
AGENDA

BROWARD WORKFORCE DEVELOPMENT BOARD, INC. & CAREERSOURCE BROWARD COUNCIL OF ELECTED OFFICIALS

**Partnership Meeting #218
Thursday, July 25, 2019
CareerSource Broward, 2890 West Cypress Creek Road, Ft. Lauderdale 33309**

The Committee is reminded of conflict of interest provisions. In declaring a conflict please refrain from voting or discussion and declare the following information: 1) Your name and position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting.

PLEDGE OF ALLEGIANCE

MISSION MOMENT

MEMBER SPOTLIGHT

Board member spotlight to get to know each member and the business/sector they represent.

Staff spotlight for Board to get to know various team members.

PRESENTATION

Bob Swindell, President and CEO, of the Greater Fort Lauderdale Alliance will update the board on their efforts to secure better jobs at better wages.

APPROVAL OF MINUTES

Approval of the minutes of the June 27, 2019 Broward Workforce Development Board/CareerSource Broward Council Partnership Meeting #217.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Partnership Meeting

CONSENT AGENDA

Consent Agenda items are items that may not need individual discussion and may be voted on as one item. Any member wishing to discuss an item may move to have it considered individually.

ACCEPTANCE OF CONSENT AGENDA

RECOMM ACTION	Approval Motion for Approval
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1. Monthly Performance Report

The current performance for the month of May is provided. This month's data reflects that within the Big 7 Regions CSBD ranks 2nd in WTP and Veterans EER, and in WTP All Family Participation Rate, and ranks 3rd in WTP Two Parent Participation Rate, and Wagner Peyser EER.

ACTION EXHIBIT	None Performance Report for May
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Pages 15 – 26

2. BWDB Committee Summary

Summary of actions taken at the following meeting:

One Stop Services Committee – 7/2/19
Audit Committee – 7/15/19
Executive Committee – 7/15/19

ACTION EXHIBIT	None Memo #01 – 19 (Exec)
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Pages 27 – 28

REGULAR AGENDA

These are items that the Council and Board will discuss individually in the order listed on the Agenda. Individuals who wish to participate in these discussions may do so merely by raising their hand during the discussion and being recognized by the Chair. The Chair will determine the order in which each individual will speak and the length of time allotted.

OLD BUSINESS

1. New Courses For Existing ITA Provider – Florida National University (FNU)

Consideration to approve FNU's four (4) year degree programs in 1) Accounting 2) Registered Nursing 3) Finance and 4) Marketing and Sales Management to the ITA List. All programs meet Board criteria. During the 4/25 Board meeting FNU's request to add programs to the ITA list was deferred for additional information. FNU has had approved courses on ITA list since 2011. Due to the schools location only 4 participants have attended and we have had a 75% success rate. The Florida Statue 445.007(6) prohibits...local boards [from] restrict[ing] the choice of training providers based upon cost, location, or historical training arrangements and their application is compliant, it is recommend the new programs be approved. FNU will be present to answer questions. *(This is in alignment with the BWDB goal to align Broward's services to maximize employment and training opportunities for targeted populations.)*

RECOMM	Approval
ACTION	Motion for Approval
EXHIBITS	Memo #50 – 18 (OPS) ITA Course Summary Spreadsheet

Pages 29 – 32

NEW BUSINESS

1. New Courses For Existing Individual Training Account Provider – Broward College (BC)

Consideration to approve Broward College's (BC) application to add its 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree program to the Individual Training Account (ITA) list. CSBD reviewed the applications for completeness and to ensure Board mandated criteria were met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum at the Board meeting. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings. *(This is in alignment with the BWDB goal to Align Broward's services to maximize employment and training opportunities for targeted populations.)*

RECOMM	Approval
ACTION	2/3 Vote for Approval
EXHIBITS	Memo #52 – 18 (OPS) ITA Course Summary Spreadsheet

Pages 33 – 35

2. Membership Renewals

Consideration of BWDB membership renewals of Broward Workforce Development Board members whose terms have expired in 5/19 or will expire 7/19 and who are eligible for renewal for a two-year term. The renewal of their terms is through July 2021. The fifteen members are 1) Dr. Lisa Knowles 2) Dr. Steven Tinsley 3) Dr. Gertrudis Perez - Dusek 4) Marjorie Walters 5) Mayor Frank Ortis 6) Josie Bacallao 7) Gary Arenson 8) Michael Carn 9) Dr. Ben Chen 10) Paul Farren 11) Frank Horkey 12) Francois LeConte 13) Cynthia Sheppard 14) Janet Wincko and 15) Sam Robbin. All whom have agreed to continue. CareerSource Broward Council of Elected officials appoints board members by a vote of the Council following a recommendation from the Board. Approved at the 7/15 Audit and Executive Committee meetings. *(This is in alignment with the BWDB goal to maintain our roles as workforce development leaders.)*

RECOMM BWDB to Recommend Approval
ACTION **Motion for Approval by CSBD Council of Elected Officials**
EXHIBIT Memo #02 – 19 (Exec)

Pages 36 – 38

3. Renewal of Audit Contract with Anthony Brunson P.A.

Consideration to renew the contract for an organization wide audit with Anthony Brunson, P.A, at a cost of \$29,000 the same fee paid last year. CSBD was satisfied with their work. Approved at the 7/15 Audit and Executive Committee meetings. *(This is in alignment with the BWDB goal to align Broward’s services to improve the sustainability of the workforce system through increased funding, efficiency, and relevancy.)*

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #17 – 18 (LS)

Page 39

4. Renewal of the Contract with Taylor Hall Miller Parker, PA

Consideration to renew the contract for program monitoring with Taylor Hall Miller Parker, PA at a cost of \$28,000 per visit for a total of \$84,000 for 3 visits a year. This is an increase of \$500 per visit over last year. CSBD was satisfied with the work performed last year. Approved at the 7/15 Audit and Executive Committee meetings. *(This is in alignment with the BWDB goal to maintain our roles as workforce development leaders.)*

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #01 – 19 (LS)

Page 40

5. Renew the Contract with Cherry Bekaert LLP

Consideration to renew the contract for fiscal monitoring with Cherry Bekaert LLP, at a cost of \$22,500 per visit for a total of \$67,500 for 3 visits a year. This is the same cost as last year. CSBD was satisfied with the work performed last year. Approved at the 7/15 Audit and Executive Committee meetings. *(This is in alignment with the BWDB goal to align Broward’s services to improve the sustainability of the workforce system through increased funding, efficiency, and relevancy.)*

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #02 – 19 (LS)

Page 41

6. New Course For Existing ITA Provider – Florida Atlantic University (FAU)

Consideration to approve Florida Atlantic University’s (FAU) application to add its Project Management Professional (PMP) Exam Preparation course at their Davie Campus to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings. *(This is in alignment with the BWDB goal to Align Broward’s services to maximize employment and training opportunities for targeted populations.)*

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #53 – 18 (OPS)
 ITA Course Summary Spreadsheet

Pages 42 – 44

7. Addition of New Course for Existing ITA Provider – Concorde Career Institute

Consideration to approve Concorde Career Institute’s application to add its Pharmacy Technician training program to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings. *(This is in alignment with the BWDB goal to Align Broward’s services to maximize employment and training opportunities for targeted populations.)*

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #54 – 18 (OPS)
 ITA Course Summary Spreadsheet

Pages 45 – 46

REPORTS

1. General Fund Balance

As of 5/31/19 the current General Fund balance is \$572,597. Since 12/31/18, we have realized gross revenues of \$229,712 and have had expenditures of \$306,735 for costs related to the completion of the renovation of the new building, Ticket to Work staff, and food and beverage expense.

ACTION None
EXHIBIT Memo #01 – 19 (FS)

Pages 47 – 48

2. Cherry Bekaert LLP Fiscal Monitoring Report #3 PY 17-18 Issued 12/2018

Cherry Bekaert LLP conducted fiscal monitoring for the period 4/1/18 through 6/30/18. Monitoring was issued December 2018. There were 0 findings and 2 observations. One of the observations cited the bus pass support logs because the bus pass numbers were out of sequence. This took some time to research. It was determined that there were 2 logs maintained for different programs by 2 different staff. Each entering their distribution sequentially. Together the 2 logs accounted for all bus passes and were sequential. The other observation was corrected. Cherry Bekaert reviewed a total of 818 elements during the review and CSBD achieved a zero error rate for the period.

RECOMM None
EXHIBITS Memo #09 – 18 (QA)
 Monitoring Report #3

Pages 49 – 51

3. Cherry Bekaert LLP Fiscal Monitoring Report #1 PY 18-19 Issued 5/2019

Cherry Bekaert LLP conducted fiscal monitoring for the period 10/1/18 through 12/31/18. There were 0 findings and 0 observations. Cherry Bekaert reviewed a total of 680 elements during the review and CSBD achieved a zero error rate for the period.

RECOMM None
EXHIBITS Memo #11 – 18 (QA)
 Monitoring Report #1

Pages 52 – 53

4. Taylor Hall Miller Parker (THMP), PA, Program Monitoring Report #1 8/18 – 11/18

The THMP program monitoring report for the period 8/1/18 through 11/8/18 and cited 5 findings and 26 observations. They reviewed a total of 175 files consisting of 5,155 elements. The findings equate to an error rate of about .097%. All findings and observations were corrected except where cases were closed.

RECOMM None
EXHIBIT Memo #4 – 18 (QA)

Pages 54 – 67

5. State DEO Program Monitoring Report 12/2018

The Florida Department of Economic Opportunity (DEO) issued their Program Monitoring Report for the period covering 1/1/17 – 12/3/17, on 12/12/18. DEO identified 8 findings and 7 “non-compliance” issues, which could be a finding in the future if not corrected and 1 observation. They reviewed a total of 261 files consisting of 9,255 elements. The findings equate to an error rate of about .16%. CSBD was informed that their Corrective Action Plan was accepted on April 18, 2019.

RECOMM None
EXHIBIT Memo #10 – 18 (QA)

Pages 68 – 80

6. Professional Placement Network Project Plan

The Professional Placement Network (PPN) workshop is all about helping jobseekers become employed in their next right job. We teach the things jobseekers must do, things they must say, things they must prepare, and finally the things they must be to become successful in their job search. The Plan addresses how the content is validated and refreshed. Reviewed at the 7/2 One Stop Services Committee meeting.

ACTION Review
EXHIBIT PPN Project Plan

Pages 81 – 83

7. Update on Services to Special Populations

The Workforce Innovation and Opportunity (WIOA) has a focus on helping low-income and disadvantaged populations. CSBD has always targeted special populations to serve in order to assist them in being self-sufficient. This memo provides an update to the One-Stop Services Committee on CSBDs commitment to serving Special Populations. Reviewed at the 7/2 One Stop Services Committee meeting.

ACTION Review
EXHIBIT Memo #12 – 18 (QA)

Pages 84 – 87

8. Outreach to Distressed Communities

As you may recall CSBD is increasing awareness of our services in the targeted distressed communities to educate them on our services such as the WIOA scholarship, employability workshops, and job placement assistance. To highlight our deliverables and community involvement efforts we created an info-graph that presents a visual summary of the key achievements of this initiative. Reviewed at the 7/2 One Stop Services Committee meeting.

ACTION Review
EXHIBIT Targeted Community Info-graph

Page 88

9. Motivational Interviewing Techniques for Staff

Last fall we brought in a workforce development and human services consulting firm to teach staff customer focused approaches, evidence based motivational interviewing techniques and ways to improve engagement and participation. It also helps in our alignment with the Homeless Continuum of Care providers. This is an update on how since then we continue to improve and implement change in this area to better engage customers as we assist them with employment services. Reviewed at the 7/2 One Stop Services Committee meeting.

ACTION Review
EXHIBIT None

10. Broward County Unemployment

The unemployment rate in Broward County was 3.3 percent in June 2019. Lower by 0.4 percentage point over the year. In June 2019, Broward County's unemployment rate was 0.2 percentage point lower than the state rate (3.5) and 0.5 percent point lower than the national rate (3.8 percent). Out of a labor force of 1,051,606 there were 34,774 unemployed Broward County residents.

ACTION	None
EXHIBIT	Broward County Labor Market Information

Pages 89 – 90

MATTERS FROM THE CAREERSOURCE BROWARD COUNCIL

MATTERS FROM THE BOARD

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

***THE NEXT BROWARD WORKFORCE DEVELOPMENT BOARD/CAREERSOURCE
BROWARD COUNCIL MEETING IS SCHEDULED FOR SEPTEMBER 26, 2019 AT 8:00 A.M.***

MINUTES

BROWARD WORKFORCE DEVELOPMENT BOARD, INC. & CAREERSOURCE BROWARD COUNCIL OF ELECTED OFFICIALS

Partnership Meeting #217

Thursday, June 27, 2019

CareerSource Broward, 2890 West Cypress Creek Road, Ft. Lauderdale 33309

The Committee is reminded of conflict of interest provisions. In declaring a conflict please refrain from voting or discussion and declare the following information: 1) Your name and position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting.

Attendees: Commissioner Tim Ryan (via phone), Gina Alexis, Gary Arenson, Josie Bacallao, Michael Carn, Zac Cassidy, Kristen Cavallini-Soothill, Dr. Ben Chen, Dr. Mildred Coyne, Heiko Dobrikow, Paul Farren, Cynthia Gaber, Frank Horkey, Dr. Lisa Knowles, Ismael Martinez, Mayor Frank Ortis, Dr. Gertrudis Perez-Dusek (via phone), Sam Robbin (via phone), Jim Ryan, John Simmons, Bob Swindell, Enid Valdez (via phone), Janet Wincko

PLEDGE OF ALLEGIANCE

MISSION MOMENT

Kevin Fuentes, program coordinator at JAFCO, provided the mission moment.

MEMBER SPOTLIGHT

Jim Ryan gave the Board member spotlight.

Jamie Connelly, Program Manager, gave the staff spotlight.

PRESENTATION

Heather Davidson, Director, Public Policy and Strategic Initiatives of the United Way of Broward County provided an update on the Asset Limited Income Constrained Employed (ALICE) report from the United Way of Florida.

Josie Bacallao inquired as to what the most important policy United Way is working on. Heather Davidson responded that they are preparing their legislative agenda that will be completed by the end of July but their main focus is on affordable housing. She also indicated they are focusing on literacy and free tax prep.

Heiko Dobrikow asked what the top 3 items we should be working towards. Heather Davidson responded 1) wages 2) transportation and 3) affordable housing.

Mason Jackson stated that per the request of the Executive committee, Bob Swindell, President and CEO of the Greater Fort Lauderdale Alliance, will be providing us a presentation on better wages and better jobs at the July BWDB meeting.

APPROVAL OF MINUTES

Approval of the minutes of the May 23, 2019 Broward Workforce Development Board/CareerSource Broward Council Partnership Meeting #216.

A motion to approve the minutes of the May 23, 2019 of BWDB Partnership/CareerSource Broward Council meeting #216 was made by Mayor Frank Ortis and seconded by Michael Carn. The Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the May 23, 2019 minutes.

CONSENT AGENDA

Consent Agenda items are items that may not need individual discussion and may be voted on as one item. Any member wishing to discuss an item may move to have it considered individually.

ACCEPTANCE OF CONSENT AGENDA

On a motion made by Michael Carn and seconded by Mayor Frank Ortis, the Broward Workforce Development Board, Inc. /CareerSource Broward Council of Elected Officials unanimously approved the Consent Agenda of June 27, 2019.

1. Monthly Performance Report

The current performance for the month of April is provided. This month's data reflects that within the Big 7 Regions CSBD is in a three-way tie for 1st in WIOA Entered Employment Rate (EER), ranks 1st in WTP EER, ranks 2nd in WTP All Family Participation Rate, and ranks 3rd in WTP Two Parent Participation Rate and Veterans EER.

2. BWDB Committee Summary

Summary of actions taken at the following meeting:

Employer Services Committee – 6/3/19
Executive Committee – 6/10/19

REGULAR AGENDA

These are items that the Council and Board will discuss individually in the order listed on the Agenda. Individuals who wish to participate in these discussions may do so merely by raising their hand during the discussion and being recognized by the Chair. The Chair will determine the order in which each individual will speak and the length of time allotted.

