicly traded organizations. It may be formally adopted at some point in time by non-profits.

Mr. West noted that as a board member he commended the Executive Director and staff to have an audit that is unqualified and also a clean opinion.

Mr. Roth thanked Mr. Adderley as well.

There followed discussion begun by Mr. Manrique regarding ARRA funds. Mr. Adderley replied that it was a washout.

Mr. Brunson noted that those are restricted dollars and the net expense is zero. If there were cash held, it would be a liability item.

Mr. Manrique commented that he had heard that those funds were being held. Mr. Adderley noted that those funds would be reported as a revenue match. Mr. Marinelli also explained the process and noted that some funds are not audited until the next year.

Mr. Marinelli added that there are many governments who do use Sarbanes–Oxley.

**6. Finance Committee**

**6. A 1 December 2009 Financial Report**

**6. A 2. December 2009 ARRA Financial Report**

Mr. Piedra, Committee Chairman noted that the SFW Finance Committee reviewed the December 2009 Financial Report, as well as the December 2009 ARRA Financial report. Also reviewed were the December 2009 and January 2010 cash reconciliations.

**6. B. Approval to Accept and Allocate Additional WIA Dislocated Worker Funds**

**6. C. Approval to Accept Additional TAA Training Funds**

**6. D. Approval to Accept Additional Veterans Programs Funds**

**6. E. Approval to Execute a SFWIB-Monster Government Solutions Contract**

**6. F. Approval to Allocate Un-obligated WIA Adults Funds**

**6. G. Approval to Allocate Un-obligated TANF Funds**

Finance Committee Chairman Mr. Obdulio Piedra presented items 6B through 6G.

Mr. Manrique expressed concern that the Career Centers have training wait-lists.

Mr. Diggs called the question.

Mr. Fred Marinelli moved approval of items 6B, 6C, 6D, 6E, 6F, and 6G as presented. The motion was seconded by Mr. Alvin Roberts and the motion carried with Mr. Carlos Manrique opposed.

**7. Workforce Systems Improvement Committee**

Committee Chairman Mr. Daniel Fils-Aime, Sr. presented the report and noted that there were only informational items on the agenda.

**7. A. Information – Bradner Consulting Group Assessment of Career Center Services**

Mr. Beasley noted that Mr. Bradner was not able to attend the meeting although he would be present at a future meeting.

Ms. Jackie Harder inquired as to the lack of Monroe County Career Centers on the map. Mr. Adrover responded that the Monroe County Career Centers must be added to the map.

Mr. Beasley noted that he would request that Mr. Bradner include the Monroe County Career Centers on his itinerary.

**7. B. Information – First and Second Quarters Balanced Scorecard Update**

Mr. Beasley presented the informational item.

**8. Youth Council**

**8. A. Approval of a 2010 ARRA Summer Youth Program**

Youth Council Vice-Chair, Ms. Gilda Ferradaz presented the report, and requested approval to give the 2010 ARRA Summer Youth Program funds to the current Youth providers without an RFP, if appropriate. If it is not appropriate an RFP would then approved.

Ms. Gilda Ferradaz moved approval to give the 2010 ARRA Summer Youth Program funds to the current Youth providers without an RFP, if appropriate under the guidelines of the procurement procedures. If it is not appropriate an RFP would then approved. The motion was seconded by Mr. Clarence Brown and the motion carried.

**9. Economic Development and Industry Sector Committee**

**9. A. Approval of an Occupational Training Supply / Demand Policy**

Mr. Perez presented the item. He also noted that the committee had lengthy discussions on this topic and what was working in this region based on actual Labor Market Information (LMI). The committee decided to base the methodology on the median and not on an average.

Mr. Fred Marinelli moved the item for discussion. Mr. Charles Gibson seconded the motion for discussion.

Mr. Marinelli asked whether this policy would restrict SFW more and less restriction is better. The jobs and qualifications change from year to year. Mr. Beasley suggested that the topic be regularly reviewed by the EDIS Committee to determine whether it falls within the threshold of the supply / demand rate, and if it does, then it would be brought back to the full Board.

Mr. Marinelli offered an amendment to the motion to include “the topic be regularly reviewed by the EDIS Committee to determine whether it falls within the threshold of the supply / demand rate, and if it does, then it would be brought back to the full Board”. Mr. Gibson seconded the motion to approve the amendment. The motion carried.

Mr. Huston moved approval of the motion as amended. Ms. Jackie Harder seconded the motion and the motion as amended carried.

**9. B. Approval of a New Training Agent and New Programs for an Existing Training Agent**

Mr. Andre Perez presented the item.

Jackie Harder moved approval of a new training agent Florida Educational Institute, Inc., and new programs for an existing training agent Professional Training Centers, Inc. Al Huston seconded the motion.

Mr. Manrique noted that there was ample discussion on this at the subcommittee level yesterday, and he noted that Florida Educational Institute, Inc. is a non-accredited school.

Mr. Perez noted that accreditation is not required, and that there is no federal law requiring that to do business with workforce, as was discussed previously.

Mr. Manrique expressed concern that we are discussing a \$9,000 ticket item and if SFW is paying for someone to continue in the medical field they could not proceed because the school is not accredited and they do not earn credits.

He continued that if SFW is trying to help people to continue their education, then accreditation should be considered in item 9C. He added that his position was to wait until agenda item 9C is resolved.

Ms. Regueiro clarified that attending Miami Dade College (MDC), an accredited institution, and take a certificate or diploma program and those credits would still not transfer because they are not academic in nature. So transferability of credit resides with the curriculum that is covered, not with the accreditation. There are a set of regulations for private institutions and a set of regulations for public institutions.

Mr. Gibson questioned whether we are teaching / training the skill regardless of where they will go.

Mr. Perez responded that these schools are training the appropriate skills. We must stop demonizing vocational training.

Mr. Bill Diggs asked how this item reached the board for approval. Mr. Perez responded that there was no quorum and it was the consensus of the committee members present to bring it forward to the full board.

The motion passed with Mr. Manrique opposed.

#### **9. C. Approval of an EDIS subcommittee**

Mr. Perez presented the item, and commented that he thought it would be fair to step down from the subcommittee.

**Mr. Philipp Ludwig moved approval of an EDIS subcommittee. The motion was seconded by Mr. Obdulio Piedra.**

Mr. Manrique referenced the letter in the agenda. It was his suggestion that the subcommittee be composed of non-training providers.

He added that because our auditing firm does not perform these functions, they could be contracted to do so. He noted that there is a serious issue regarding how funds are spent in this county, and that misappropriations of up to 30 million dollars over the past 10 years might be uncovered. He agreed that the subcommittee should be composed of non-educational members.

**Mr. Manrique offered an amendment to the motion to contract with our accountants to become part of this very important committee.**

Ms. Regina Giles asked if this was in response to the letter included in the agenda.