NEW BUSINESS

1. **CareerSource Broward (CSBD) Marketing and Communications Plan for PY 19 – 20**

Each year, CSBD implements targeted and strategic outreach to job seekers, employers, and community stakeholders through the press and digital, print, and social media in an effort to increase awareness of CSBD services. This plan identifies CSBD's communications goals and objectives for the PY 19 – 20. Approved at the 6/3 Employer Services and 6/10 Executive Committee meetings. *(This is in alignment with the BWDB goal to maintain our roles as workforce development leaders.)*

Tony Ash, VP of Communications and Business Relations, stated the marketing and communications plan for PY 19-20 outlines CSBD's strategic plan to expand community outreach, provide more success stories, and maximize the website as an electronic storefront.

Mr. Ash presented two videos from CSBD's Construction Industry Job Fair 1) job seekers and 2) employers.

On a motion made by Frank Horkey and seconded by Kristen Cavallini-Soothill, the Broward Workforce Development Board, Inc. /CareerSource Broward Council of Elected Officials unanimously approved CSBD marketing/communications plan for PY 19-20.

REPORTS

1. **New CSBD Website Demonstration**

Communications is currently in the process of redesigning the CSBD website through this year's CareerSource Florida marketing co-op. The new website will incorporate search engine optimization marketing techniques, Google Analytics that provide reports on the performance of the website such as the number of visitors, user-friendly mobile features and videos in order to drive more traffic to the site. The scope of work associated with this project includes site navigation, mobile and desktop designs, selection of a content management system, web hosting service and more. The new website will also maintain our current ADA compliance under the Web Content Accessibility Guidelines. The new website is scheduled for launch the end of June. Reviewed at 6/3 Employer Services and 6/10 Executive Committee meetings.

Javon Lloyd, Sr. Communications Manager gave a presentation on our new website. He stated that we are looking to launch by the end of June. Our website is more user friendly for employers, job seekers and the community.

Gina Alexis, stated that our new site was great. She inquired if we have a definition of apprenticeships on our website. Javon Lloyd mentioned that we do have the definition of the apprenticeships and some videos as well.

Ms. Bacallao inquired if our website can be translated into different languages. Javon Floyd responded that we are using Google translation on our site and it will allow you to translate our entire language into the language you choose.

Heiko Dobrikow mentioned that we should determine our own hash tags. If we use the same hash tag on each social media engine once a week it will be bring more people to our site. He further mentioned we should use hashtags in LinkedIn as well.

Michael Carn stated that we should have a short video of our board chair and elected officials speaking to our clientele.

Dr. Ben Chen asked if we should consider having pop ups on the website so we can make some money on it. Javon Lloyd responded that the only pop ups we have currently are for surveys regarding our website. Mason Jackson replied that we will have to think about it and we can bring it back for further discussion.

2. Local Employer Awareness and Satisfaction Survey

CSBD conducted an employer survey in May 2019. The two components of the survey were to measure employer awareness of CSBD and measure employer satisfaction with CSBD services. In the awareness component, 83% of employers surveyed knew of CSBD. In the satisfaction component, 81% of employers surveyed were either very satisfied or satisfied with the quality of services they received from CSBD. This is up 6% from the last survey in 2018. Reviewed at 6/3 Employer Services and 6/10 Executive Committee meetings.

3. Employer Services Infograph March - April 2019

CSBD hosted 35 mass recruitment events for employers seeking to fill over 600 vacant positions. Also through the industry intermediaries, CSBD posted 59 available jobs for employers in Broward's targeted industries during this time period. Reviewed at 6/3 Employer Services and 6/10 Executive Committee meetings.

4. Update on Florida National University (FNU)

During the 4/25 Board meeting FNU's request to add four programs to the Individual Training Providers list was deferred to a future board meeting, with a request that FNU attend a meeting to conduct a presentation and be available to address several Board concerns. FNU has indicated they will attend the July Board meeting.

5. Broward County Unemployment

The unemployment rate in Broward County was 3.0 percent in May 2019. Lower by 0.2 percentage point over the year. In May 2019, Broward County's unemployment rate was 0.1 percentage point lower than the state rate (3.1) and 0.4 percent point lower than the national rate (3.4 percent). Out of a labor force of 1,041,716 there were 30,819 unemployed Broward County residents.

MATTERS FROM THE CAREERSOURCE BROWARD COUNCIL

None

MATTERS FROM THE BOARD

None

MATTERS FROM THE FLOOR

None

MATTERS FROM THE PRESIDENT/CEO

Mason Jackson stated the following:

- We will have a meeting in July but no meeting in August.
- Bob Swindell, President/CEO of Greater Fort Lauderdale Alliance will provide a presentation at the July meeting.
- Robert Runcie, Superintendent of Broward County Public Schools will provide a presentation in the September meeting.

ADJOURNMENT 9:41a.m

***THE NEXT BROWARD WORKFORCE DEVELOPMENT BOARD/CAREERSOURCE
BROWARD COUNCIL MEETING IS SCHEUDLED FOR JULY 25, 2019 AT 8:00 A.M.***



Performance Report

**Month-to-Month Rolling 12 Month Period &
Program Year-to-Date as of May 2019**

Entered Employment Rate Trending Summary across all Big Seven Regions

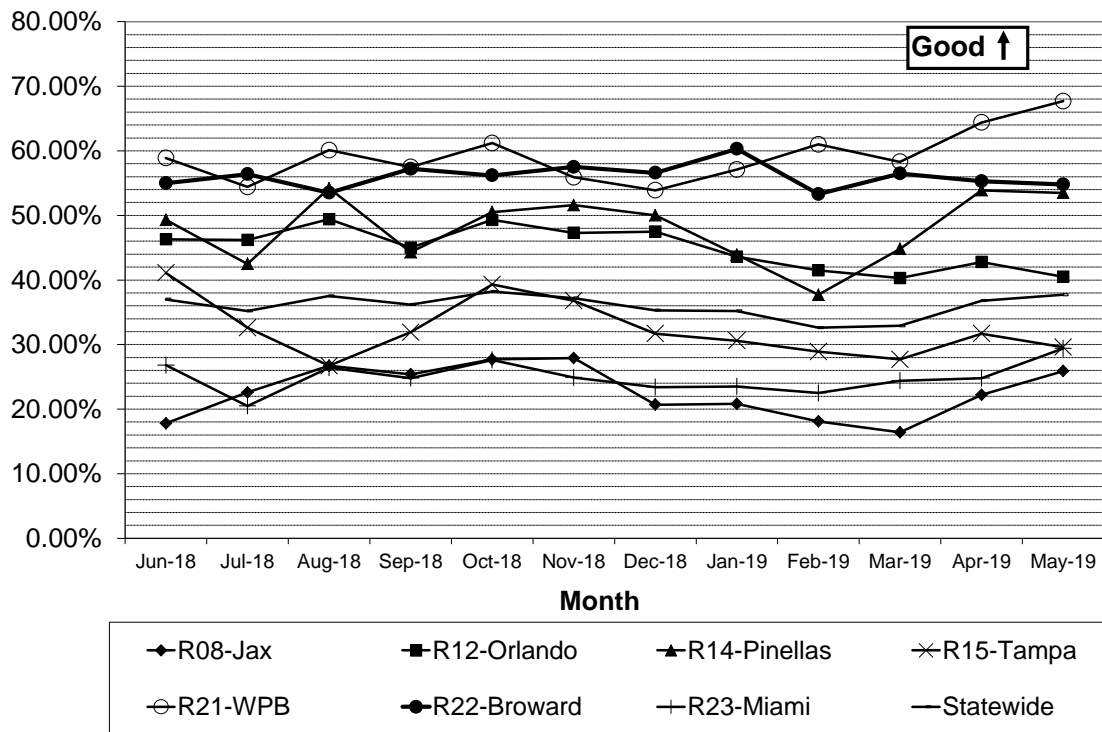
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	30.70%	↑	45.40%	↓	40.50%	↓	98.90%	↑
Region 12 - Orlando	40.40%	↓	38.10%	—	40.60%	↓	97.10%	↑
Region 14 - Pinellas	40.30%	↑	39.20%	↑	37.60%	↑	100.00%	—
Region 15 - Tampa	26.90%	↑	40.00%	—	34.70%	↓	58.10%	↑
Region 21 - WPB	41.00%	—	38.60%	—	38.40%	↓	74.10%	↑
Region 22 - Broward	50.30%	↓ -0.40%	42.80%	↑ 0.40%	45.40%	↓ -0.10%	99.60%	↓ -0.40%
Region 23 - Miami	29.90%	↑	45.60%	↓	32.50%	↓	21.00%	↑
Statewide	34.40%	↑	41.40%	↑	38.20%	↑	80.60%	↑

Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.

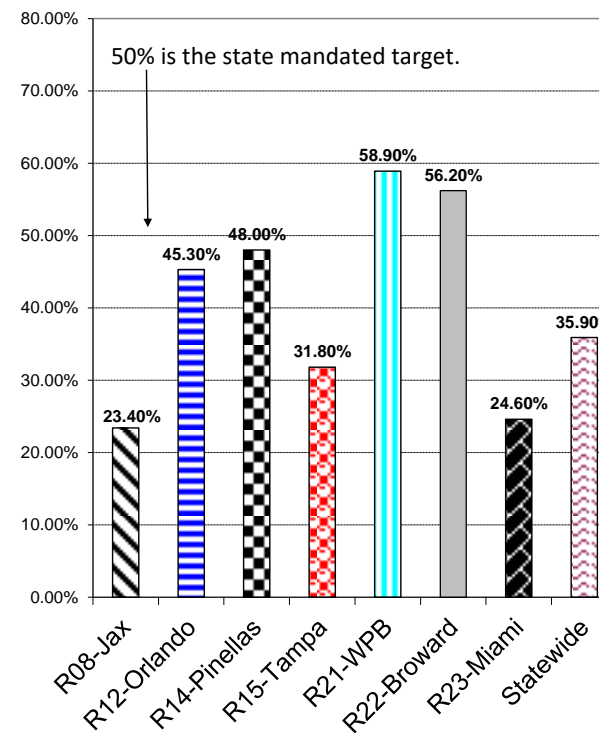
Legend / Abbreviation Key	WTP	Welfare-Transition Program	DW	Dislocated Worker
	WIOA	Workforce Innovation and Opportunity Act		

Welfare Transition Program (WTP) All-Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

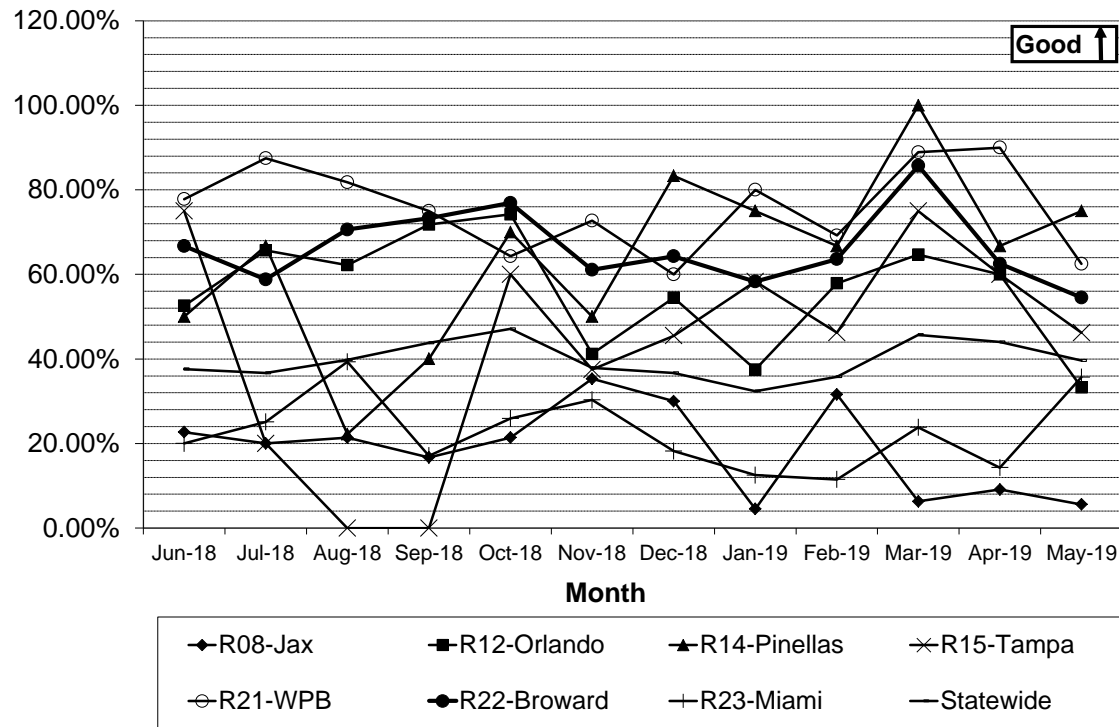


Program Year-to-Date (YTD) Participation Rate as of May 2019

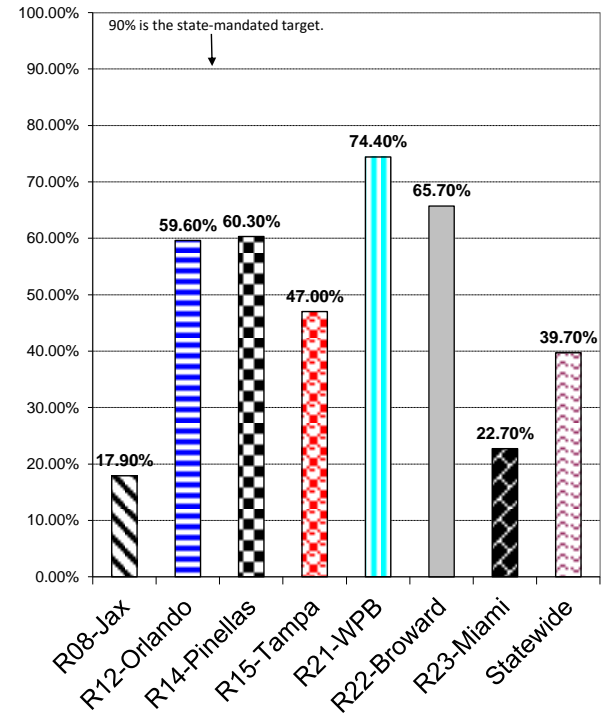


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

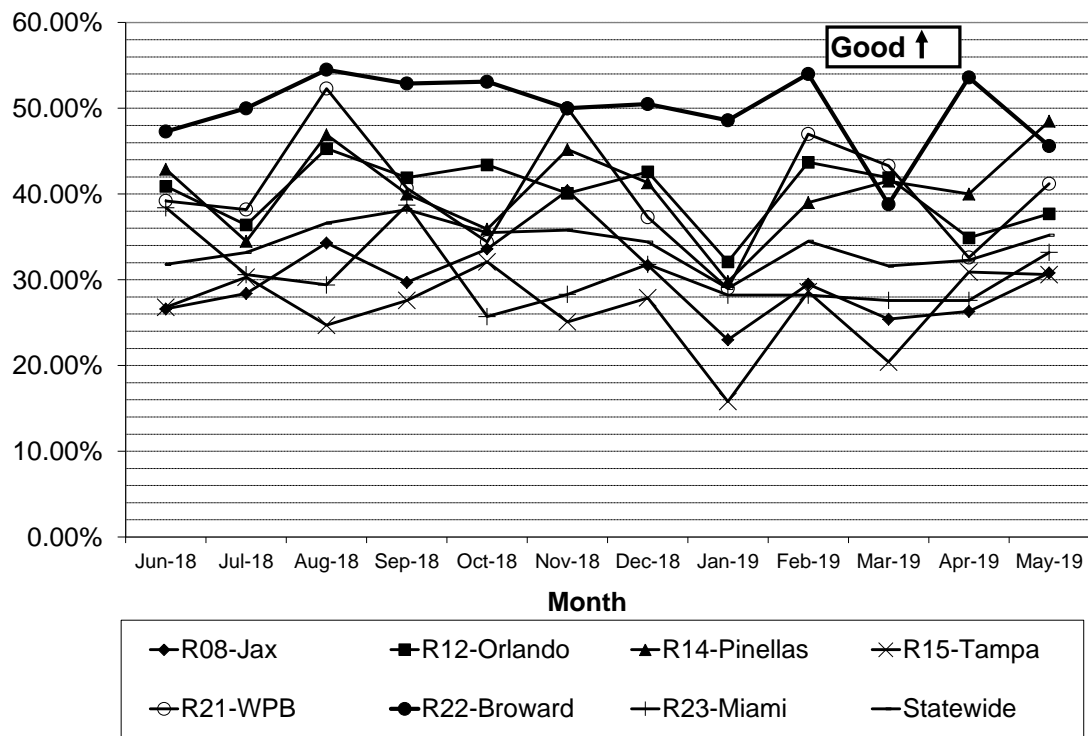


Program Year-to-Date (YTD) Participation Rate as of May 2019

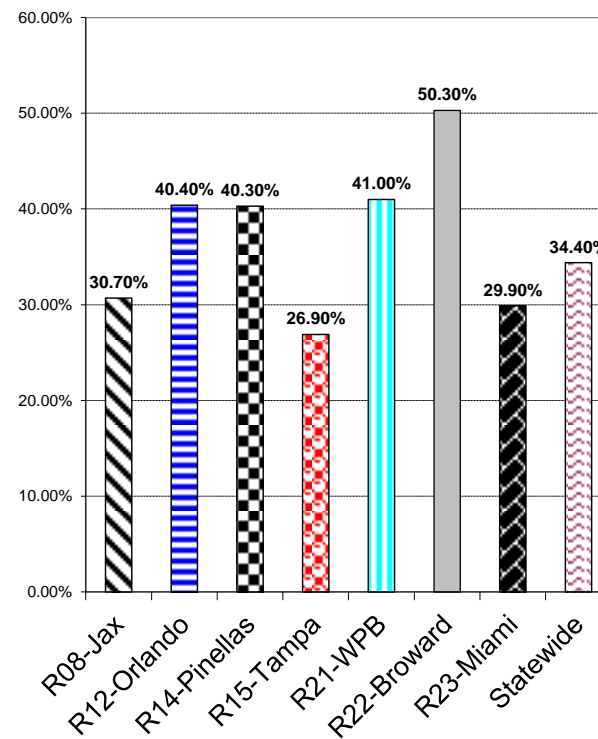


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

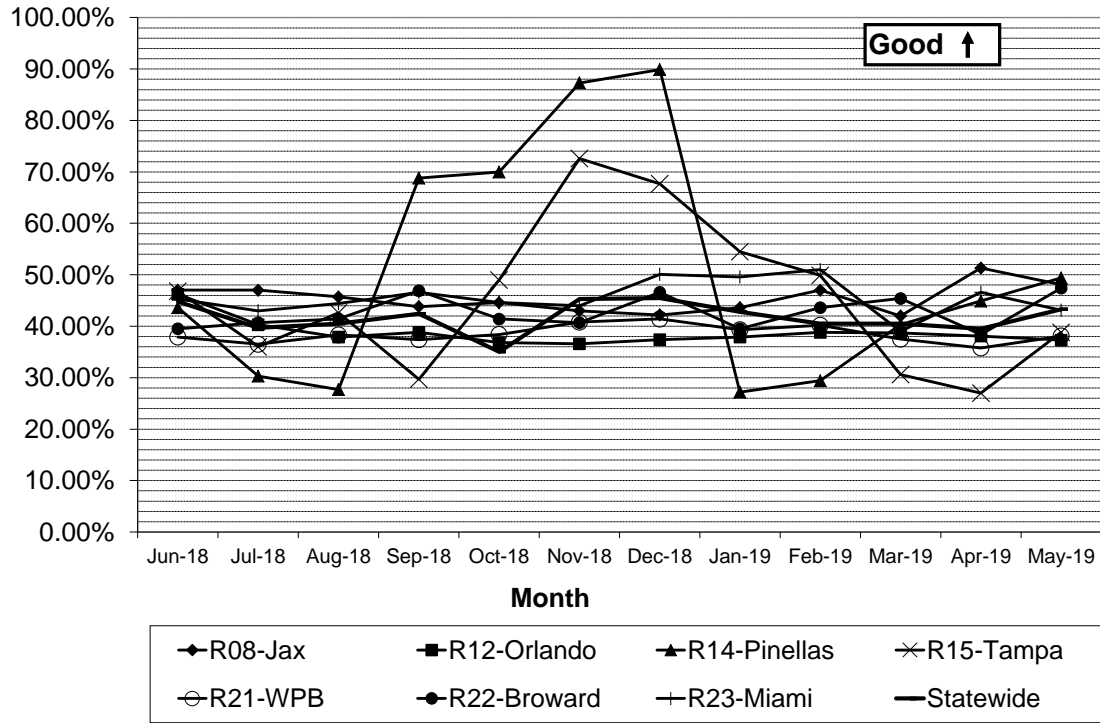


Analysis of Welfare Transition Program (WTP) Performance

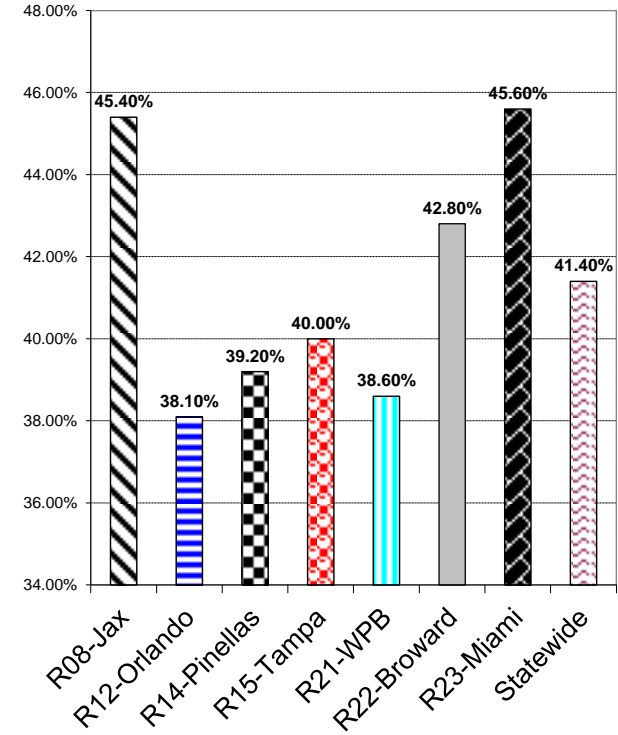
	Measure	Goal	Month (May)	PYTD
WTP Program Performance At-A-Glance	All Family Participation	50%	54.8%	56.2%
	Two-Parent Family Participation	90%	54.5%	65.7%
	Entered Employment Rate (EER)	39%	45.6%	50.3%
Current Situation and Performance Summary	<p>In relation to the Big 7 Regions:</p> <p><u>All Family Participation Rate</u> CSBD ranks 2nd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Two Parent Participation Rate</u> CSBD ranks 3rd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Entered Employment Rate</u> CSBD ranks 2nd place in performance for the month and ranks 1st Program Year-To-Date.</p> <p>The Entered Employment Rate (EER) is calculated by cases closed due to employment divided by the number of overall case closures during the month.</p>			
Strategies and Action Steps	<p>To increase performance in all measures, we researched and compiled information on cases that negatively impacted our region. The cause was traced to referral errors made by the Department of Children and Families (DCF). Case's that are not properly referred to us and not under our control still count in our performance.</p> <ul style="list-style-type: none"> • We discussed the situation with DCF and provided the specific cases so we could identify the root cause. • We have implemented a process whereby DCF will send us a monthly report that identifies customers that will impact our performance so we can ensure all the referrals are complete and appropriate. This will increase our performance. 			

Wagner-Peyser (WP) Program Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

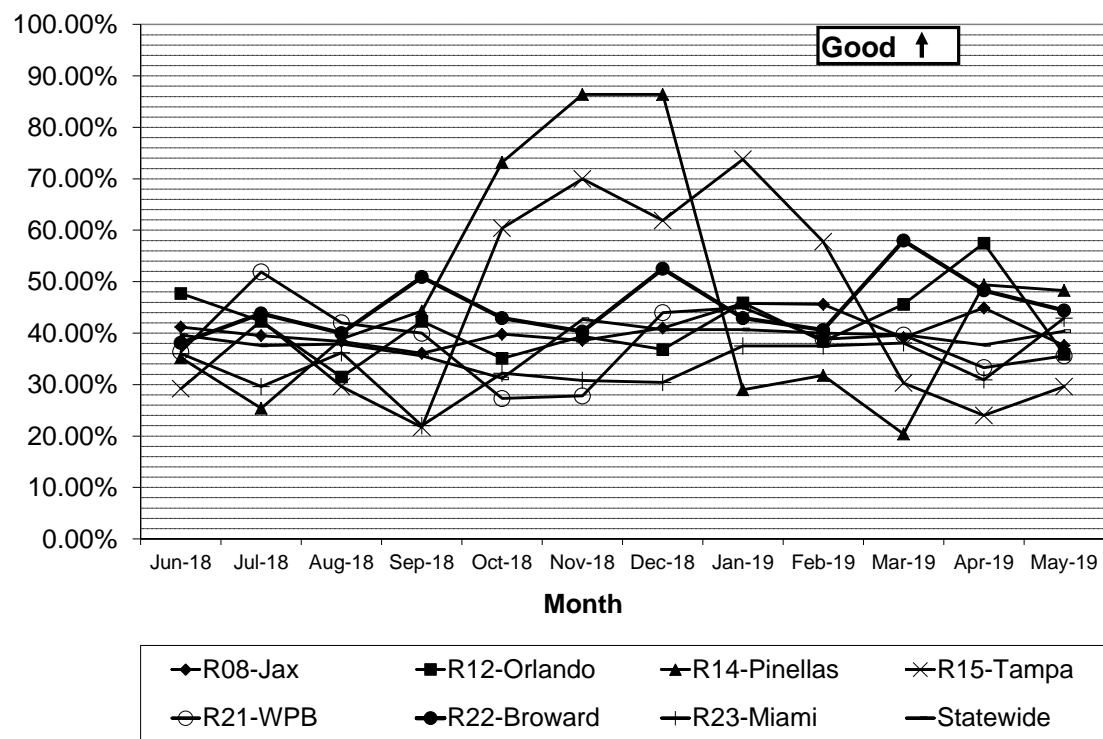


Analysis of Wagner-Peyser (WP) Performance

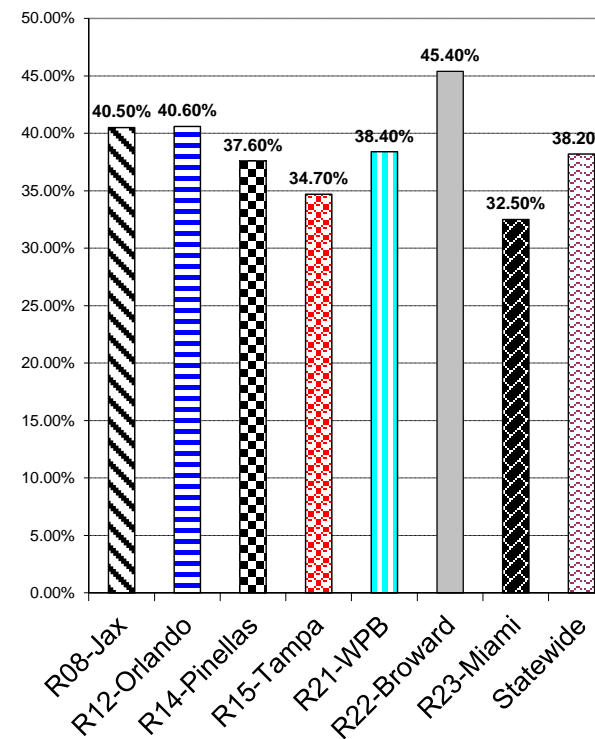
WP Program Performance At-A-Glance	Measure	Performance*	
		Month (May)	PYTD
	Entered Employment Rate	47.4%	42.8%
<p><i>*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate may adjust slightly at the end of the program year.</i></p>			
Current Situation and Performance Summary	<p><u>Since the beginning of this program year (July):</u></p> <ul style="list-style-type: none"> • 3,245 WP Customers entered Employment • 17,854 WP customers received CSBD employment services • 107,485 Reportable WP employment services have been provided to customers 		
Strategies and Action Steps	<p>We conducted a deeper drill-down on the more barriered special populations customers we are seeing and found a significant number have mental health and substance abuse disorders. To ensure our staff is better able to spot and assess these customers we scheduled staff to attend a mental health first aid course. This course is directed to front line staff and teaches effective methods on how to identify, understand and respond to signs of mental illness and substance use disorders. This training will give staff the skills they need to provide initial support and help connect them to the appropriate care. Redirecting these customers who are not job ready will allow our staff more time to spend with other barriered customers who are job ready and who require more services beyond staff assisted services to open jobs.</p>		

Veterans' Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2019

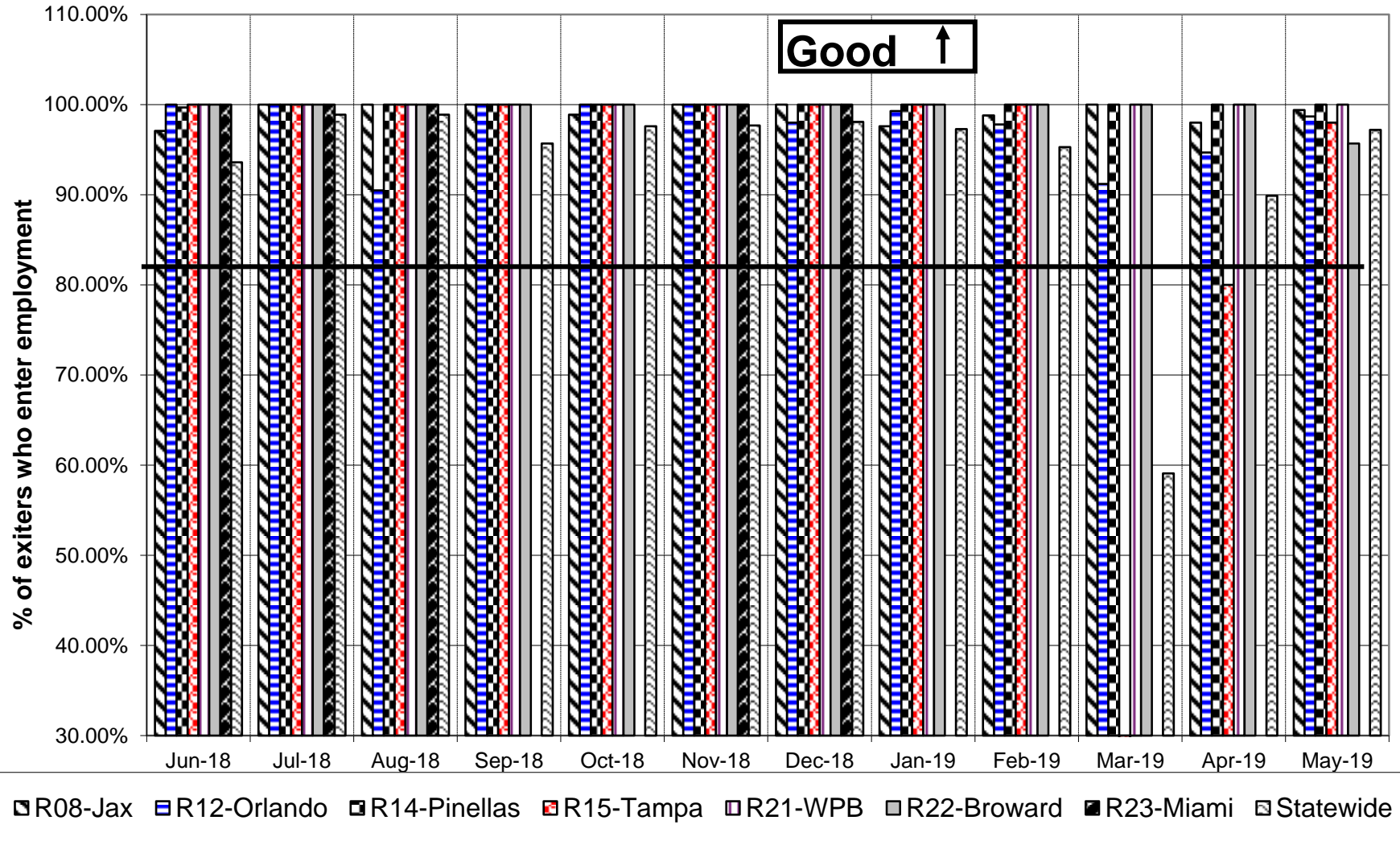


Analysis of Veterans' Performance

Veterans' Program Performance At-A-Glance	Measure	Performance	
		Month (May)	PYTD
	Entered Employment Rate	44.4%	45.4%
Current Situation and Performance Summary	<p>In relation to the Big 7 Regions, CSBD ranks 2nd in performance for the month and 1st for Program Year-To-Date.</p> <p><u>Since the beginning of this program year:</u></p> <ul style="list-style-type: none"> • 307 Veterans placed in employment • 1,345 Veteran customers actively utilized CSBD employment services • 13,384 reportable Veteran employment services have been provided to Veteran customers (<i>including job referrals, résumé assistance, career planning, etc.</i>) 		
Strategies and Action Steps	<p>CSBD is actively involved in the newly developed Veteran's Stakeholders Meetings founded by the Vet Centers. The Veteran's Stakeholder Meetings are comprised of community leaders and organizations such as Congresswoman Debbie Wasserman Schultz, the VA, and Broward college. The goal is to collaborate to assist veterans to re-acclimate to civilian life by focusing on employment, education, healthcare, and family well-being. CSBD has been instrumental in providing veteran and employment-related data to frame the discussion and shape the referral process. In addition, this committee partnership will provide multiple services to Vets to remove barriers and will increase the number of Veterans getting jobs.</p>		