Mr. Perez responded that over the last few years he had tried to change policy. We've gained some ground. He noted that in committee Ms. Harder noted that if Mr. Perez were to chair the subcommittee it might be seen as a conflict because it might be interpreted the he was auditing providers. In response to that, he offered that a subcommittee be established. Their first meeting will be in March.

Ms. Giles commented that she supports Mr. Perez and his work. She added that **she supports the original motion as it is to review all training policies.** The other issues do not need to be included in this motion. She added that the committee is reviewing policies to ensure fairness. She sees it as an insult.

Mr. Marinelli questioned whether all committees could set up subcommittees. Mr. Peter Tell, Assistant Miami-Dade County Attorney responded that committees cannot create sub-committees. The chair decides whether to have a taskforce or subcommittee, and if approved by the full Board

the Chair then names the taskforce or subcommittee Chair and members. The list of members and chairmanship would then be brought back to the full board for ratification.

Mr. Marinelli asked whether the Chair would give direction to the subcommittee. Mr. Tell responded that the Chair of full board would assign to the taskforce or subcommittee whatever tasks he so desires.

Mr. Marinelli asked whether decisions made by the subcommittee would be required to be brought back to the EDIS committee. Mr. Tell noted that it would be at the discretion of the Chair.

**Ms. Giles asked whether the Chair was appointing a subcommittee or a taskforce. Mr. Adrover responded that he would appoint a subcommittee.**

**Ms. Giles moved to approve a subcommittee of EDIS to review training policies.**

**Mr. Adrover commented that the subcommittee would report back to the full Board through the EDIS committee.**

Ms. Harder commented that it would not be appropriate to include a finance person on the subcommittee because that should be entirely separate. Mr. Tell replied that members of subcommittee must be members of the board. There could be a consultant, but that person would not be a voting member. She commented that she would be in favor of an audit.

Mr. Roth inquired why Mr. Perez would not be an appropriate member on the subcommittee as he is deeply committed to this issue. Mr. Perez noted that because he is a training provider, he has no problem stepping down from the subcommittee.

Mr. Diggs offered that if the EDIS Chair is not included on the subcommittee it would be wrong. The work should come up through the committee and Mr. Perez is Chair of the EDIS committee. **He suggested that this motion be taken under advisement and brought back at another time.**

Ms. Giles noted that the intent was stated in the first paragraph. Her motion was to support that action to review, and she expressed concern when the Chair of the Committee worked very hard to improve.

Mr. Roth noted that this was getting in the way of the progress being done by the Committee, and if the work were done at the Committee level then no subcommittee would be created, and the work could be assigned to the EDIS Committee by the Board Chair.

Mr. Tell noted that the Chair assigns to committees those things the Chair wants the committee to look into, except for the Finance Committee which was created in the By-Laws.

Mr. Roth inquired whether striking this and to move that the chair assign this to the EDIS committee rather than creating a subcommittee.

Mr. Ramiro Inguanzo asked how a taskforce works.

Mr. West noted there were only two issues: transparency, the flow of information from the subcommittee if there is one, up to the Board; and whether or not Mr. Perez may serve on the subcommittee.

Mr. Adrover requested that discussion come to an end, and added that a subcommittee should be created and a decision must be made. A subcommittee must be created, and Mr. Perez may be a member, if he wants, but he could recuse himself, if he chooses. Mr. Tell noted that Mr. Perez would need to be appointed to the subcommittee first. Mr. Adrover stated that at this time Mr. Perez would not be appointed to the subcommittee.

Mr. Adrover said that his first decision is to assign Ms. Jackie Harder as Chair of the subcommittee. He asked for approval of the subcommittee.

Mr. Manrique asked whether education partners would be part of this subcommittee because of the integrity of this process. Mr. Adrover noted that as Mr. Perez has not been included in the subcommittee neither should any other education partners.

Mr. Piedra noted that it would be a very onerous task with few persons to be involved, and is there a way to include an expert in the field to perform the review and make recommendations to the committee. Mr. Beasley noted that if given the authorization and the funding to do so, yes I would advise that the person is not from the education component because Mr. Perez has already recused himself.

Mr. Beasley commented that education experts at the state department of education, and public and private education be invited to be subject matter experts to advise the members of the subcommittee in the matters assigned by the Chair.

**Ms. Regina Giles withdrew her motion.**

**Mr. West moved that the matter be referred back to committee, and that the Board Chair and the Attorney and any subject matter experts formulate a new plan to bring back to the Board. The motion was seconded by Mr. Bill Diggs.**

Mr. Manrique commented that he was against the motion because if there are misappropriation of the funds will continue to be misappropriated.

Mr. Ludwig commented that this was a positive step.

**The motion carried with Mr. Carlos Manrique, Mr. Fred Marinelli, Dr. Donna Jennings, Mr. and Ramiro Inguanzo voting against the motion.**

**9. D. Information – Region 23 Preliminary 2010-2011 TOL**

Not discussed.

**9. E. Information – Workforce Estimating Conference**

Not discussed.

Mr. Fils-Aime thanked the Board, staff and the Career Centers for their donations to Haiti relief following the earthquake.

As the agenda was completed the Chair asked for any questions or comments, and hearing none, the meeting adjourned at 11:22 A.M.



3.

**South Florida Workforce Investment Board**

*April 15, 2010*

**Chairman's Report**

**BACKGROUND**

The Chair will provide a report.



3.A

**South Florida Workforce Investment Board**

*April 15, 2010*

**Presentation on Conflict of Interest & Code of Ethics Ordinance by the Executive Director of Miami-Dade County's Commission on Ethics and Public Trust**

**Information Item**

**BACKGROUND**

The Executive Director of Miami-Dade County's Commission on Ethics and Public Trust will conduct a presentation on the Conflict of Interest & Code of Ethics Ordinance to members of the SFWIB. The Commission on Ethics and Public Trust is an independent agency with advisory and quasi-judicial powers. Government employees and officials have a special duty to serve the public in a fair and just manner. The Ethics Commission is dedicated to bolstering public trust in the administration of government by informing the public and private sectors about the laws and seeking strict compliance with them. The Commission is empowered to subpoena, audit, and investigate all facts and persons materially related to a complaint at issue.

The jurisdiction of the Commission on Ethics and Public Trust extends to the municipalities of Miami-Dade County provided the subject is covered by one of the ordinances under its authority.

The Interlocal Agreement creating the SFWIB subjects SFWIB, its members, the Executive Director of the SFWIB, the staff of the SFWIB and members of any and all committees of the SFWIB to the jurisdiction of the Commission on Ethics and Public Trust.



4.

**South Florida Workforce Investment Board**

*April 15, 2010*

**Executive Director's Report**

**BACKGROUND**

The Executive Director will provide a report.