Comparison of the Workforce Innovation and Opportunity Act (WIOA) Entered Employment Rate for Adult & Dislocated Workers across the 7 largest Regions in Florida for the Rolling 12 Month Period

.Note: Data presented as bar graph due to strong overlap of all regions in the near-100% range



Analysis of Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Performance

WIOA Program Performance At-A-Glance	Measure	Goal	Performance	
			Month (May)	PYTD
	Entered Employment Rate	100%	96%	99.6%
Current Situation and Performance Summary	<p>In relation to the Big-7 Regions:</p> <p>CSBD ranks 6th in performance for the month and ranks 2nd Program Year-To-Date.</p> <p>Note: Our dip in performance was due to one case closure that was for a medical reason and should not have counted in our performance. We have notified DEO and while they are updating the closure in the system however they will not be issuing a new monthly management report.</p> <p><u>Since the beginning of the program year July, 2018:</u></p> <ul style="list-style-type: none"> • 523 WIOA customers entered employment • Average Wage Rate is \$24.36 for Dislocated Workers & \$21.18 for Adults • CSBD has enrolled 453 customers into WIOA-funded training <p>Note: While our rate is high we want to continue enrolling customers into basic and individualized services to increase the number special populations' customers receiving WIOA training related services to assist with increasing their employment and wage rates.</p>			
Strategies and Action Steps	<p>We know that reconnecting unemployed customers to work through our Work Experience (WEX) program works. To increase the number of customers in our Work Experience Program (WEX) we took the following action:</p> <ul style="list-style-type: none"> • We reviewed the job descriptions of open WEX positions at our contracted sites and compiled a list of the Occupational Information Network (O*NET) codes associated with the available jobs. We used these codes in Employ Florida to target specific customers with open accounts that have expressed interest in similar occupations. We sent them an e-blast to make them aware of these opportunities. This initiative increased customer awareness of these opportunities and resulted in a significant increase of WEX enrollments from April to May. 			

Memorandum #01 – 19 (Exec)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: BWDB Committee Summary

Date: July 8, 2019

SUMMARY

This memorandum provides a summary of BWDB Committee activity for July 2019.

DISCUSSION**One Stop Services (OSS) Committee Meeting – July 2, 2019**

OSS Committee Goal: To maximize employment and training opportunities for all job seekers, to include youth and those with multi-faceted barriers.

Co-Chairs: Gary Arenson and Gina Alexis

The July 2, 2019, OSS Committee met and approved:

- Minutes of May 7, 2019 OSS Committee Meeting
- New courses for existing Individual Training Account (ITA) provider Broward College
- New course for existing ITA provider Florida Atlantic University
- New course for existing ITA provider Concorde Career Institute
- Updates to the OSS Committee Strategic Planning Matrix for 2019

Reports presented to the committee included the: Updated Outreach to Distressed Communities Info-graph, Update on Services to Special Populations, Update on the Selection of the One Stop Operator, May 2019 Monthly Performance Report and Broward County & Florida Unemployment Information.

The next OSS Committee Meeting will be held on Wednesday, September 4, 2019.

Audit Committee Meeting July 15, 2019

Audit Committee Goal: To discuss and recommend audit monitoring protocols, establish policies and procedures, provide monthly update and trend reports.

Chair: Michael Carn

The July 15, 2019 Audit Committee met to approve and discuss:

- Minutes of the February 11, 2019 Audit Committee Meeting
- Renewal of the Contract with Anthony Brunson, PA
- Renewal of the Contract with Taylor Hall Miller Parker, PA
- Renewal of the Contract with Cherry Bekaert LLP

Reports presented to the committee included: General Fund Balance; Cherry Bekaert LLP Fiscal Monitoring Report #3 PY 17-18 Issued 12/2018; Cherry Bekaert LLP Fiscal Monitoring Report #1, PY 18-19 Issued 5/2019, Taylor Hall Miller Parker, PA, Program Monitoring Report #1 8/2018 – 11/2018; State DEO Program Monitoring Report 12/2018.

The next Audit Committee Meeting TBA.

Executive Committee Meeting – July 15, 2019

Executive Committee Goal: Responsible for oversight of all functions. Membership is made up of the BWDB officers, Chairs of each of the committees and recent past chairs.

Chair: Dr. Lisa Knowles

The July 15, 2019 Executive Committee Meeting met to approve and discuss:

- The Minutes of the 6/10 Executive Committee meeting
- Membership Renewals
- Renewal of Audit Contract with Anthony Brunson P.A.
- Renewal of the Contract with Taylor Hall Miller Parker, P.A.
- Renewal of the Contract with Cherry Bekaert LLP
- New Courses for Existing Individual Training Account Provider Broward College
- New Courses for Existing Individual Training Account Provider FAU
- Additional of New Course for Existing ITA Provider Concorde Career Institute

Reports presented to the committee included the: General Fund Balance, Cherry Bekaert LLP Fiscal Monitoring Report #3 PY 17 – 18 issued 12/2018; Cherry Bekaert LLP Fiscal Monitoring Report #1 PY 18-19 Issued 5/2019, Taylor Hall Miller Parker (THMP), PA, Program Monitoring Report #1 8/18 – 11/18, State DEO Program Monitoring Report 12/2018, Professional Placement Network Project Plan, Update on Services to Special Populations, Outreach to Distressed Communities, Motivational Interviewing Techniques for Staff, Presentation to the Board.

The next Executive Committee Meeting will be held on 9/9/19.

RECOMMENDATION

For Informational Purposes only.

Memorandum #50 – 18 (OPS)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Addition of Training Programs for Existing ITA Provider – Florida National University

Date: June 5, 2019

SUMMARY

Prior to approving 4 new Florida National University (FNU) Baccalaureate programs for inclusion on the Eligible Training Provider List (EPTL) at their April meeting, the CareerSource Broward (CSBD) governing boards asked staff to conduct additional research on the provider. FNU is a private for profit proprietary post-secondary institution and since 2011 has had approved courses on the CSBD Individual Training Account (ITA) list. In considering the FNU application the governing boards must be guided by Florida Statue 445.007(6) which encourages local boards to provide participants with the greatest **“possible choice of training providers... [and prohibits]...local boards [from] restrict[ing] the choice of training providers based upon cost, location, or historical training arrangements.”** Based on the staff research it is recommended that the following FNU Bachelor’s degree programs be added to the ITA list 1) Accounting, 2) Nursing w/ RN License, 3) Finance, and 4) Marketing and Sales Management.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) require all occupational skills training to be in demand occupations and to be provided through ITA’s at schools and for courses on the local workforce board training list.

Training Provider Eligibility

One of the jobs of the CSBD staff is to assure that participants have a variety of choices in selecting a training institution. To assure the quality and financial stability of the schools on the list CSBD reviews licensure, accreditation, and performance as reported to FETPIP. CSBD staff visits all the schools on our list to ensure training locations are 1) safe 2) near bus/train routes 3) properly staffed and 4) have suitable classrooms, labs and materials. In considering the FNU application the governing boards must be guided by Florida Statue 445.007(6) which encourages local boards to provide participants with the greatest **“possible choice of training providers... [and prohibits]...local boards [from] restrict[ing] the choice of training providers based upon cost, location, or historical training arrangements”.**

FNU History

FNU has been on the CSBD ITA list since 2011 and approved to provide Associate of Science degree (2 yrs.) programs in 1) Accounting 2) Business Administration, and 3) Network System Administrator.¹

¹ All the courses are offered at their campus located in Hialeah, Florida. FNU is also on CareerSource South Florida’s ETPL.

FNU, formerly Florida International Institute, has been in business in South Florida since 1988 and has three campuses all in Dade County. FNU offers the general public three Master Degrees, ten Baccalaureate Degrees, twenty-five Associate Degrees, nine Diploma Programs, and eight Certificate Programs. Due to distance we don't have a lot of customers that select this provider. We have had a total of 4 customers that attended FNU of which 3 graduated and are employed in training related positions. The 4th transferred to Broward College and is currently not in school.

DISCUSSION

During the 4/25 Board meeting FNU's request to add four programs to the ITA list was deferred to a future board meeting, with a request for staff to provide additional research on the following areas 1) accreditation 2) classwork modalities 3) scholarships and 4) how customers select training provider.

FNU Accreditation

1. Florida National University is accredited by the **Southern Association of Colleges and Schools Commission on Colleges (SACS)**. SACS is approved by the U.S. Department of Education (USDOE) and is the accrediting body for private and public degree-granting higher education institutions in the Southern states. Such as the State University and college system. Attaining initial accreditation through SACS can take from 18 to 24 months and requires a comprehensive review of the institution. Such as:
 - An evaluation of method of delivery of training (student accessibility to learning resources, ratio of teacher to student, distance learning).
 - Faculty qualifications (degrees that faculty members hold which qualifies them to teach the course(s) assigned).
 - Review of organizational procedures
 - Enrollment data and Financial assessment of the institution
2. FNU's nursing program is accredited by the **Commission on Collegiate Nursing Education (CCNE)**, an entity approved by the U.S. Department of Education for the accreditation of nursing programs nationally at the 1) baccalaureate 2) master's 3) doctoral and 4) certificate levels. This includes programs offering on-line education. The CCNE completes a comprehensive assessment that includes:
 - A self-assessment by school to identify program strengths and improvement plans.
 - The self-study document, Peer visit report, and the program's response are reviewed by the Accreditation Review Committee (ARC), which recommends accreditation to the Board.

In order to ensure the quality of the education both of these bodies conduct ongoing and periodic on-site reviews.

SACS and CCNE are also the accrediting bodies for public and private providers such as:

1. Broward College
2. St. Thomas University
3. Florida Atlantic University
4. University of Miami
5. Florida International University

Definition of Class Work Modalities

- 1) 100% On-line – Students are not required to physically be present on campus.
- 2) 100% Classroom – Students physically attend classes and applicable labs on campus.
- 3) Blended – Students do coursework in a combination of on-line and on campus attendance.

Modalities for programs being recommended for ITA List

Each of the 4 Bachelor's degree programs being recommended are 1) in demand occupations 2) have met the 70% placement criteria for the general population. The chart below shows the modalities and placement rate for the programs being recommended.

Bachelor's Degree Program	100% Online	100% Classroom	Blended	Placement Rate (General population)
Accounting	Yes	Yes	Yes	72%
Nursing	Yes	Yes	Yes	78%
Finance	Yes	Yes	Yes	Not available
Marketing & Sales Management	Yes	Yes	Yes	Not available

The Finance and Marketing & Sales Management bachelor's degree programs are new course offerings at FNU, therefore Florida Education & Training Placement Information Program (FETPIP) placement data has not yet been reported.

Participant Selection of Training Provider

WIOA advocates “**customer choice**”, when participants have the qualifications to enroll in a course of study. Success Coaches work closely to assess participant skills and career interests to insure they are making an informed choice. Participants are directed to :

- Review the ITA List in conjunction with our occupations in demand list
- Tour their selected school and speak with staff and current students
- Review the schools' performance posted to the CSBD Website
- Meet with financial aid counselors to identify resources available to fund their education.

FNU Scholarship and Assistance

CSBD ITA's provide up to \$12,000 for tuition and books to subsidize participant education costs. FNU also offers 1)FNU's scholarship initiatives 2) US Armed Forces tuition discounts 3) loans and 4) Prior Learning Assessments (PLAs) for course credit to assist their students.

RECOMMENDATION

Based on the information gathered and in consideration that the applications meet all Board mandated criteria approve the addition of FNU's 1) Accounting, 2) Nursing w/ RN License, 3) Finance, and 4) Marketing and Sales Management Bachelor's degree programs to the ITA List.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #50-18**

School Name / Location	Course Title	Online or Classroom	DOE License	Tuition cost (Last 24 months of Training Program)	Other costs (Books, Tools, Uniforms, Supplies, etc.)	Certification Costs	Program Length	Is School Enrolled in FETPIP?	On TOL	Entry wage meets standard (\$12.29 per hour)	Type of credential offered	In biz min of 2 years	Accreditation / State Agency Approval
Florida National University	Accounting	Online and Classroom	Y	\$ 34,220.00	\$ 3,750.00	-	4 Years	Y	Y	Y	Bachelors Degree	Y	Southern Association of Colleges and Schools Commission on Collegiate Nursing Education
	Finance	Online and Classroom		\$ 34,220.00	\$ 3,750.00	-							
	Nursing with RN License	Online and Classroom		\$ 56,190.00	\$ 7,500.00	Included in Other Costs							
	Marketing and Sales Management	Online and Classroom		\$ 34,220.00	\$ 3,750.00	-							

Memorandum #52 – 18 (OPS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Addition of New Courses for Existing ITA Provider – Broward College

Date: July 15, 2019

SUMMARY

Consideration to approve Broward College's (BC) applications to add their 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree program to the ITA list. CSBD reviewed the applications for completeness and to ensure that Board mandated criteria are met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board's established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

Training enrollments into Bachelor degree programs require the eligible participant to be at or within 24 months of program completion as approved at the 4/25 Board meeting.

DISCUSSION

BC, an approved CSBD Eligible Training Provider, submitted applications to add their 1) Avionics certificate and 2) Supply Chain Management Bachelor degree program to the ITA list. BC is accredited by the Southern Association of Colleges and Schools, which is an entity, approved by the U.S. Department of Education, and submits data reports to FETPIP.

1. Avionics Certificate Program

This is a newly offered program at Broward College and prepares students with the proficiency to install, inspect, test, adjust, or repair avionics equipment. All classes

¹ A data collection system that obtains data such as completion rates on former students and program participants.

(100%) under this program are only offered in the classroom. There is no online component. This High Skill / High Wage occupational title is a new addition to our local TOL and pays entry level wages of \$19.60 per hour in Broward County.

2. Supply Chain Management Bachelors Degree Program

This program encompasses the planning and management of all activities involved in sourcing and procurement, cash conversion, and all logistics management. This High Skill / High Wage occupation pays entry wages of \$30.41 per hour. Students enrolled in this program take 50% of the courses in the classroom complemented by practicum and internship opportunities and the remaining 50% online with instructor led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the applications. The committee has determined that all Board mandated criteria have been met for the training programs and related occupational titles. Because Dr. Mildred Coyne is a Board member and is employed by BC State rules require the governing boards approve this item by a 2/3 vote of the established quorum, after a conflict has been declared at the Board meeting.

RECOMMENDATION

Approve the addition of Broward College's 1) Avionics Certificate program and 2) Supply Chain Management Bachelor's degree programs to the ITA list.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #52-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Course Title	Type of credential offered	Length of Program	Course Offering	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification Costs	Program Total Costs
Broward College (South Campus)	Southern Association of Colleges and Schools	Y	Y	Avionics	Certificate	10 months	100% Classroom	\$4,043.90	\$400.00	\$200.00	\$4,643.90
Broward College (South Campus)		Y	Y	Supply Chain Management	Bachelors of Applied Science	4 years. CSBD customers must be within 24 months of program completion	Students take 50% of the courses in a classroom and 50% online with instructor led facilitation	\$7718.83 (Bachelor's Degree program costs are for the last 24 months of program)	\$2,716.07	\$750.00	\$11,184.90

Memorandum #02 – 19 (Exec) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Membership Renewals

Date: July 15, 2019

SUMMARY

There are fifteen members of the Broward Workforce Development Board, Inc. (BWDB) whose terms expired in May 2019 or will expire in July 2019 and who are eligible for renewal. They are: 1) Dr. Lisa Knowles 2) Dr. Steven Tinsley 3) Dr. Gertrudis Perez - Dusek 4) Marjorie Walters 5) Mayor Frank Ortis 6) Josie Bacallao 7) Gary Arenson 8) Michael Carn 9) Dr. Ben Chen 10) Paul Farren 11) Frank Horkey 12) Francois LeConte 13) Cynthia Sheppard 14) Janet Wincko and 15) Sam Robbin. It is recommended that all the above members be renewed through July 2021. Approved at the 7/15 Executive Committee meeting.

BACKGROUND

As per the BWDB by-laws, members serve a two-year term beginning with the date of their appointment. There is no limit to the number of terms that a member can serve. The by-laws state that once a member is appointed, even if their term of office has expired, the member shall continue to serve as a Board member until they resign, they are reappointed or a new member is selected to fill the position. CareerSource Broward (CSBD) Council of Elected officials appoint board members by a vote of the Council following a recommendation from the BWDB. Historically, the Organizational Resources Committee considers attendance at Board meetings and participation in other BWDB activities when making renewal recommendations. However, at the 5/23 BWDB meeting, the Board and the elected officials unanimously approved combining the Organizational Resources and Executive Committee as both committees are comprised with the same members.

DISCUSSION

Membership Renewals

The by-laws allow for members to be removed from the Board after three consecutive unexcused absences. From July 2018 through June 2019 there were a total of 10 meetings including the annual planning session in December 2018. The table below provides additional information and attendance information regarding the BWDB members recommended for re-appointment.

TERM EXPIRED AS OF MAY 2019

	NAME	Attendance 7/26/18 – 6/27/19				Committee(s)	Category
		P	E	U	PS-18		
1	Sam Robbin	9	1	0	Y	N/A	BU

TERMS EXPIRING AS OF JULY 2019

	NAME	Attendance 7/26/18 – 6/27/19				Committee(s)	Category
		P	E	U	PS-18		
1	Dr. Lisa Knowles	9	1	0	Y	Executive and SPPDLAR Committee	BU & ETPO
2	Dr. Steven Tinsley	8	1	1	Y	Executive, Employer Services, and SPPDLAR Committee	GRED
3	Dr. Gertrudis Perez – Dusek	8	0	2	Y	One Stop Services Committee	GRO
4	Marjorie Walters	8	1	1	Y	Executive and One Stop Services Committee	ED
5	Mayor Frank Ortis	6	4	0	N	Executive and One Stop Services Committee	BU & Labor
6	Josie Bacallao	6	4	0	Y	SPPDLAR	ED
7	Gary Arenson	9	0	1	Y	Executive, One Stop Services and SPPDLAR Committees	BU
8	Michael Carn	8	2	0	Y	Executive and Audit Committee	BU
9	Dr. Ben Chen	7	3	0	N	Executive, Audit and SPPDLAR Committee	BU
10	Paul Farren	8	2	0	Y	Executive and Employer Services Committee	BU
11	Frank Horkey	5	4	1	Y	Executive, One Stop Services and Audit Committee	BU
12	Francois LeConte	7	0	3	Y	SPPDLAR and Employer Services Committee	BU
13	Cynthia Sheppard	7	0	3	Y	One Stop Services Committee	BU
14	Janet Wincko	9	1	0	Y	Executive and Employer Services Committee	BU

The Legend for the charts above is as follows:

P	Present	Y	Yes
E	Excused Absence	N	No
U	Unexcused Absence	BU	Business, Private Sector Member
PS	Attended BWDB, Planning Session	Labor	Organized Labor
ED	Economic/ Community Development	PSE	Post- Sec ED
ETPO	Education and Training Provider – Other Providers	GREED	Government Representative – Economic Development
GRO	Government Representative - Other		

RECOMMENDATION

The Executive Committee recommends membership renewal for the (15) fifteen members of the BWDB listed above whose terms expired in May 2019 or will expire July 2019. The renewal of their terms is through July 2021. They are all eligible for renewal. The CSBD Council of Elected officials appoint board members by a vote of the Council following a recommendation from the BWDB.

Memorandum #17 – 18 (LS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason C. Jackson, President/CEO

Subject: Approval of the Renewal of the Agreement with Anthony Brunson, PA for Audit Services

Date: July 15, 2019

SUMMARY

Consideration of renewal of the Agreement between CareerSource Broward (CSBD) and Anthony Brunson, PA, at the same rate as last year \$29,000, for the conduct of the Fiscal Year 2018-2019 audit. Staff was satisfied with their services last year. Approved at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

As reported to and approved by the Audit Committee and governing boards last year CSBD selected a new audit firm because of communications issues which arose during the course of the performance of the annual audit by former firm Grau & Associates.

CSBD sought quotes from seven (7) firms. However, we only received a quote from Anthony Brunson PA for \$29,000 and we had the quote from our existing firm Grau & Associates at \$33,000. Staff recommended the selection of Anthony Brunson PA and the governing boards agreed.

DISCUSSION

CSBD staff and governing boards were satisfied with the conduct of the audit last year by Anthony Brunson, PA. CSBD contacted Anthony Brunson, PA, as we do each year regarding the renewal and negotiation of terms. Our engagement partner, Mr. Anthony Brunson, has agreed to perform the audit for the same fee, \$29,000 as was negotiated last year.

RECOMMENDATION

Consideration to renew the agreement for audit services with Anthony Brunson, PA for a second term at a cost of \$29,000.

Memorandum #01 – 19 (LS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason C. Jackson, President/CEO

Subject: Approval of the Renewal of Taylor Hall Miller Parker, PA Monitoring Contract

Date: July 15, 2019

SUMMARY

Purchases of individual goods or services in excess of \$50,000 are required to be approved by the CareerSource Broward (CSBD) governing boards. After soliciting quotes in 2017 CSBD entered into a contract for program monitoring with Taylor Hall Miller Parker PA (THMP) at a cost of \$27,500 per monitoring visit. They have asked for a \$500 increase bringing the cost to \$28,000 a visit. They conduct 3 visits a year for a total of \$84,000 annually. Staff recommends renewal of their contract. Approved at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

CSBD contracts for external monitoring to support the oversight responsibilities of the governing boards. As the cost of the services is under \$250,000 (under \$150,000 at the time of the solicitation of quotes) CSBD solicited quotes for program and fiscal monitoring. We received 2 quotes, one from Taylor Hall Miller Parker, PA (THMP) and one from Cherry. It was decided to split these services into two (2) separate contracts, one with Cherry for fiscal monitoring and one with THMP for program monitoring.

DISCUSSION

THMP has been conducting program monitoring pursuant to their contract. The reports are timely and in a format approved by staff and the Audit Committee. The staff works well with CSBD staff and is available in the event questions arise.

CSBD is recommending that their contract be renewed for one year at a cost of \$28,000 per visit for a total of \$84,000 which is a \$500 increase per visit from their cost last year.

RECOMMENDATION

Approval to renew the contract with THMP for program monitoring at a cost of \$84,000 annually.

Memorandum #02 – 19 (LS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason C. Jackson, President/CEO

Subject: Approval of the Renewal of Cherry Bekaert Fiscal Monitoring Contracts

Date: July 17, 2019

SUMMARY

Purchases of individual goods or services in excess of \$50,000 are required to be approved by the CareerSource Broward (CSBD) governing boards. After soliciting quotes in 2017 CSBD entered into a contract for fiscal monitoring with Cherry Bakaert, LLP (Cherry) at a cost of \$22,500 per monitoring visit. They conduct 3 visits a year for a total of \$67,500 annually. Approved at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

CSBD contracts for external monitoring to support the oversight responsibilities of the governing boards. As the cost of the services are under \$250,000 (under \$150,000 at the time of the solicitation of quotes) CSBD solicited quotes for program and fiscal monitoring. We received 2 quotes, one from Taylor Hall Miller Parker, PA (THMP) and one from Cherry. It was decided to split these services into two (2) separate contracts, one with THMP for program monitoring and one with Cherry for fiscal monitoring.

DISCUSSION

Cherry has been conducting fiscal monitoring pursuant to their contract. The reports are timely and in a format approved by staff and the Audit Committee. The staff works well with CSBD staff and is available in the event questions arise.

CSBD is recommending that their contracts be renewed for one year at a cost of \$67,500 which is at the same rate as last year.

RECOMMENDATION

Approval to renew the contracts with Cherry at a cost of \$ 67,500 annually.

Memorandum #53 – 18 (OPS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Addition of New Course for Existing ITA Provider – Florida Atlantic University

Date: July 15, 2019

SUMMARY

Florida Atlantic University (FAU), an existing Individual Training Account (ITA) provider, has submitted an application to Career Source Broward (CSBD) to add its Project Management Professional (PMP) Exam Preparation course at their Davie Campus to the ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational titles. CSBD recommends approval of the addition of this program to the ITA List. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

DISCUSSION

FAU's PMP Exam Preparation course offered at its main campus in Boca Raton is already on our ITA list. FAU recently expanded this course offering to their Davie campus and filed an application to add this course at their Davie Campus to the ITA list. FAU is accredited by the Southern Association of Colleges and Schools (SACS), which is an entity, approved by the U.S. Department of Education, and submits data reports to FETPIP. This program provides a comprehensive in-depth review of project management to prepare students for taking the PMP certification exam.

¹ A data collection system that obtains data such as completion rates on former students and program participants.

Students enrolled in this course have two options for taking the classes 1) 100% in the classroom or 2) up to 100% of coursework can be completed online with instructor-led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the applications. The committee has determined that all Board mandated criteria have been met for the training program and related occupational titles.

RECOMMENDATION

Approve the addition of FAU's Project Management Professional (PMP) Exam Preparation Course at the Davie Campus to the ITA list.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #53-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Course Title		Course(s) Online and / or Classroom (100% Online, 100% Classroom)	Program Length	Type of credential offered	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification / Examination Costs	Program Total Costs
FAU (Davie Campus)	Southern Association of Colleges and Schools	Y	Y	Project Management Professional (PMP) Exam Prep Course		There are two options: 1) All courses can be taken in the Classroom or 2) up to 100% of coursework can be completed online with instructor-led facilitation	5 Days	Certificate	\$2,850.00	Included in Tuition costs	\$350/\$555	\$3,405.00

Memorandum #54 – 18 (OPS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Addition of New Course for Existing ITA Provider – Concorde Career Institute

Date: July 15, 2019

SUMMARY

Concorde Career Institute (Concorde), an existing Individual Training Account (ITA) provider, has submitted an application to Career Source Broward (CSBD) to add its Pharmacy Technician training program to the Customer ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria is met for the training program and related occupational title. CSBD recommends approval of the addition of this program to the ITA List. Approved at the 7/2 One Stop Services and 7/15 Executive Committee meetings.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board established minimum evaluation criteria. This includes but is not limited to licensure, accreditation, and issuance of an industry recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP¹). All of our current ITA training providers meet these criteria.

DISCUSSION

Concorde Career Institute has been an existing training provider with CareerSource Broward since 2013. Concorde submits data reports to FETPIP and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC), an accreditation entity recognized by the U.S. Department of Education. The Pharmacy Technician program prepares students to sit for the national Pharmacy Technician Certification Examination (PTCE) for employment in an entry-level position. Entry wage rates for Pharmacy Technicians are \$14.00 per hour locally and students enrolled in this course have two options for taking the classes 1) 100% in the classroom or 2) up to 57% of required soft skills coursework can be completed online with teacher-led facilitation.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems and Quality Assurance evaluated the application. The committee has determined that all Board mandated criteria have been met for the training program and recommends the addition of this course to the ITA list.

RECOMMENDATION

Approve the addition of Concorde's Pharmacy Technician program to the ITA list.

¹ A data collection system that obtains data such as completion rates on former students and program participants.

**ITA Course Summary Spreadsheet
Attachment to OPS Memo #54-18**

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in FETPIP?	FL DOE License	Program Title	Length of Program	Type of credential offered	Tuition cost	Other costs (Books, Tools, Supplies, Uniforms, etc.)	Certification Costs	Total Program Cost
Concorde Career Institute	Accrediting Commission of Career Schools and Colleges (ACCSC)	Y	Y	Pharmacy Technician	6 months	Diploma	\$13,800.00	Included in Tuition cost	Exam Costs are included in Tuition Cost	\$13,800.00

Memorandum #01 – 19 (FS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason C. Jackson, President/CEO

Subject: General Fund Balance

Date: July 15, 2019

SUMMARY

Since last reported on 12/31/18, we have realized gross revenue of \$229,712. As of May 31, 2019 the current General Fund net balance is \$572,597. Reviewed at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

We have realized revenue from the initiatives listed in the chart below. When unrestricted revenue is earned we first deposit it into Citi Bank. We make transfers into the State Board of Administration (SBA) twice a year paying our General Fund bills from the Citi Bank account because of the complicated SBA withdrawal process.

DISCUSSION

At the end of December 2018 the General Fund had a balance of \$639,240. However, after reviewing State guidance on the application of the legislative salary cap, it was determined the formula grants should be contributing an additional \$10,380 towards the Presidents/CEO salary. We have therefore made an adjustment to the revenue column in that amount.

General Fund revenues and expenditures for the period 1/1/19 – 5/31/19

	Revenues	Expenditure
Beginning Balance as of 1/1/19	649,620	
1/1/19-5/31/19 Activity:		
Interest – SBA/ Citibank Money Market	5,916	86,943
Tobacco Free Florida	862	
Vocational Rehabilitation	2,604	
Ticket to Work (TTW)	219,980	
Board Retreat Donations	350 ¹	
Food purchases per Board approval		
New Building Costs - Renovation & Architect Costs		190,918
New Building-Repairs, Equipment & Furniture		23,025
Sub-total	229,712	306,735
Total as of 5/31/19	572,597	

¹ CSBD received a donation for the board retreat during this period.

The ending balance of the General Fund (revenues minus expenditures) as of May 31, 2019 was \$572,597.

RECOMMENDATION

None. For information purposes.

Memorandum #09 – 18 (QA) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #3
PY 17-18 issued December 2018

Date: July 15, 2019

SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 4/1/18 through 6/30/18. There were no (0) findings and 2 observations. All observations have been corrected. Reviewed at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

Cherry Bekaert monitors fiscal activities three times a year. This was the third monitoring for the program year. The reason for the delay in presenting the results of this report is because one of the observations required extensive research, which didn't come to fruition in time for the Audit Committee meeting held in February 2019.

DISCUSSION

Cherry Bekaert reviewed a total of 818 elements during the review period. Based upon the total elements reviewed, the report cites to no (0) findings equating to an error rate of 0%.

During this monitoring period there was a total of 2 observations.

CSBD Financial Review	Observation	Recommendation	Agree / Disagree	Resolution
Property Management – P-card Expenditures	One P-card disbursement was not signed by the P-card holder.	We recommend a more detailed review of the supporting documentation provided for the P-card disbursement to ensure it includes a signature of the P-card holder.	Agree	CSBD staff has been retrained regarding proper review and approval procedures to ensure this is not a repeat finding.

CSBD Financial Review	Observation	Recommendation	Agree / Disagree	Resolution
Property Management – Service Cards (Bus Passes)	The center’s tracking system to distribute the bus passes is not organized. Although the bus passes reconciled to the amount handed out, the sign out sheets were disorganized and used out of order.	We recommend that CSBD instruct the centers how to use the bus passes disbursement log in a more organized manner to enable better recordkeeping.	Disagree	<p>CSBD has an organized system to distribute bus passes. The Finance Department distributes pre-numbered bus passes to each center that match up with the bus pass numbers on the bus pass logs. At Central, due to a large number of WTP bus passes, the WTP bus passes and their corresponding logs are divided between 2 staff members, each with a separate safe.</p> <p>Each of the 2 staff persons distributes their assigned bus passes in sequential order according to their assigned logs which, if viewed together, may appear out of sequence because they are working with a different range of numbers within the issued series.</p> <p>Each month, the Center Manager completes a monthly Safe Report/ Inventory Log and reconciles the number of bus passes in the safes with the signed bus pass logs, showing when and to whom the bus passes were distributed. This report is sent to the VP of Finance.</p>

RECOMMENDATION

For Informational Purposes only.