5.A

**South Florida Workforce Investment Board**

*April 15, 2010*

**Approval to Create a SFWIB Training Policy Subcommittee**

**Recommendation**

The Executive Committee recommends that the SFWIB approve the creation of an EDIS Training Policy Subcommittee as outlined below.

**BACKGROUND**

Following a discussion at the EDIS Committee’s December 16, 2009, meeting regarding a proffered Occupational Training Supply/Demand Policy, Training Vendor Performance Chargeback Policy and Standardized Refund Policy, the EDIS Committee Chair recommended the creation of an EDIS subcommittee comprised of EDIS Committee members who are non-training providers to evaluate data pertinent to SFWIB’s education and training policies.

The Chair of the SFWIB approved the creation of an EDIS subcommittee charged with reviewing SFWIB’s training related policies at the February 18, 2010, SFWIB meeting. At that meeting, Board members recommended that a public meeting be scheduled to further discuss the structure and duties of the subcommittee. Accordingly, the SFWIB Chair hosted a Sunshine Meeting on the training policy subcommittee at SFWIB headquarters on March 4, 2010.

At the Sunshine Meeting, the Chair determined that the EDIS subcommittee will review two of the proffered training policies written above – Training Vendor Performance Chargeback Policy and Standardized Refund Policy – as well as training vendor performance requirements found in SFWIB directives. The Occupational Training Supply/Demand Policy already passed, via motion at the SFWIB February 18, 2010 meeting. Agreeing with the recommendation of the EDIS Chair, the SFWIB Chair determined that the subcommittee will be comprised of EDIS Committee members who are non-training providers as well as former SFWIB Chair Mr. Margolis and Board member Mr. Carlos Arboleda.

Moreover, the SFWIB Chair requested that the SFWIB Executive Director request a policy subject matter expert from the Florida Department of Education to assist subcommittee members in carrying out their responsibilities. Lastly, the SFWIB Chair determined that the subcommittee will report its policy recommendations to the EDIS Committee.

The Executive Committee discussed this item at its March 23, 2010.



**5.B**

**South Florida Workforce Investment Board**

***April 15, 2010***

**Approval to Support the Florida Workforce Development Association's Food & Beverage Policy Proposal**

**RECOMMENDATION**

The Executive Committee recommends to the Board the approval to support the Florida Workforce Development Association's Food & Beverage Policy Proposal for ratification by the State's Workforce Board.

**BACKGROUND**

Workforce Florida Inc. (WFI) and the Agency for Workforce Innovation (AWI) investigated excess spending in food and beverage costs in Workforce Region 15 (Tampa). At the request of WFI, AWI requested food and beverage expenditures from all Regional Workforce Boards (RWBs) for the period beginning 11/1/08 and ending 10/31/09. Of the State's 24 regional workforce boards, SFWIB had the lowest percentage of food and beverage expenditures to total funding allocation.

In response to the State's inspection of the 24 workforce boards' food and beverage expenditures, the Florida Workforce Development Association (FWDA) drafted a proposed policy on allowable food and beverage expenditures for consideration by the State's Workforce Board. That policy is attached to this agenda item.

The FWDA's recommendations are based on three principal sources of restrictions and/or guidance that bear on the food and beverage issue: OMB Cost Principles and Restrictions on Food and Beverage Costs, the Concepts of Reasonable and Necessary Costs and Public Perception. The FWDA concluded that the maximum allowable cost per individual per meal ought to be \$6.00 for breakfast, \$11.00 for lunch and \$19.00 for dinner. Note that the recommendations are only applicable to food and beverage expenditures at meetings and conferences, partner meetings, job seeker and employer events, program participant events, outside agency sponsored meetings and conferences, organizational meetings, and emergency situations. The FWDA recommendations do not address the issue of meals and other reimbursements to employees or directors during authorized travel.

The Executive Committee discussed this item at its March 23, 2010, meeting and recommends to the Board the approval to support the FWDA's proposed food and beverage expenditure policy for the State Board to ratify and implement.

*Attachment*

# FLORIDA WORKFORCE DEVELOPMENT ASSOCIATION

## *Proposed Policy*

### **ALLOWABLE FOOD & BEVERAGE EXPENDITURES**

February, 2010

#### **I. BACKGROUND**

This paper was developed by a work group of the Florida Workforce Development Association (FWDA) as recommendations for guiding principles and formal policies governing expenditures for food and beverages by Regional Workforce Development Boards (RWBs) that are charged to federal and state grants. This work is in direct response to media reports, official investigations and reactions of members of the Florida Legislature concerning such expenditures in the Florida workforce development system, wherein such expenditures have been harshly criticized as being unreasonable, unnecessary and “extravagant.”

Our recommendations are based on three principal sources of restrictions and/or guidance that bear on the food and beverage issue:

##### A. OMB Cost Principles and Restrictions on Food and Beverage Costs

Florida’s regional workforce development boards, as subrecipients of federal and state financial assistance (“grants”), are governed by a myriad of federal and state statutes and regulations specific to each grant program. An overarching set of regulations is the OMB Cost Principles, which, among other things, govern the general allowability of costs charged federal grants and provides more specific guidance on the allowability (or unallowability) of typical items of costs which may be incurred by grantee.

##### B. The Concepts of “Reasonable” and “Necessary” Costs

Throughout federal grant management rules and regulations (including OMB Cost Principles) the two most important tests in determining the allowability of costs charged to federal grants are the tests of reasonableness and necessity.

A cost is reasonable if, in its nature or amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. *In other words, would you spend your own money the same way?*

A cost is necessary if it directly and demonstrably supports the goals and objectives of the organization and, by its incurrence, clearly benefits one or more of the grants to which it is charged.

### C. Public Perception

Currently applicable rules contain no specific prohibition of food and beverage at meetings and conferences; however, FWDA also recognizes that public confidence in the integrity of those who spend the taxpayers' money is essential. Accordingly, RWBs must ensure that cost items – however allowable or legitimate they may in fact be in a specific context – may appear frivolous or wasteful to the general public and should, if they are to be charged to public funds, be able to pass a rigorous “public perception” test.

## II. **Recommended Policies**

These policy recommendations are intended to govern the purchase of food and beverage items within the events, activities and circumstances specified; they do not address the issue of meals and other reimbursements to employees or directors during authorized travel. The events, activities and circumstances specified in paragraphs A, B and C below are the only conditions under which allowable costs for food and beverage items may be incurred and charged to federal and state grants. Further, the maximum allowable cost per individual per meal is \$6.00 for breakfast, \$11.00 for lunch and \$19.00 for dinner.