ATTACHMENT A

Monitoring Report #3 Cherry Bekaert Fiscal Findings PY 17-18

Procedure	Report #1 10/1/17 - 12/31/17	Report #2 1/1/18 - 3/31/18	Report #3 4/1/18 - 6/30/18
Previous Year-end Audit Adjusting Journal Entries	0	0	0
Bank Reconciliation - Operating Master Account	0	0	0
Bank Reconciliation - Accounts Payable Master Account	0	0	
Bank Reconciliation - Participant Payroll Account	0	0	
Bank Reconciliation - Staff Payroll Account	0	0	0
Bank Reconciliation - General Fund Account	0	0	0
Cash Draw	0	0	0
ETA Salary and Bonus Cap Calculation	0	0	0
Property Management	1	0	0
Insurance	0	0	0
Cash Receipts	0	0	0
Procurements - Micro Purchases			0
Procurements - Small Purchases	0	0	0
Procurements - RFP/Bid	0	0	0
Procurements - Non-Competitive	0	0	0
Cost Allocation	0	0	0
S.E.R.A Financial Reporting		0	0
OSMIS Financial Reporting	0		
Payroll	0	0	0
Customer-Related Expenditures - WIOA, OJT & WTP	0	0	0
Mileage Reimbursements	0	0	0
Non-Payroll Expenditures	0	0	0
P-Card Expenditures		0	0
Cell Phone Expenditures		0	0
EmpHire Payroll		0	0
EmpHire Mileage Reimbursements		0	
TOTAL	1	0	0

This chart provides a breakdown of fiscal findings by category type.

Memorandum #11 – 18 (QA) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #1 FY 2019
Issued May 2019

Date: July 15, 2019

SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 10/1/18 through 12/31/18. There were no (0) findings or observations. Reviewed at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

Cherry Bekaert monitors fiscal activities three times a year. This was the first monitoring for the fiscal year.

DISCUSSION

Cherry Bekaert reviewed a total of 680 elements during the review period. Based upon the total elements reviewed, the report cites to no (0) findings equating to an error rate of 0%.

RECOMMENDATION

None. Presented for informational purposes.

ATTACHMENT A

Monitoring Report #1 Cherry Bekaert Fiscal Findings PY 18-19

Procedure	Report #1 10/1/18 - 12/31/18
Previous Year-end Audit Adjusting Journal Entries	0
Bank Reconciliation - Operating Master Account	0
Bank Reconciliation - Accounts Payable Master Account	
Bank Reconciliation - Participant Payroll Account	
Bank Reconciliation - Staff Payroll Account	0
Bank Reconciliation - General Fund Account	0
Cash Draw	0
ETA Salary and Bonus Cap Calculation	0
Property Management	0
Insurance	0
Cash Receipts	0
Procurements - Micro Purchases	0
Procurements - Small Purchases	0
Procurements - RFP/Bid	0
Procurements - Non-Competitive	0
Cost Allocation	0
S.E.R.A Financial Reporting	0
OSMIS Financial Reporting	
Payroll	0
Customer-Related Expenditures - WIOA, OJT & WTP	0
Mileage Reimbursements	0
Non-Payroll Expenditures	0
P-Card Expenditures	0
Cell Phone Expenditures	0
EmpHire Payroll	0
EmpHire Mileage Reimbursements	
TOTAL	0

This chart provides a breakdown of fiscal findings by category type.

Memorandum #04 – 18 (QA) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Results of the Taylor Hall Miller Parker (THMP), P.A.
Program Monitoring Report #1 – PY 18-19 – November 2018

Date: July 15, 2019

SUMMARY

THMP conducted program monitoring for the period August 2, 2018, through November 8, 2018. There were 5 findings and 26 observations. All findings and observations were corrected except where cases were closed and no further action could be taken. Reviewed at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

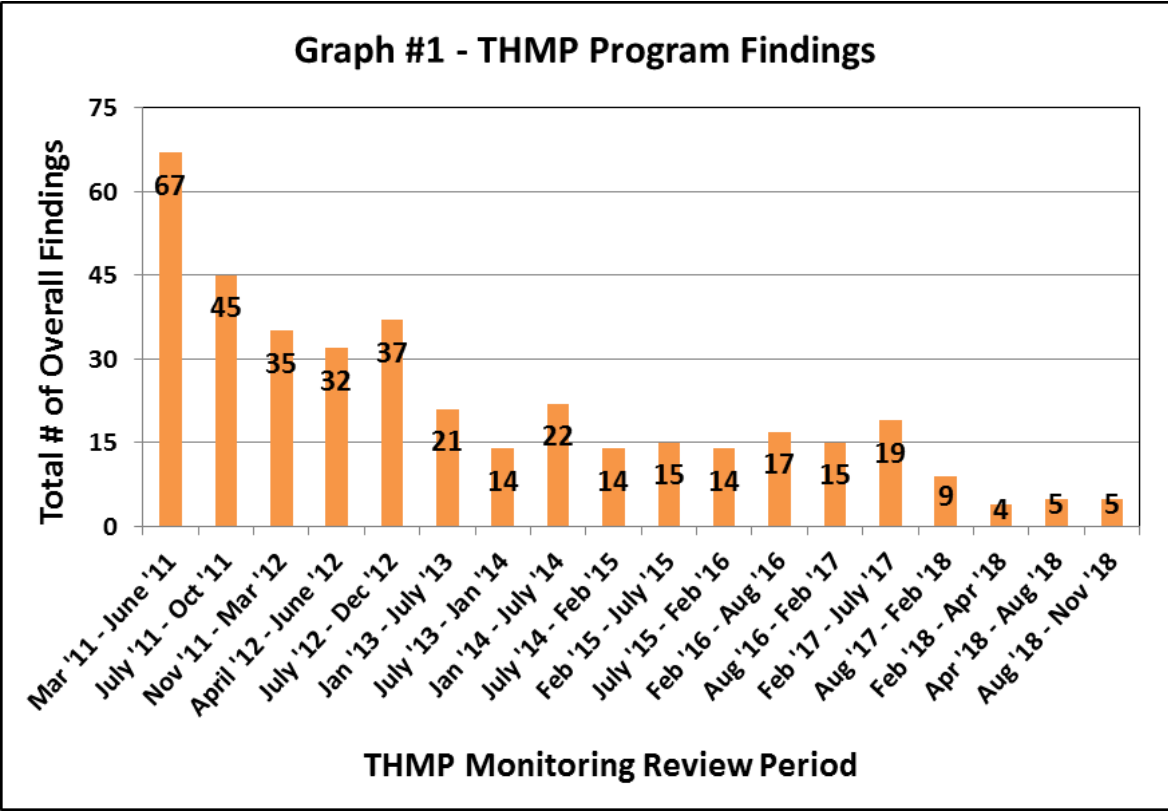
THMP monitors program activities three times a year. This was their first report for PY 18-19. Although the monitoring occurred in November 2018, the final report was not issued until 4/5/19 due to working with the monitors on some disputed items.

DISCUSSION

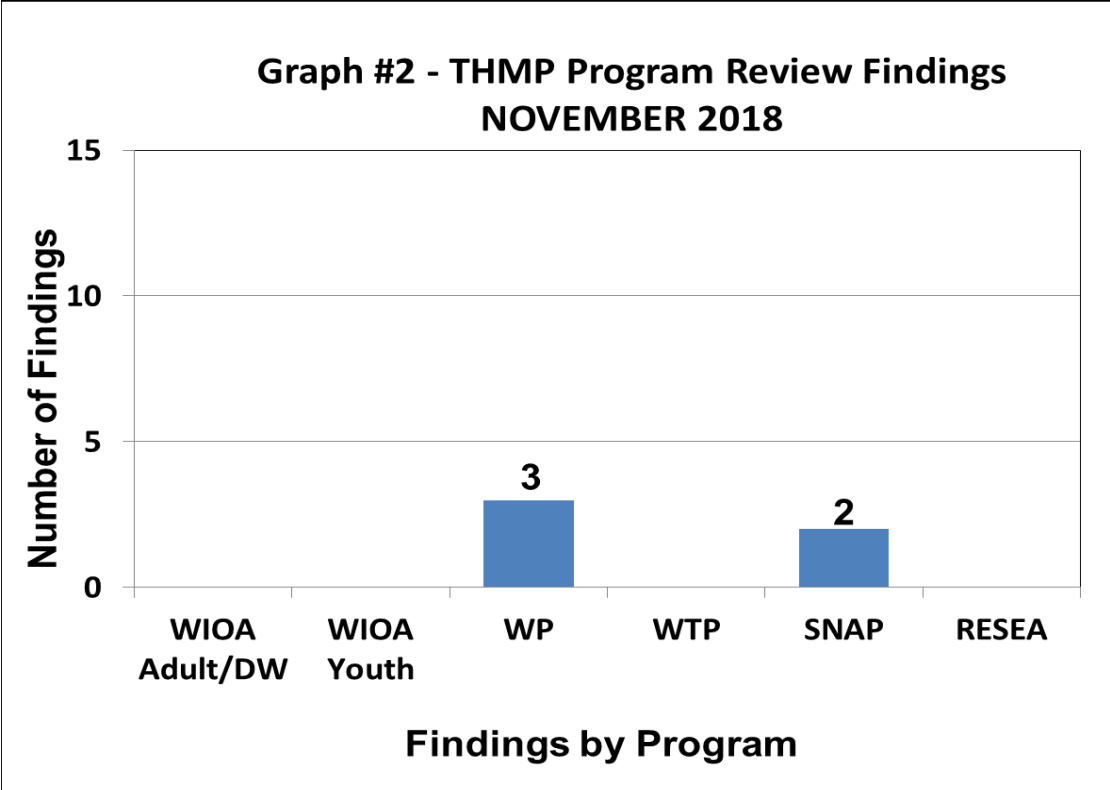
THMP identified 5 findings and 26 observations during their program monitoring visit. They reviewed a total of 175 files consisting of 5,155 elements. The findings equate to an error rate of approximately .097%.

THMP Program Findings

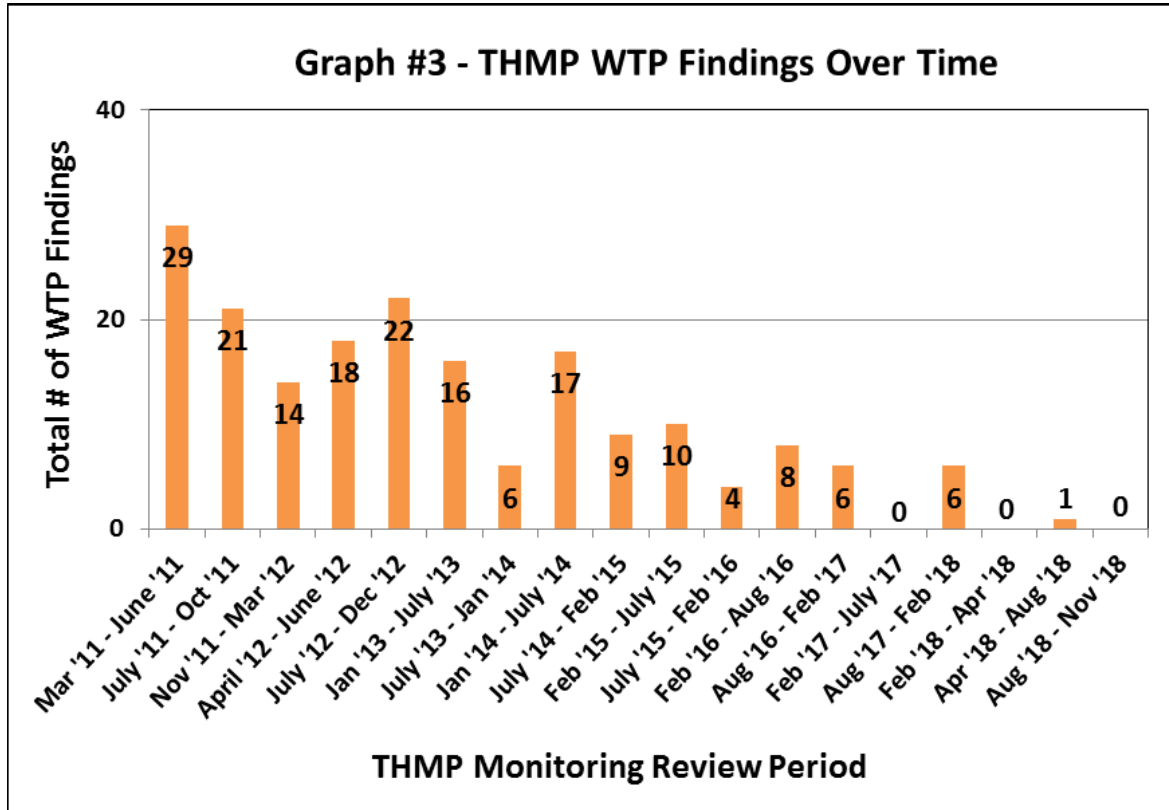
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



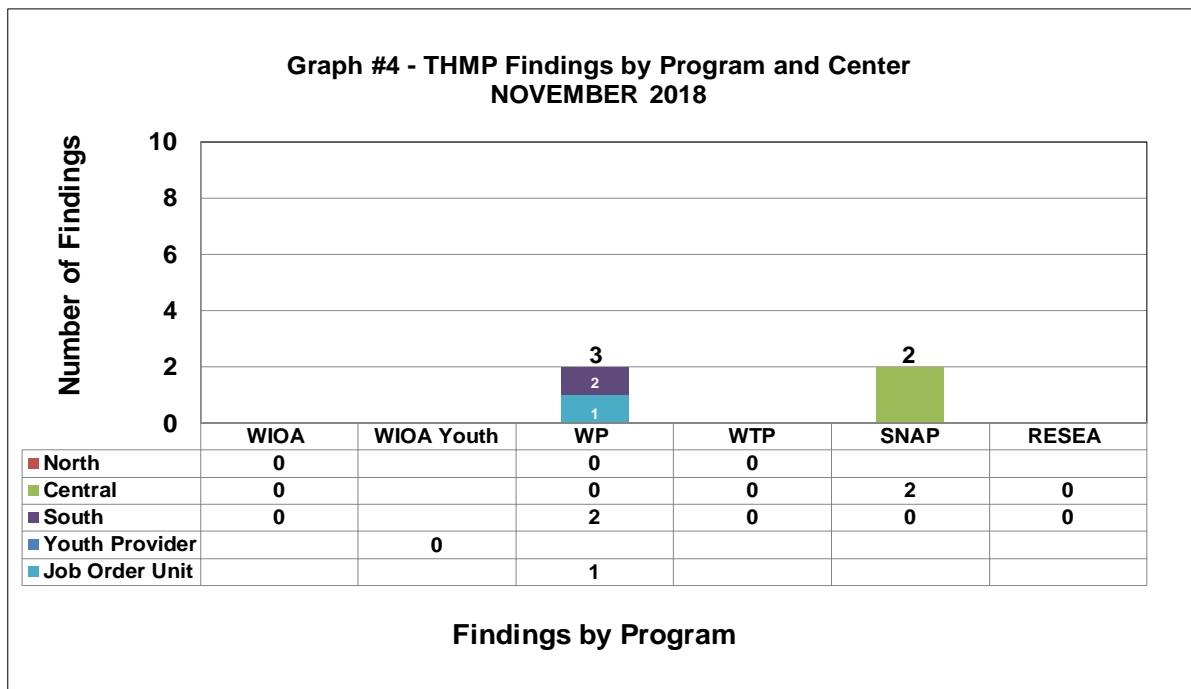
A breakdown of findings by Program is represented in Graph #2, as follows:



A trending chart for THMP WTP Program (WTP) findings per review period since March 2011 is represented in Graph #3 as follows:



A breakdown of findings by Program and Center is represented in Graph #4, as follows:



THMP Program Findings for the period of August 2018 – November 2018

The findings and observations in this report were forwarded to the Career Center and Program Managers for resolution and responses. The findings and observations are presented by funding stream, along with the corrective action taken.

I. WIOA Adult/Dislocated Worker

30 WIOA Adult and Dislocated Worker files were reviewed, 10 from each Center. There were no (0) findings or observations.

II. WIOA Youth

20 WIOA Youth files were reviewed: 5 Broward College, 5 FLITE Center, 2 HANDY, and 8 School Board of Broward County's CTACE. There were no (0) findings or observations.

III. Wagner-Peyser (WP)

A. 30 WP files were reviewed, 10 from each Center. There were 2 findings.

Findings
Two placement services were recorded in Employ Florida by a job developer however, a case note was not entered to document the placement verification information (South)
Recommendation
CSBD staff should ensure that placement verifications are case noted.
Agree/ Disagree
Agree
Resolution
The placements have been case noted and the Job Developer who was a new employee has received additional training. Further, to prevent recurrence, new Job Developers will be trained as part of their onboarding on proper case noting of placements and will be required to successfully complete a post-test.

There were 3 WP Services observations.

Observation
A placement was recorded using service code 750 – Placement but the case note documenting the placement verification did not indicate the source of the information. (North)
Recommendation
CSBD staff should ensure placement services recorded in Employ Florida include the verification source.
Agree/ Disagree
Agree
Resolution
The staff member was instructed on the proper case note template to use when documenting a placement.