A. Meetings and Conferences *These include board and committee meetings; partner meetings (involving board members, RWB staff and outside agencies designated as “partners”); job matching events that involve a gathering of job seekers, program participants and employers (e.g., job fairs and work experience programs); and meetings or conferences sponsored by agencies other than the RWB, attended by board members and/or staff at which a meal is served and for which a registration fee is charged.*

1. Board and Committee meetings: When Board and/or Committee meetings are scheduled over the traditional breakfast, lunch or dinner time periods for the purpose of maximizing attendance, meals including beverages may be purchased for official attendees (board members, invited presenters and staff designated as support) provided the total cost per person, including gratuities and fees, does not exceed the rates established herein for the specific meal.
  - a. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
  - b. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.
  - c. When Board and/or Committee meetings are held outside traditional meal periods, non-alcoholic beverages may be purchased for the meetings; the

requirements for cost or price analyses and supporting documentation also apply to these purchases.

2. Partner meetings: *(RWB-sponsored meetings held for the purpose of disseminating technical, programmatic or administrative information to which designated RWB partners – One Stop operators, service providers, training providers, local elected officials, etc.—have been invited)*. When Partner meetings are scheduled over the traditional breakfast, lunch or dinner time periods for the purpose of maximizing attendance, meals including beverages may be purchased for official attendees provided the total cost per person, including gratuities and fees, does not exceed the rates established herein for the specific meal.
  - a. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
  - b. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.
  - c. When Partner meetings are held outside traditional meal periods, non-alcoholic beverages may be purchased for the meetings; the requirements for cost or price analyses and supporting documentation also apply to these purchases.
3. Job Seeker and Employer Events: *(RWB-sponsored “job fairs” wherein employers are provided space to display and disseminate information about their businesses and job seekers are invited to apply and interview for available jobs)*. When such events are scheduled for a time period encompassing the traditional lunch period, RWBs may provide meals including beverages for participating employers, provided the total cost per person, including gratuities and fees, does not exceed the rates established herein for the specific meal. In circumstances where job seekers must wait in line to gain access to the facility, bottled water may be made available to them while waiting.
  - a. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
  - b. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.
  - c. When Job Fairs are held outside traditional meal periods, non-alcoholic beverages may be purchased for the meetings; the requirements for cost or price analyses and supporting documentation also apply to these purchases.
4. Program Participant Events: *(RWB-sponsored events held specifically for program participants and designed to provide work experience and/or training opportunities for eligible individuals)*. When such events are scheduled for a time period encompassing the traditional meal period, RWBs may provide meals including beverages for participants, provided the total cost per person, including

gratuities and fees, does not exceed the rates established herein for the specific meal.

- a. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
- b. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.
- c. When program participant events are held outside traditional meal periods, non-alcoholic beverages may be purchased for the meetings; the requirements for cost or price analyses and supporting documentation also apply to these purchases.

5. Outside Agency Sponsored Meetings and Conferences: (*meetings or conferences sponsored by agencies other than the RWB, attended by board members and/or staff at which a meal is served and for which a registration fee is charged.* In circumstance where an agency other than the RWB sponsors a meeting or conference, a meal is served and a registration fee is charged, the RWB may pay the registration fee on behalf of the attendee(s) provided the following requirements are met:

- a. Attendance at the meeting benefits the RWB's mission and benefits the grant(s) to which it is charged;
- b. If the cost of the provided meal is itemized within the registration fee, the RWB may only charge the rates established herein for the specific meal to the benefitting grants;
- c. If travel and per diem is authorized for attendance at the meeting or conference, attendee(s) may not be reimbursed for the meal included in the registration.

B. Organizational Meetings: To the extent that an RWB has an established policy that provides annual or semi-annual events that are designed to recognize the achievements of individuals or improve performance, food and beverages may be purchased for these types of events, provided the following requirements are met:

- a. Achievement(s) being recognized are directly related to and benefit the grant(s) to which the food and beverage costs are charged;
- b. Food and beverage cost per attendee does not exceed the rates established herein for the specific meal;
- c. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;

- d. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.

C. Emergency Situations:

- a. In the event of a federally, state or locally declared emergency, food and beverage may be provided to staff and/or volunteers working at locations designated as a part of the state or local workforce board's emergency response effort, provided the following requirements are met:
  - i. The average cost per person shall not exceed the rates established herein for the specific meal
  - ii. Recognizing that in an emergency situation not all staff may be available to respond or perform required duties, approval for such expenditures shall be given by either an officer of the Board or the senior ranking staff member available within the region.
  - iii. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
  - iv. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.
  
- b. In the event of a federally, state or locally declared emergency, food and beverage may be provided to residents seeking assistance at a location designated as a part of the state or local workforce board's emergency response effort provided the following requirements are met:
  - i. The average cost per person shall not exceed the rates established herein for the specific meal;
  - ii. Recognizing that in an emergency situation not all staff may be available to respond or perform required duties, approval for such expenditures shall be given by either an officer of the Board or the senior ranking staff member available within the region.
  - iii. Some form of cost or price analysis must be performed in connection with the food/beverage purchase to ensure costs are competitive and reasonable;
  - iv. Documentation supporting the necessity and benefit(s) to the grant programs bearing the cost must be included in the purchase records.

- D. Annual Review: These food and beverage policies shall be reviewed annually by the Florida Workforce Development Association and revised as necessary to

accommodate changes in economic conditions and/or authorizing legislation, program regulations and applicable policy.



5.C

**South Florida Workforce Investment Board**

*April 15, 2010*

**Information – Region 23 Preliminary TOL  
Update**

**Information Item**

**BACKGROUND**

In response to the Agency for Workforce Innovation's (AWI) January 2010 release of Region 23's Preliminary 2010-2011 Targeted Occupations List (TOL), the EDIS Committee hosted a Workforce Estimating Conference on February 25, 2010, at SFWIB headquarters. During the Conference, the Committee Chair discussed the Preliminary TOL, occupations slated for deletion from the Region's TOL, Occupations slated to be added to the Region's TOL and the 2010-2011 Demand Survey Form. The Demand Survey Form acts as a petition to protect an occupation slated for deletion by demonstrating that the occupation meets the following criteria:

- Minimum of 25 annual openings,
- Minimum entry wage of 10.40, and
- Minimum mean wage of 12.79.

There were 27 occupations slated for deletion from Region 23's TOL. SFWIB staff received demand surveys from regional economic developers and training vendors. Based on the criteria established by the Agency for Workforce Innovation and review of demand surveys, only nine occupations met the criteria. SFWIB staff submitted the occupational data for Regional TOL consideration for the nine occupations bulleted below.