Observation
Code 750, Placement, was recorded in Employ Florida instead of code 880 – Obtained Manual Employment; the customer was placed in a job with an employer that was different from the job detailed on the job order. (North)
Recommendation
When a customer placement is for a job with an employer that is different from the job to which the customer was referred, code 880 – Obtained Manual Employment should be recorded.
Agree/ Disagree
Agree
Resolution
This was an isolated incident. The individual was referred to a job which would have warranted use of the 750 code; however, the employer hired the customer for a different job causing confusion with respect to use of the appropriate code.

Observation
A code 880 – Obtained Manual Employment was recorded in Employ Florida without a case note documenting the employment verification. (South)
Recommendation
CSBD staff should ensure that each manual obtained placement service recorded in Employ Florida is accompanied by a case note documenting the verification information.
Agree/ Disagree
Agree
Resolution
This was corrected. The Placement Specialist received training and a counseling. We have added a post-test to our onboard training of new Placement Specialists to ensure they understand proper case noting of placements.

B. 30 WP job orders were reviewed, 10 from each Center. There was 1 WP job order finding.

Finding
A job order contained inappropriate language – “no criminal background acceptable.” (Job Order Unit)
Recommendation
CSBD Job Order Unit staff should review job orders at the time of posting to ensure job orders do not contain inappropriate language.
Agree/ Disagree
Agree
Resolution
This was corrected during fieldwork. The applicable team member has been coached and directed to use the Job Order Desk Aid which outlines proper job order language.

IV. Reemployment Services and Eligibility Assessment (RESEA)

10 RESEA files were reviewed, 6 from Central and 4 from South. There were no (0) findings or observations.

V. Welfare Transition Program (WTP)

A. 24 WTP files were reviewed, 8 from each Center. There were no (0) WTP findings.

There were 9 WTP observations.

Observations Pre-Penalties and Sanctions
<ol style="list-style-type: none">1. Three incorrect pre-penalty termination dates were entered in OSST. (Central-1, South-2)2. A pre-penalty was incorrectly ended with "other" instead of requesting a sanction for failure to comply. (North)3. Customers were not held accountable for failures to comply and/or second failures within 30 days (e.g., submitting requisite participation hours, attending appointments). (North-2, Central-1)
Recommendation
CSBD should take appropriate actions to improve performance, case management, and system information; and provide training focused on the pre-penalty and sanction process.
Agree/ Disagree
Agree
Resolution
We have updated our training to include a post-test which will focus on the pre-penalty, sanction process and case noting.

Observations WTP – File/System IRP’s
<ol style="list-style-type: none"> 1. Signed IRPs in two case files contained Steps to Self-Sufficiency that were unclear (e.g., customer’s responsibilities for submitting participation documentation, assigned work activity). (Central-2) 2. Steps to self-sufficiency were not appropriately updated to reflect new assignments. (North-1, Central-1)
Recommendation
CSBD should take appropriate actions to improve performance, case management, and system information.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • Online training which included IRPs was provided to all WTP Success Coaches, and completed on 5/31/19. CSBD training has been updated to include a post-test to measure staff comprehension and the WTP Program Manager conducted IRP refresher training on 6/26/19. • The Central case has been corrected and staff has been coached on this issue. The North case cannot be updated as the case is closed.

Observation WTP JPR’s
Due to JPR late data entry, the calculation formula was off and participation hours were overstated for that month. (North)
Recommendation
CSBD should take appropriate actions to improve system information.
Agree/ Disagree
Agree
Resolution
This was corrected. We have adjusted our onboarding process for new WTP Success Coaches, which now includes enhanced Job Participation Rate training and will require a post-test to ensure comprehension.

Observations
<ol style="list-style-type: none"> 1. There was an extended period of time with no work activity assigned to a case. (Central) 2. The OSST Deferral Screen contained contradicting information regarding whether the customer had applied for SSI/SSDI. (Central) 3. Case notes did not create a clear picture of what was happening with the case (i.e., conflicting dates). (South)
Recommendation
CSBD should take actions to improve case management, and system information.
Agree/ Disagree
Agree
Resolution
Errors were corrected, where possible. Online training covering WTP case management was provided to WTP Success Coaches who completed the training on 5/31/19. CSBD training has been updated to include a post-test to measure staff comprehension.

B. 7 WTP Transitional files were reviewed from each Center for a total of 21 files. There were zero (0) findings or observations.

VI. Supplemental Nutritional Assistance Program (SNAP)

10 SNAP files were reviewed, 5 Central and 5 South. There were 2 SNAP findings.

Findings JPR's
<ol style="list-style-type: none"> 1. The Education JPR entry for one participant was incorrect as one course was duplicated and the participant received credit for 2 courses. (Central) 2. The Education JPR entries for one participant were based on an hour's credit for each online education course, however, there was no support indicating each lesson was one hour in duration. (Central)
Recommendation
CSBD should ensure that JPR entries are correct and properly supported.
Agree/ Disagree
Agree
Resolution
<p>SNAP Policy 594 was updated to:</p> <ul style="list-style-type: none"> • Reflect that course retakes will not be accepted. Staff were informed on 4/5/19 in a JPR training. • Ensure staff promotes the use of Florida Ready to Work as an online learning platform, unless actual online hours can be documented. We also instituted a SNAP lab at Central and South, where customers can complete online education onsite and document actual hours.

There were 14 SNAP observations.

Observations Case File Documentation
<ol style="list-style-type: none">1. A participant's SNAP Monthly Participation Agreement was blank for one month and, while the case notes specified due dates for participation, they did not specify assigned activities. (South)2. A participant's Mandatory Appointment Letter contained due dates for assigned hours, but did not specify the assigned activities for one month and there was no SNAP Monthly Participation Agreement in the case file. (South)3. SNAP Monthly Participation Agreements listed the maximum hours for each activity, but did not address the 80 hour minimum required hours for the month. (Central)
Recommendation
CSBD staff should ensure system information is correct.
Agree/ Disagree
Agree
Resolution
<ol style="list-style-type: none">1. This was an isolated incident resulting from a glitch in our Document Management System software which has since been corrected. The customer's case was closed and we were unable to correct it.2. Due to the DMS system glitch regarding e-forms, the Success Coach used an OSST appointment letter to assign hours. This form requires you to manually enter activities. Staff has been reminded to use a soft copy of the SNAP Monthly Participation Agreement in such cases. This has been corrected.3. This was an isolated incident. However, the Monthly Participation Agreement Form was revised to state that a minimum of 80 hours is required.

Observations Education and Vocational Training

1. CSBD counts online education hours based on the maximum duration specified for the course; however, this conflicts with Policy 594 - SNAP E&T Activities, effective 12/21/17, which states that when online courses list a range of hours, credit shall be given for the actual number of hours spent completing the course.
2. The number of education hours recorded in OSST for one participant exceeded the duration for the course. Although Education JPR hours were overstated for the month, there was no effect on participation. (Central)
3. An Education activity was opened in OSST instead of a Vocational Training activity for a participant enrolled in training. (South)

Recommendation

CSBD staff should ensure case management, file documentation, and system information is correct.

Agree/ Disagree

Agree

Resolution

1. CSBD is often unable to get actual hours from online learning sites. SNAP Policy 594 was updated to direct staff to promote use of Florida Ready to Work as an online learning platform, unless actual online hours can be documented. We also instituted a SNAP lab at Central and South, where customers can complete online education onsite and document actual hours.
2. The hours were corrected by the Success Coach.
3. SNAP Policy 594 was updated to clarify the difference between Online Education and Vocational Training activity assignments.

Observation Employment
<ol style="list-style-type: none"> 1. The employment recorded in OSST for a participant was prior to the actual start date and the job tracking start date in OSST was the date employment was verified rather than the start date. (Central) 2. The hours per week recorded in OSST (40) for the same participant were not supported by the employment documentation in the case file.
Recommendation
CSBD staff should ensure case management, file documentation, and system information is correct.
Agree/ Disagree
Agree
Resolution
This was an isolated incident. The case is currently closed and cannot be corrected. This Success Coach is no longer with CSBD.

Observations
<ol style="list-style-type: none"> 1. A case note was not recorded in OSST within the required 2 business days. (Central-1, South-1) 2. Case notes did not provide a clear picture of what was happening with the case; there was a late case note that did not indicate when or why the participant rescheduled the appointment. (Central)
Recommendation
CSBD staff should ensure case management, file documentation, and system information is correct.
Agree/ Disagree
Agree
Resolution
<ol style="list-style-type: none"> 1. This was an error. The SNAP QA Monitoring Tool was updated to reflect the 2 business day case note requirement and the CSBD training post-test focuses on the pre-penalty, sanction process and case noting. 2. The Success Coach was counseled and has since completed an improvement plan.

Observations
<ol style="list-style-type: none"> 1. The SNAP Monthly Participation agreement completed did not include Employment as an assigned activity, although employment had been recorded in OSST. (South) 2. The participant rescheduled the initial appointment per case notes; however, the Appointment Activity (590) was not updated with an appointment status of RESCHED and, subsequently, another case manager initiated a conciliation for failure to attend the Appointment Activity. (Central) 3. The penalty process was not initiated timely within two business days. (South) 4. The case was pending sanction imposition, and the participant submitted partial participation hours as assigned and scheduled for compliance; however, rather than record these participation hours in OSST, the partial hours were not accepted. (South)
Recommendation
CSBD staff should ensure case management, file documentation, and system information is correct.
Agree/ Disagree
Agree
Resolution
<ol style="list-style-type: none"> 1. These were isolated incidents by these SNAP Success Coaches. 2. Staff has been directed to set aside case management time in order to work case alerts. 3. On 4/5/19, regional SNAP training included content to reinforce that partial participation hours are to be accepted, as assigned and scheduled for compliance.

Observations Local Policies
<p>The following areas should be addressed to clarify and improve local SNAP E&T policies:</p> <p>Policy# 594 – SNAP E&T Activities (rev. 10/30/18)</p> <ol style="list-style-type: none"> 1. Correctly address limits, if any, for hours entered on JPR screen for each activity and in total. 2. Specify that Job Search and Job Search Training combined cannot exceed 39 hours. 3. The Work Experience calculation that, when more than one household member receives benefits needs to be divided by the number in the household. <p>Policy# 596 – SNAP E&T Penalties and Sanction Policy (rev. 6/21/18)</p> <ol style="list-style-type: none"> 1. Clarify the failure date and reason to use if the participant is rescheduled after a failure.
Recommendation
<p>CSBD SNAP policy should be updated.</p>
Agree/ Disagree
<p>Agree</p>
Resolution
<p>Both SNAP policies were updated and training took place in June 2019.</p>

RECOMMENDATION

Presented for informational purposes.

Memorandum #10 – 18 (QA) Revised

TO: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

FROM: Mason Jackson, President/CEO

SUBJECT: Acceptance of the DEO Program Monitoring Report dated December 12,
2018

DATE: July 15, 2019

SUMMARY

The Florida Department of Economic Opportunity (DEO) issued their Program Monitoring Report regarding CareerSource Broward (CSBD) for the period January 1, 2017 – December 31, 2017, on December 12, 2018. CSBD was informed that their Corrective Action Plan was accepted on April 18, 2019. Reviewed at the 7/15 Audit and Executive Committee meetings.

BACKGROUND

DEO conducted its annual program monitoring review in May, 2018. The review covered the period January 1, 2017, through December 31, 2017.

The following programs were reviewed:

1. Welfare Transition Program (WTP)
2. Supplemental Nutrition Assistance Program (SNAP)
3. Workforce Innovation and Opportunity Act (WIOA)
4. Trade Adjustment Assistance (TAA)
5. Wagner-Peyser (WP)

DISCUSSION

The DEO identified 8 findings and 7 “non-compliance” issues, which means these could be a finding in the future if not corrected, and 1 observation. All the findings, and non-compliance issues were corrected and the observations were addressed. They reviewed a total of 261 files consisting of 9,255 elements. The findings equate to an error rate of about .16%.

State Program Findings for the period of January 2017 – December 2017

The findings and observations in this report were forwarded to Career Center and Program Managers for resolution and responses. The findings and observations are presented below along with the corrective action taken.

Finding WT 22-01 - Safety Plan
A safety plan was not developed for a victim of domestic violence (DV), nor were any of the required safety plan elements included on the participant's Individual Responsibility Plan (IRP) or Alternative Requirement Plan (ARP). (Central-1)
Recommendation
CSBD should ensure all requirements for development of a safety plan are met, including the requirement that information from the safety plan be included on the IRP/ARP.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none">• This was an isolated incident.• CSBD has an MOU agreement with Women in Distress (WID) to provide a safety plan for customers who are victims of DV. WID provides a copy of the safety plan to the customer, and CSBD, subject to the customer's approval.• CSBD updated Policy 581: Deferrals, which outlines a procedure to inform participants at orientation/initial appointment, what to do in case of an immediate emergency; and going forward, CSBD staff will include steps from the WID safety plan on the IRP/ARP. Staff reviewed and acknowledged they have read and understand the revised policy for properly documenting DV cases.• WTP Supervisors reviewed all open/active DV cases by March 1, 2019, to ensure the safety plan steps were included on the IRP/ARP, and will continue to check bi-monthly.

Finding WT 22-02 - Documentation of Activity Hours Recorded on the Job Participation Rate (JPR) Screen <i>Prior Year Finding</i>
Documentation to support JPR hours was not retained in 2 participant's case files.
Recommendation
CSBD should ensure documentation or other forms of allowable verification for participation rate hours are retained in the case files.
Agree/ Disagree
Agree
Resolution
<p>In one instance, hours were incorrectly recorded because of a computational error.</p> <ul style="list-style-type: none"> • CSBD implemented a monthly peer review prior to DEO data lockdown to ensure calculations are accurate. • CSBD has improved our applicant screening process to include a math aptitude test to ensure staff are competent in math. <p>In the other instance, the job skills training timesheet was missing.</p> <ul style="list-style-type: none"> • CSBD will implement a new process to require backup timesheets going forward in the event the first one is misplaced. • Actions will be taken when staff fail to follow the requirements such as refresher training, job shadowing, and counseling up to termination. • JPR training was conducted in February 2019.

Non-Compliance Issue WT 22.00.01 - Employment Verification
For 1 participant, employment information recorded did not match the documentation in the case file.
Recommendation
CSBD should ensure employment data is accurately recorded in the OSST system to match documentation retained in the participant's case file.

Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This was a scrivener’s error on the part of the Success Coach. • CSBD will incorporate this into our monitoring. • Training was provided to staff in August 2018. • An email was sent to staff on 1/25/19 informing them of the documentation requirements when entering employment.

WT Observation - Pre-Penalties and Sanctions
Although pre-penalties and sanctions were being requested, they were not being requested or ended in the system in a timely manner. Program staff are allowing participants additional time to comply with program requirements without initiating the penalty process at the time of noncompliance.
Recommendation
If a participant fails to meet program requirements, CSBD must ensure a pre-penalty or sanction is requested in a timely manner.
Agree/ Disagree
Agree
Resolution
Staff has been reminded to issue pre-penalty or sanctions timely.

Finding SNAP 22-03 - Documentation of Activity Hours <i>Prior Year Finding</i>
3 files were missing documentation to support all JPR hours entered in OSST.
Recommendation
CSBD must ensure that staff accurately count and verify participation hours before entering the information in OSST, and timesheets used to support the hours are maintained in the participant case files.

Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • Staff has been reminded, in accordance with the State’s suggestion. JPR training was held in February 2019. • CSBD will provide refresher training and/or take appropriate actions on staff who do not adhere to the policy/procedures outlined for this program. • CSBD implemented an e-Skills math assessment in the hiring process for all WT and SNAP positions to ensure potential hires have math aptitude. • CSBD conducted a 100% file review on all open cases. CSBD ran a report showing all cases with JPR hours which were then reviewed to ensure accuracy. A log was kept and initialed by the Supervisor confirming that all cases were reviewed.

Finding WIOA Youth 22.04 - Required Components for Work Experience
13 case files reviewed of participants enrolled in a work experience activity, did not include the required academic component.
Recommendation
CSBD should ensure that work experience activities include a planned and structured learning experience that include academic and occupational education components
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • CSBD updated our local WIOA Youth Work Experience policy to align the youth’s work experience with their ISS career goal. • CSBD updated our local WIOA Youth monitoring tool to include a specific question asking if the work experience included an academic or an occupational component as aligned to the youth’s ISS. • A telephone conference was held with all providers to ensure that the process is understood and is being implemented and monitored to meet WIOA compliance.