- Aircraft Mechanics and Service Technicians
- Avionics Technicians
- Biological Technicians
- Commercial Divers
- Customer Service Representative
- Diagnostic Medical Sonographers
- Emergency Medical Technicians and Paramedics
- Medical and Clinical Laboratory Technologists
- Security Guards

*Attachment*

User/Area: Phillip Edwards / Workforce Region 23

**Workforce Region 23**  
**Submitted Occupations for 2010-2011 Preliminary Targeted Occupations**

SOC Code	SOC Title	Annual Openings	Mean Wage	Entry Wage	Training Code	Action
493011^	Aircraft Mechanics and Service Technicians	170	\$20.06	\$14.35	3	Added
492091	Avionics Technicians	35	\$19.14	\$14.29	3	Added
194021	Biological Technicians	29	\$15.21	\$13.98	3	Added
499092	Commercial Divers	26	\$19.71	\$14.81	3	Added
434051	Customer Service Representative	218	\$16.86	\$11.00	3	Added
292032^	Diagnostic Medical Sonographers	28	\$24.75	\$20.38	4	Added
292041^	Emergency Medical Technicians and Paramedics	241	\$21.04	\$14.97	3	Added
292011^	Medical and Clinical Laboratory Technologists	87	\$22.68	\$19.05	4	Added
339032	Security Guards	55	\$13.73	\$11.91	3	Added

Annual openings, mean wage, or entry wage in red denotes submitted data did not meet region's criteria.

**Action:** Review (pending WFI recommendation) whereas Approve | Denied (WFI recommendation; pending final decision)

**SOC code^** denotes a high skill/high wage occupation

**FLDOE Training Codes** 3 (PSAV Certificates) and 4 (Community College Credit/Degree)

---

Source: Florida Agency for Workforce Innovation - Labor Market Statistics Center

This page was last updated 04/09/2010 13:47:54



*6.A.1*

**South Florida Workforce Investment Board**

*April 15, 2010*

**February 2010 Financial Report**

**BACKGROUND**

The un-audited finance report for the month ending February 28, 2010, will be reviewed.

*Attachments*



**6.A.2**

**South Florida Workforce Investment Board**

***April 15, 2010***

**February 2010 ARRA Financial Report**

**BACKGROUND**

The un-audited ARRA financial report for the month ending February 28, 2010, will be reviewed.

*Attachments*



**6.B**

**South Florida Workforce Investment Board**

***April 15, 2010***

**Approval to Accept Unemployment  
Compensation Funds**

**RECOMMENDATION**

The Finance Committee recommends to the Board the approval to authorize staff to accept the additional Unemployment Compensation funds as set forth below.

**BACKGROUND**

On March 16, 2010, the Agency for Workforce Innovation (AWI) released a Notification of Fund Availability (NFA) to Regional Workforce Board # 23 for an additional supplemental award of Unemployment Compensation funds in the amount of \$100,646.

AWI administers the Unemployment Compensation (UC) program which provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own.

AWI awards UC funds to SFWIB to cover Career Center expenditures related to providing UC services. Hence, it is the responsibility of Career Center staff to identify UC customers and provide UC services where appropriate.

The Finance Committee discussed this item at its April 15, 2010, meeting.



6.C

**South Florida Workforce Investment Board**

*April 15, 2010*

**Allocation of Additional Food Stamp  
Employment and Training (FSET) Funds**

**Information Item**

**BACKGROUND**

On March 3, 2010, the Agency for Workforce Innovation (AWI) released a Notification of Fund Availability (NFA) to Regional Workforce Board # 23 for an additional award of \$362,814 in FSET dollars. The funding is available until June 31, 2010. To expedite the release of the funds, the SFWIB Executive Director e-mailed the Chair of the SFWIB and the Chairman of the SFWIB Finance Committee on March 31, 2010, to seek authorization to release the funds based on the FSET allocation passed at the December 18, 2009, SFWIB meeting. Later on March 31, 2010, both the Chair of the SFWIB and the Chairman of the SFWIB Finance Committee sent e-mails assenting to an operational decision to accept and allocate the FSET funds. Accordingly, the Executive Director made an operational decision to distribute the funds immediately.

The FSET Program emphasizes work, self-sufficiency, and personal responsibility. The Program strives to meet the needs of participants in gaining skills, training, work, and experience that will increase the program participants' ability to obtain total self-sufficiency. The state of Florida provides FSET services to able-bodied adults (ages 18 - 49) without dependents (children) (ABAWDS).

The FSET program is funded annually through a grant provided to the Department of Children and Families (DCF) by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). The DCF staff determines which food stamp recipients must register for work and participate in the FSET Program. The DCF refers all mandatory FSET participants to the Regional Workforce Board (RWB) providers for program participation.

The attached chart shows the FSET allocations.

*Attachment*

<b>FSET ALLOCATIONS</b>			
<b>CAREER CENTER</b>	<b>TOTAL CASES**</b>	<b>% of Region</b>	<b>ALLOCATION BASED ON CASELOAD</b>
			<b>\$ 362,814</b>
<b>Hialeah Gardens</b>	8,490	11.36%	\$ 35,598
<b>West Dade</b>	10,845	14.51%	\$ 45,473
<b>Hialeah Downtown</b>	4,830	6.46%	\$ 20,252
<b>Carol City</b>	5,543	7.42%	\$ 23,242
<b>Little Havana</b>	9,334	12.49%	\$ 39,137
<b>Miami Beach</b>	1,624	2.17%	\$ 6,809
<b>North Miami Beach</b>	4,827	6.46%	\$ 20,239
<b>Perrine</b>	9,618	12.87%	\$ 40,328
<b>Homestead</b>	4,245	5.68%	\$ 17,799
<b>Northside</b>	13,783	18.45%	\$ 57,792
<b>Transition Inc.</b>	1,579	2.11%	\$ 6,621
<b>Subtotal</b>	<b>74,718</b>	<b>100.00%</b>	<b>\$ 313,290</b>
<b>Monroe</b>	1,982	6.70%	\$ 24,309
<b>HQ</b>		13.80%	\$ -
<b>Facilities</b>		13.90%	\$ 25,216
<b>Total</b>	<b>76,700</b>	<b>100%</b>	<b>\$ 362,814</b>



**6.D**

**South Florida Workforce Investment Board**

***April 15, 2010***

**Approval to Accept Funds for a Shared Case Management Pilot Program Targeting DJJ and Foster Youth**

**RECOMMENDATION**

The Finance Committee recommends to the Board the approval to authorize staff to accept funds for a Shared Case Management Pilot Program targeting DJJ and Foster Youth as set forth below.

**BACKGROUND**

On February 22, 2010, the Agency for Workforce Innovation (AWI) released a Notification of Fund Availability (NFA) to SFWIB for a Shared Case Management Pilot program targeting DJJ and Foster Youth in the amount of \$5,550.00.

In 2007, Workforce Florida Inc.'s Youth Development Council oversaw the development of a statewide pilot project for a shared services model between participating local regions to benefit juvenile justice and foster care youth. Beginning in July 2007, the two-year pilot project was initiated to encourage regions to connect with each other just as local agencies have traditionally connected to provide a better network of services to juvenile offenders and youth in foster care. Both juvenile offenders and foster care youth are oft-moved from time to other regions due to their legal status. The anticipated outcome of this collaboration include increased levels of service to these populations as well as the development of a transfer and shared services model that could be applied to other at-risk populations.

The Finance Committee discussed this item at its April 15, 2010, meeting.



**6.E**

**South Florida Workforce Investment Board**

***April 15, 2010***

**Approval to Accept WIA State Level Incentives**

**RECOMMENDATION**

The Finance Committee recommends to the Board the approval to authorize staff to accept WIA State Level Incentives funds.

**BACKGROUND**

On March 19, 2010, the Agency for Workforce Innovation (AWI) released a Notification of Fund availability (NFA) to SFWIB for WIA State Level Incentives in the amount of \$31,250.00. These funds, which are given for meeting satisfactory performance measures, can be used for any WIA allowable activity.

The Finance Committee discussed this item at its April 15, 2010, meeting.



7.A

**South Florida Workforce Investment Board**

*April 15, 2010*

**Approval of a 2010 Summer Youth Program RFP**

**RECOMMENDATION**

The Youth Council recommends to the Board the approval to authorize staff to negotiate contracts, if funding availability permits, for a 2010 Summer Youth Employment Program Request for Proposal (RFP) with successful Respondent-Service Providers who earned scores of 80 points and higher.

**BACKGROUND**

On March 25, 2010, a 2010 Summer Youth Employment Program RFP was released to the community, soliciting proposals from organizations capable of providing summer youth employment services within Miami-Dade and Monroe Counties. A total of seven agencies responded to the RFP by the prescribed April 5, 2010 deadline.

SFWIB Staff members were assigned as raters and scored the proposals based on criteria detailed in the RFP. A Proposal Review Public Forum Session was conducted on April 12, 2010 wherein the raters declared their scores for individual Respondents. A forthcoming table will display the results of the public review session.

The Youth Council discussed this issue at its April 15, 2010, meeting.



8.A

**South Florida Workforce Investment Board**

***April 15, 2010***

**Approval of Greater Miami Chamber of Commerce, INC. using Previously Awarded Funds to Consult with Healthy Communities Institute Corporation and The Health Council of South Florida, INC. for an Education Plan**

## **RECOMMENDATION**

SFWIB staff recommends that the EDIS Committee recommend to the Board the approval of Greater Miami Chamber of Commerce, INC. (GMCC) using previously awarded funds to consult with Healthy Communities Institute Corporation (a California corporation) and the Health Council of South Florida, Inc.'s Miami Matters web tool for a region-wide Education Plan.

## **BACKGROUND**

At the August 2009 SFWIB meeting, an allocation of \$50,000.00 was approved for GMCC to collaborate with Pappas Consulting Group INC. to conduct a region-wide education and community Plan. GMCC's Education Committee proposes applying its award allocation to collaborate with Healthy Communities Institute Corporation and Health Council of South Florida, Inc.'s Miami Matters to develop new, innovative analyses and strategies for the Plan.

The GMCC Education Committee established a task force to create a living strategic Plan to unify the key stakeholders in the region's education programs. The strategic Plan will address funding resources, relevant legislation and other fundamental issues in order to provide the best educational resources for South Florida residents. In consultation with Healthy Communities Institute Corporation and the Miami Matters web tool, GMCC intends to structure a web-based education and community component to the living strategic Plan. The scope of the GMCC-Healthy Communities Institute and Miami Matters partnership encompasses gathering data from education, business and government leaders in order to improve education outcomes.

SFWIB staff recommends that the EDIS Committee recommend to the Board the use of the previously allocated funds to GMCC to collaborate with the Healthy Communities Institute Corporation and Miami Matters.



**8.B**

**South Florida Workforce Investment Board**

***April 15, 2010***

**Training Providers Performance Reporting Requirements**

**Information Item**

**BACKGROUND**

On March 19, 2010, SFWIB sent letters via certified mail to its approved training providers regarding performance reporting requirements. The letter explained that federal law (as seen in WIA Funds Title I, Part 660 – Subpart E, Section 663.510) prescribes that regional workforce boards conduct performance reviews related to completion of trainings, credentials attained, placements, training-related placements and cost analysis for approved training vendor programs. Additionally, the letter communicated that a SFWIB ITA Agent Performance Reporting Requirements Policy was approved by a predecessor Board on April 23, 2003.

According to the Performance Reporting Requirements Policy, a SFWIB training provider's program must satisfy a 70 percent completion and entered employment rate as well as a 70 percent training-related placement rate. For training vendors carrying multiple programs, each program must satisfy that policy. Programs failing the Performance Reporting standards are slated for removal from the SFWIB approved programs list.

Each training provider that received a letter was afforded 30 calendar days from receipt of the letter to provide documentation showing that the program(s) slated for removal satisfy the Performance Reporting Requirements Policy. If the documentation is deemed acceptable by SFWIB staff, the program(s) at issue will remain on the list of approved SFWIB programs and thus eligible for ITA issuance.



8.C

**South Florida Workforce Investment Board**

*April 15, 2010*

**Employed Worker Training Program Update**

**Information Item**

**BACKGROUND**

In January 2007, SFWIB launched its Employed Worker Training Program (EWT) to assist regional businesses in upgrading the skills of their workforce. Through EWT, SFWIB reimburses qualifying businesses a maximum of 50 percent of the total training costs involved in enhancing the skills of their employees.

At its June 18, 2009, meeting, the SFWIB passed the budget for program year 2009-2010, allocating \$500,000.00 for EWT projects.

The attached chart provides a summary of EWT projects as of April 1, 2010.

*Attachment*

### Summary of EWTP Projects

Company Name	Funds Awarded - Appropriated from SFW Pool (\$500,000.00)	Training Area(s) Provided	# of Employees to be trained	Average Wage	Total Number Trained	Service Partner Requesting Funds	Cost Per Trainee	Remaining Balance from the SFW EWTP Pool - (\$500,000.00)	Approved
<b>Bio-Nucleonics, Inc.</b> The company is a radiopharmaceutical manufacturer. They manufacture and sell radioactive drugs used for diagnostic and therapeutic treatments.	\$ 11,100.00	FDA required training and handling of radiopharmaceuticals	8	\$ 31.00		Youth Co-Op, Inc.	\$ 1,387.50	\$ 488,900.00	Sep-09
<b>C&amp;R Metals, Inc.-</b> The company is a full fabrication shop working in industrial, construction, interior designs and all types of applications for commercial design clients.	\$ 900.00	AutoCAD	2	\$ 17.00		Ser Jobs	\$ 450.00	\$ 488,000.00	Sep-09
<b>Department of Children &amp; Family</b> - The company is a governmental agency dedicated to providing social services to the citizens of the State of Florida.	\$ 39,075.00	Six Sigma, Project Management, Sign Language, and PHR/SPHR Training	62	\$ 23.47		Youth Co-Op, Inc.	\$ 630.24	\$ 448,925.00	Oct-09
<b>Cheeca Holdings, LLC</b> - The company is a full service, five star, oceanfront resort with a world class spa, multiple waterfront restaurants, a private golf course and more	\$49,500.00	Property management, Sales & Catering, Spa Module, Accounting, Retail POS, Guest eMarketing	41	\$ 17.03		Youth Co-Op, Inc.	\$ 1,207.32	\$ 399,425.00	Oct-09
<b>Parrot Jungle and Gardens of Watson Island, Inc, dba Jungle Island</b> - is an interactive zoological park and tourist attraction that offers camp activities, interactive animal encounters, animal shows and a tropical garden.	\$ 62,777.62	CBORD Catermate EM, BloodBourne Pathogens, Ladder Safety, Electrical Subparts S, Job Safety Analysis, Fire Protection/Prev, Standard CPR FA AED, Emergency Responce Planning/Hurricane, Defensive Driving, Safety Audits, Microsoft Certified Application Specialist (MCSA), Adobe CS 3/Photoshop Certified Expert, Project Management, Camp Counselor, Animal Training Fundamentals, SHMR/PHR	134	\$ 12.33		Youth Co-Op, Inc.	\$ 468.49	\$ 336,647.38	Oct-09
<b>Reef Radio Electronics, Ocean Reef</b> - is a home electronics, entertainment, automation, and computer service company in the Upper Keys and Ocean Reef.	\$ 5,000.00	Apple Hardware Service Certification, A+ Certification, Network+ Certification	5	\$ 28.00		Youth Co-Op, Inc.	\$ 1,000.00	\$ 331,647.38	Nov-09

### Summary of EWTP Projects

<b>Spottswood Management, Inc.</b> - Spottswood Management, Inc. is a hospitality and property management company that provides complete management services to timeshare, hotel, marina and commercial properties.	\$ 24,107.89	Front Desk Representative, MCAS	25	\$ 16.82		Youth Co-Op, Inc.	\$ 964.32	\$ 307,539.49	Nov-09
<b>Catholic Health Services</b> - provides a full continuum of healthcare and services to the southeast Florida community.	\$ 26,399.00	Admit Discharge Transfer, Physicians orders, Echarting, SuperUser Training	146	\$ 23.71		Youth Co-Op, Inc.	\$ 180.82	\$ 281,140.49	Dec-09
<b>Hilton Trading Corp. dba AccuBanker</b> - is a suppliers of cash handling equipment (bill counters and counterfeit currency detectors).	\$ 3,293.90	OSHA / Quickbooks & SEO Toolset (Search Engine Optimization)	4	\$ 26.26		Arbor	\$ 823.48	\$ 277,846.59	Dec-09
<b>World Emblem international, Inc.</b> - is an industrial manufacturer of embroidered and screened printed goods and apparel.	\$ 19,512.00	OSHA, SPHR, MCAS, MCTS-SQL Server & .Net Frame	25	\$ 20.56		Youth Co-Op, Inc.	\$ 780.48	\$ 258,334.59	Jan-10
<b>Florida Keys Mosquito Control District</b> - was created by State statue for the purpose of evaluating, maintaining, and controlling mosquitoes in a manner that preserves and protects the ecological integrity of our scenic lands, waters and environment in the Florida Keys.	\$ 4,915.00	Introduction to Mosquito Control, Urban Pests of Importance to Public Health, Identification of Adult Mosquitos of Florida, New Technologies in Mosquito Control, Jim Robbins Food for Thought, Advanced Mosquito Control Certification, Osha Regulations for Employees and Supervisors, Equipment Roundup for Mechanics, Planning the Successful Larviciding War, Improving and Assessing Outreach Program, Introduction to GIS Technologies, Surveillance and Prediction Disease Transmission, Integrated Pest Management	20	\$ 18.79		Youth Co-Op, Inc.	\$ 245.75	\$ 253,419.59	Jan-10

Funds Awarded - Appropriated from SFW Pool (\$500,000.00)	# of Employees to be trained	Average wage	Cost Per Trainee
\$ 246,580.41	472	\$ 21.36	\$ 522.42



9.A

**South Florida Workforce Investment Board**

***April 15, 2010***

**Presentation on Career Center Services by Bob Bradner**

**Information Item**

**BACKGROUND**

At the February 2009 Workforce Systems Improvement (WSI) Committee meeting, a recommendation was made to the SFWIB that a consultant be procured to review and assess the Region's service delivery systems within the Career Centers. The consultant would focus on ways to standardize the Career Centers' workforce services delivery systems and to improve the quality of the workforce overall. The consultant's final report would assist SFWIB staff to gain awareness of the organization's procedures and analyze current processes to identify sources of errors, defects, and inefficiencies. This initiative was designed to provide an in-depth understanding of Career Center strengths and weaknesses that could then be used to develop improvements.

Mr. Bob Bradner of Bradner Consulting Group was chosen to perform the work described above. On January 19, 2010, Mr. Bradner submitted his final report, entitled *Study on the Assessment and Standardization of Career Center Services*, to SFWIB staff. The report was attached to the February 2010 agendas for the SFWIB and the SFWIB WSI Committee.

Mr. Bradner will conduct a presentation regarding his assessment of the Career Centers' delivery of workforce services.



**9.B**

**SFWIB - Workforce Systems Improvement  
(WSI) Committee**

***April 15, 2010***

**Customer Service Delivery Standards for Core  
and Staff-Assisted Services**

**Information Item**

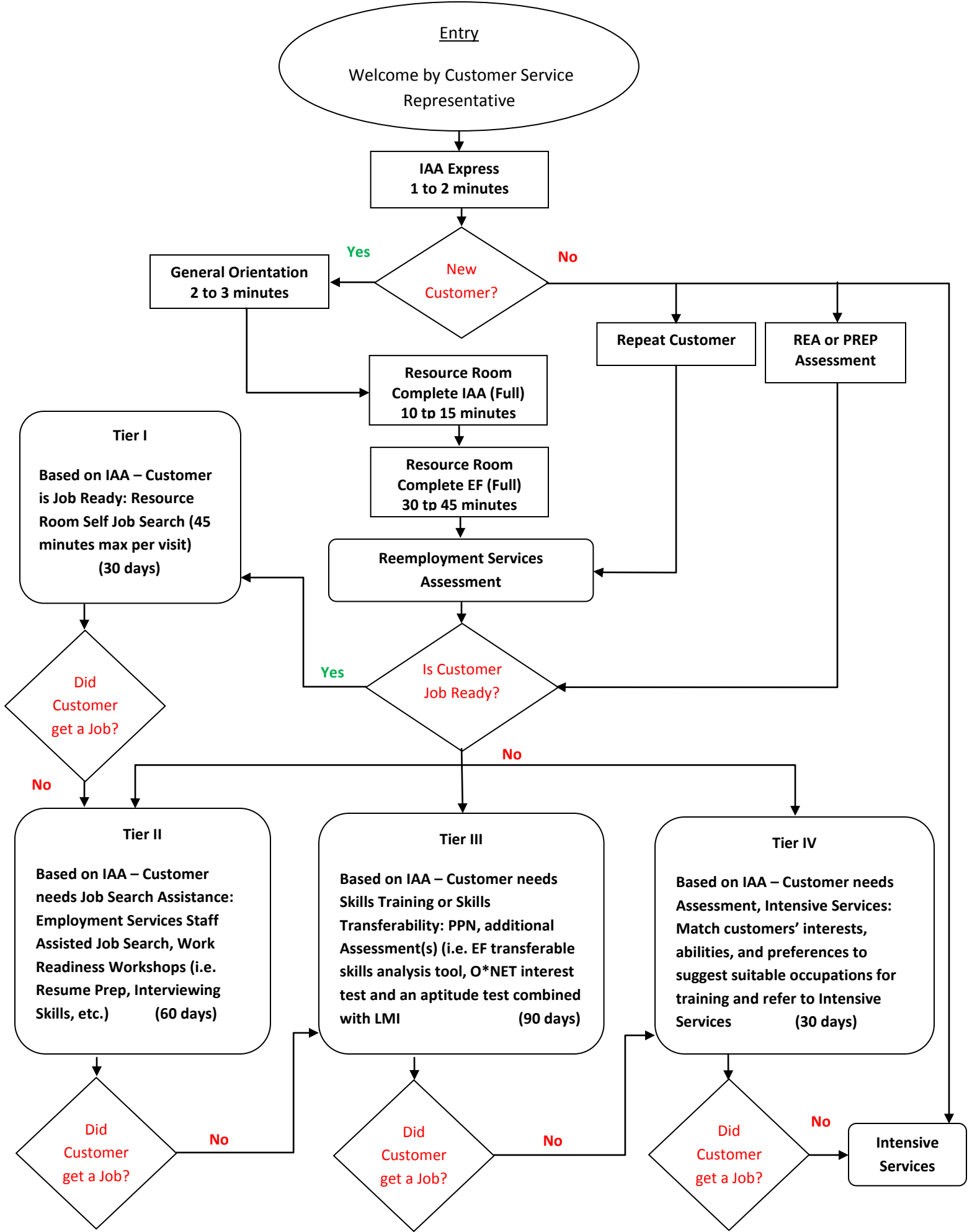
**BACKGROUND**

As part of the Wagner-Peyser (WP) Performance Improvement Team (PIT) efforts to improve providers' customer service and service delivery, SFWIB and service providers' staff have met on a weekly basis since February 2010 to review Mystery Shopper results, Mr. Bob Bradner's report (*Study on the Assessment and Standardization of Career Center Services*), State performance measures, and Region 23's need to implement feasible customer service improvement initiatives.

The WP PIT process has resulted in an environment where service providers' individual best practices were identified and shared to develop the attached proposed Customer Service Delivery Standards and proposed Customer Flow for Core and Staff-Assisted Services.

The ultimate goal of the WP PIT is to implement these processes and measures to standardize the Region's workforce service delivery systems, ensuring effective, efficient, and measurable service delivery throughout the SFWIB Career Center system.

*Attachments*



Entry

Welcome by Customer Service Representative

IAA Express  
1 to 2 minutes

New Customer?

Yes

No

General Orientation  
2 to 3 minutes

Resource Room Complete IAA (Full)  
10 to 15 minutes

Resource Room Complete EF (Full)  
30 to 45 minutes

Reemployment Services Assessment

Repeat Customer

REA or PREP Assessment

Tier I

Based on IAA – Customer is Job Ready: Resource Room Self Job Search (45 minutes max per visit) (30 days)

Did Customer get a Job?

Yes

Is Customer Job Ready?

No

No

Tier II

Based on IAA – Customer needs Job Search Assistance: Employment Services Staff Assisted Job Search, Work Readiness Workshops (i.e. Resume Prep, Interviewing Skills, etc.) (60 days)

Did Customer get a Job?

No

Tier III

Based on IAA – Customer needs Skills Training or Skills Transferability: PPN, additional Assessment(s) (i.e. EF transferable skills analysis tool, O\*NET interest test and an aptitude test combined with LMI) (90 days)

Did Customer get a Job?

No

Tier IV

Based on IAA – Customer needs Assessment, Intensive Services: Match customers' interests, abilities, and preferences to suggest suitable occupations for training and refer to Intensive Services (30 days)

Did Customer get a Job?

No

Intensive Services

## Proposed Core and Staff Assisted Services Standards

Standards for Service Delivery	First Time Job Seeker	Repeat Job Seeker	QA
IAA Express (1 to 2 minutes)	Required	Required	Survey / Mystery Shopper
General Orientation (2 to 3 minutes)	Required	Not Required	Automated
IAA Full Assessment (10 to 15 minutes)	Required	Required - Update	Reconcile with EF / Required Monthly Report
EF Full Registration (30 to 45 minutes)	Required	Required - Update	Reconcile with IAA / Required Monthly Report
Reemployment Services (RES)	Optional	Required to determine the Tiers of Services	Follow-up / Survey /Mystery Shopper
Tier 1 - Job Ready: Job Search at Resource Room (45 minutes max.) (30 days)	Based on IAA	Based on IAA	IAA / EF / Follow-up
Tier 2 - Job Search Assistance (60 days)	Based on IAA	Based on IAA	IAA / EF / Follow-up
Tier 3 - Skills Training or Skills Transferability (90 days)	Based on IAA	Based on IAA	IAA / EF / Follow-up
Tier 4 - Assessment, Intensive Services (30 days)	Based on IAA	Based on IAA	IAA / EF / Follow-up

Standards for Career Center Staff	QA
Greeting (in person and by phone)	Mystery Shopper / QA Monitoring
Name Badge (all staff)	Mystery Shopper / QA Monitoring
Business Cards (all staff)	Mystery Shopper / QA Monitoring
Job Seeker Referral Expectations	Mystery Shopper /QA Monitoring
Customer Service Survey (75% and above = Pass)	SFW HQ will conduct Customer Service Survey
Referral / Placement Ratio (20% for the Region)	Required Monthly Report
Follow-up / Soft Exit (Job Seekers will not exceed 30 days without a follow-up/service)	Required Monthly Report