Finding WP 22-05 - Job Order Placements and Manual Obtained Employments <i>Prior Year Finding</i>
Several job seeker placements and manual obtained employments were missing required elements.
Recommendation
CSBD must ensure staff verify all placements and enter a job order case note in the system to identify the employer's name and the date the job seeker started work. Staff must also continue to ensure placements are not entered prior to the job seeker's referral date.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • The Procedure for Proper Processing and Documentation of Obtained Employment and Placements was updated on 7/02/18 to include all the required elements. WP Staff reviewed and acknowledged they have read and understand this procedure. Any future infractions of this procedure will result in one-on-one training and a formal counseling. • CSBD implemented a new process that requires WP Staff to complete a paper checklist for placement codes 750 and 880 that includes all required elements that must be entered in Employ Florida. This must be completed before WP Staff enters a placement code or records a manual obtained in Employ Florida. At the end of each day, DEO Supervisors will review the checklists and compare it to the activities entered in Employ Florida. The requirement will also be in effect for all new hires. • CSBD conducted a training in February 2019 to review appropriate requirements and introduce staff to the new process.

Finding WP 22-06 - Florida Minimum Wage
A job order's wage rate and a job seeker's placement case note in Employ Florida listed a wage rate lower than the Florida minimum wage.
Recommendation
If an employer chooses to list a wage rate on a job order, CSBD must ensure the wage rate is equal to or higher than the Florida minimum wage at the time the job order is displayed.
Agree/ Disagree
Agree

Resolution
<ul style="list-style-type: none"> • A notification has been set up in CSBD’s online contract management system to remind staff to run a report on January 2nd to ensure all job orders have the correct minimum wage for the new calendar year. • Ensuring that all job orders meet the minimum Florida minimum wage requirement was included in training held with Job Order Unit staff on May 9, 2018. • Once a month, the Job Order Unit will run a report of all open job orders by wage rate to ensure that there are not any posted below the minimum wage rate.

Non-Compliance Issue WP 22.00.02 - Job Development <i>Prior Year Issue</i>
A job seeker had a job development code (123) entered in Employ Florida but the name of the employer was not listed in the case notes.
Recommendation
CSBD must continue to ensure a job development service code (123) and the name of the employer contacted is recorded for job seekers when a job development service is provided.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This was an isolated incident and this staff member is no longer with CSBD. • This was a case in which the staff person did not follow existing procedure. We have now added a checklist to prevent future occurrences; CSBD created a Job Development Code 123 Verification Checklist to be used by staff and supervisors to ensure all required elements are contained in the case note. • The local policy for WP Job Seeker Case Noting was updated on 11/28/18. WP Staff have reviewed and acknowledged they have read and understand the policy. • Case noting of job developments was included in the regional training held in February 2019.

Non-Compliance Issue WP 22.00.03 - Job Seeker Referrals Pending Review
Several referrals listed on the “Referrals Pending Review” list had not been reviewed by staff within 48 hours.
Recommendation
CSBD staff should review the “Referrals Pending Review” list on a daily basis and refer qualified job seekers to employers.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • Policy 551: Wagner-Peyser Pending Referral was updated on 7/28/18 and includes the proper procedures for job referrals. WP staff reviewed and acknowledged they have read and understand the policy, which includes a Pending Referral Technical Guide for staff use. • Job referrals pending review was included in the regional training held in February 2019. • CSBD sent an OPC request with GeoSol to set up an alert in Employ Florida when a pending referral has not been reviewed within 12 hours.

Non-Compliance Issue WP 22.00.04 - Job Referrals
A few job orders contained staff-referred job seekers who did not meet the minimum job qualifications specified on the job order.
Recommendation
CSBD must remind staff that prior to referring a job seeker to a job, the job order must be adequately reviewed to ensure the job seeker meets the minimum job qualifications specified on the job order.
Agree/ Disagree
Agree

Resolution

- In the future, when the employer changes the requirements, we will ensure the job order is updated. We will update the job order policy to reflect this.
- Job referrals were included in the regional training held in February 2019.
- Policy 551: Wagner-Peyser Pending Referral, includes the proper procedures for job referrals. WP staff have reviewed and acknowledged they have read and understand the policy.

Non-Compliance Issue WP 22.00.05 - Counseling

A group counseling code (201) was recorded in Employ Florida for a job seeker, but the documentation did not meet the definition of a counseling service.

Recommendation

CSBD must continue to ensure all counseling plans meet the proper definition of a counseling service.

Agree/ Disagree

Agree

Resolution

- This was an isolated incident and this staff member is no longer with CSBD.
- Requirements for proper documentation of counseling were included in the regional training held in February 2019.
- WP staff reviewed and acknowledged they have read and understand Policy 571: WP Job Seeker Case Noting.

Non-Compliance Issue WP 22.00.06 - MSFW Indicators of Compliance
None of the five MSFW equity ratio indicators were met at any of the career centers.
Recommendation
CSBD must make every effort to refer and place MSFWs in jobs. Program staff and management should monitor the Migrant Indicators of Compliance (MIC) report regularly to identify service gaps and ensure compliance.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • The Local Policy for Wagner-Peyser Migrant Seasonal Farmworker Registration and Agricultural Employer Services was updated on 10/30/2018. • WP Supervisors conduct monthly reviews on Success Coaches' cases each month and review sessions are conducted within 48 hours with staff members after each review to discuss the results. • Requirements for MSFW Indicators of Compliance were included in the regional training held in February 2019. • WP staff reviewed and acknowledged they have read and understand Policy 558: Migrant Seasonal Farmworker Registration and Services.

Finding WP/RESEA 22-07 - Initial Assessments and Employability Development Plans (EDPs) <i>Prior Year Issue (EDPs only)</i>
<ol style="list-style-type: none"> 1) A file was missing documentation to support the assessment code entered in Employ Florida. 2) Several assessments did not meet the definition of an assessment. 3) Multiple EDPs recorded in Employ Florida did not contain all required information.

Recommendation
CSBD must continue to ensure assessments and EDPs are documented, meet the federal definition of an assessment and/or EDP, and maintained in participant case files.
Agree/ Disagree
Agree
Resolution
<p>WP</p> <ul style="list-style-type: none"> • The one assessment finding was an isolated incident where the former staff member used the Initial Objective Assessment code to enter an update to his original Initial Objective Assessment, without filling in all required elements for the activity. • Veterans training was conducted with staff on 1/4/19. • Onboarding of new staff will require training and monitoring of EDPs to ensure compliance with long-term and short-term employment SMART Goals. Failure to comply with these requirements could result in disciplinary action. • WP Supervisors conduct monthly reviews on Success Coaches' cases and conduct review sessions with the Success Coaches within 48 hours to discuss the results. <p>RESEA</p> <ul style="list-style-type: none"> • The RESEA finding was attributed to a new Success Coach who was still onboarding and completing training. • On 5/21/18, the RESEA Program Manager provided written notification to staff regarding RESEA case noting and assessment requirements per guidance received from the State. • Onboarding of new staff will require an online review of RESEA training presentations uploaded to the CSBD University and will include post-tests to confirm competency of topics covered. • New staff will submit to the RESEA Program Manager signed policy acknowledgement forms regarding the review of policies and/or LOP's applicable to the RESEA program. • RESEA Supervisors will conduct 10 desk reviews monthly, and RESEA Success Coaches will conduct 3 peer reviews monthly, to ensure assessment codes entered in Employ Florida include proper documentation to support the recorded service, and that both short and long term goals recorded in the EDP include specific action steps. For a 3-month period, the RESEA Program Manager/Supervisor will review the aforementioned desk reviews to ensure compliance.

Non-Compliance Issue WP 22.00.07 - RESEA Responsibility Statement
A RESEA responsibility statement was not signed by a participant.
Recommendation
CSBD staff must ensure that RESEA Responsibility Statements are reviewed with and signed by the participant, and that the documents are accurate and complete.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This was an isolated incident. • On 1/17/19, written notification was provided to RESEA staff and Supervisors regarding review of the Red Tab Report, to identify cases with required RESEA documentation omitted from the Document Management System (DMS). • On 2/11/19 and 2/28/19, refresher training was provided to RESEA Supervisors and Staff on accessing the Red Tab report from DMS. • The RESEA Program Manager created a Desk Aid that Success Coaches will utilize daily while working with customers to ensure all required documents are signed and scanned into DMS within 48 hours. The desk aid was implemented in March 2019.

Finding WP 22-08 - Employment Service Complaint System
A couple of complaint files were missing information and a complaint form was not completed.
Recommendation
CSBD must ensure the ES Complaint System is properly adhered to in all local career centers and complaint logs and files are completed correctly.
Agree/ Disagree
Agree

Resolution

- This was an isolated incident. This staff member and DEO Supervisor are no longer here.
- All Employment Service complaints are reported to and reviewed by the Quality Assurance Analyst to ensure compliance.
- An email was sent on 1/11/19 to the DEO Supervisors reminding them that the ETA Form must be offered and completed the same day the customer files a complaint.
- On 2/18/19, CSBD requested training from DEO on Employment Service Complaint-Resolution System protocols.

RECOMMENDATION

For Informational Purposes only.

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
<p>1.0 Interview one HR Director each month in targeted industries or industries where we frequently place people.</p>	<p>Susan Leventhal & Sandra Riddles</p>	<p>1.1 Contact Tony Ash for a list of targeted industries and the CSBD intermediaries and BDS staff assigned to these industries.</p>	<p>Tony Ash is contacted and a list is obtained of targeted industries and the CSBD intermediaries and BDS staff assigned to these industries.</p>	<p>5/30</p>
		<p>1.2 Develop a calendar /proposed schedule for appointments so that each PPN workshop facilitator can interview a minimum of one HR director per month for a twelve months for a total of 24 interviews.</p>	<p>CSBD intermediaries and / or BDS staff provide a list of HR Directors for companies in these industry sectors.</p>	<p>6/15</p>
		<p>1.3 Develop the interview format and template such that at a minimum the HR director's perspective either validates what we are doing or we learn how a) interviewing b) on-boarding and c) applicant on-boarding is evolving or changing. Address the overarching question: "How do we know what we are teaching job seekers is the right information"?</p>	<p>Calendar /schedule is developed and a minimum of 6 HR Directors are contacted quarterly to schedule appointments.</p>	<p>6/15</p>
		<p>1.4 Conduct a minimum of 6 interviews per quarter - 2 per month.</p> <p>1.5 Within one business day of the meeting a thank you email is sent.</p> <p>1.6 Within two business days review and finalize notes obtained from the interview.</p> <p>1.7 Periodically review structured interview and modify based on experience gained.</p>	<p>Interview format / Template is developed and approved for use.</p>	<p>6/15</p>
			<p>Report issued on each visit. Two reports per month. Thank you email is issued.</p> <p>An email is sent to the CBR contact to let them know the meeting with the HR director took place and close the loop.</p> <p>Monthly review of structured interview questions. Review and outcome are documented</p>	<p>6/30 – 9/30</p> <p>Monthly</p>

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
2.0 Research big job platforms	Susan Leventhal & Sandra Riddles	<p>2.1 At a minimum research a) Monster b) CareerBuilder and c) LinkedIn to assess the extent to which our workshops and PPN is consistent with the trends we see on these platforms.</p> <p>2.2 Sign up for / apply to any groups or advice pages on these platforms.</p>	A minimum of three big job platforms are accessed and researched at least on a quarterly basis as evidenced by a written report with observations and recommendations to the VP of Quality Assurance. The report is due by the tenth day of the month following the quarter.	<p>7/10/19</p> <p>10/10</p> <p>1/10/20</p> <p>4/10</p>
3.0 Research SHRM, CEO Blogs, and relevant subject blogs	Susan Leventhal & Sandra Riddles	<p>3.1 Conduct a search on relevant employment-related sites and create a list of the internet resources available.</p> <p>3.2 Where applicable subscribe to blogs / websites.</p>	<p>Research is conducted at a minimum on a quarterly basis as evidenced by the creation of a list of sites and subscriptions which can be produced upon request.</p> <p>At a minimum on a monthly basis complete a report of findings and observations and send to the VP of Quality Assurance.</p> <p>As appropriate update PPN and workshop materials and provide training to staff.</p>	<p>6/30/19</p> <p>9/30</p> <p>12/31</p> <p>3/31/20</p>
4.0 Meet monthly to a) compare notes b) update PPN and workshop handouts and c) train workshop staff and QATC's on new approaches.	Susan Leventhal & Sandra Riddles, Workshop Facilitators (including Job Club), QATCs and CBR	4.1 Using Outlook develop a calendar for monthly meetings.	Monthly meetings are calendared and held as scheduled. A report is issued even if no changes are required.	Monthly meetings
		4.2 Develop a process for vetting ideas and for review and approval of updates / changes to workshop materials.	A process for vetting and uniformly updating workshop materials is developed and a tracker is implemented.	7/15
		4.3 Train staff and operationalize.	Staff training is scheduled and held and updates are put into production.	On-going
		4.4 Promote / sell / blog strategies as promotional material to share our expertise with local employers	Promotional materials, Tips and Techniques are developed and materials used to educate and engage employers are refreshed / updated and given to the intermediaries and BDSs for use.	On-going

Objective / Task(s)	Champions & Execution Team	Next Steps	Benchmark / Performance Measures	Anticipated Due Date
<p>5.0 Submit a bi-annual report that at a minimum a) provides an executive summary b) discusses trends and lessons learned and c) articulates the changes we've made to our materials and workshops over the last six months.</p>	<p>Susan Leventhal & Sandra Riddles</p>	<p>5.1 Report format and template are developed and approved.</p> <p>5.2 Time (month and day) of the report is established and outlook and the "contract Tracker" is updated.</p>	<p>Reports are drafted and submitted 5 days in advance of due date to Mason for Ron, Michael Bateman and Carol to review.</p> <p>Bi-annual reports are submitted to Mason.</p>	<p>7/24 & 1/24</p>
				<p>7/31 & 1/31</p>
<p>6.0 Develop a system to make sure objective / tasks 1 – 5 are being completed.</p>	<p>Ron Moffett and Michael Bateman</p>	<p>6.1 A monitoring tool is developed and implemented.</p> <p>6.2 A procedure with a step action table is developed and approved.</p>	<p>A monitoring tool is developed, added to the QA monitoring database and is being used.</p> <p>A signed procedure exists and is posted to the intranet and relevant staff has acknowledged they have reviewed and understand their responsibilities.</p>	<p>7/15</p>
				<p>8/1</p>

Memorandum #12 – 18 (QA) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Mason Jackson, President/CEO

Subject: Update on Special Populations

Date: July 15, 2019

SUMMARY

This is to update the One-Stop Services Committee on CareerSource Broward's (CSBD) involvement with Special Populations. As our local economy is seeing historically low unemployment, the rate of unemployment is not even across all demographics. CSBD has initiated and deployed several re-employment strategies targeted to assisting individuals who remain on the outside of the economic recovery. In general, these job seekers need more intensive and different re-employment services since their barriers (such as justice involvement, lack of education, lack of a solid work history, low skills and discrimination) differ from other groups within the workforce. Reviewed at the 7/2 One Stop Services and 7/15 Executive Committee meetings.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) has a focus on helping low-income and disadvantaged populations. CSBD has always targeted special populations to serve in order to assist them in being self-sufficient.

DISCUSSION

CSBD continues to be active in many initiatives with the special populations in Broward County, statewide and nationally.

Ex-Offenders

The Broward County Reentry Coalition (BCRC), which is chaired by CSBD staff, functions as a collaborative groups of government, non-profit organizations, social service agencies, businesses, citizens and faith-based partners who are committed to reducing recidivism among ex-offenders returning to Broward County. This past year the BCRC's Employment Subcommittee held its first annual Employer Summit. The purpose of the event was to increase employers' knowledge of opportunities and benefits of hiring ex-offenders. The event was attended by over 40 employers, community organizations, Broward Sheriff's Office staff and Department of Correction's staff. CSBD staff presented on the Federal Bonding Program and the Work Opportunity Tax Credit (WOTC). The Federal Bonding Program provides no cost fidelity bonds for returning citizens and other hard-to-place applicants who face barriers to employment. CSBD uses the Federal Bonding Program on a regular basis. In fact, we used it more than any other workforce board in the state. The WOTC is a Federal tax credit available to

employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment.

The BCRC is currently conducting strategic planning sessions to work on their matrices for the next year. They have adopted the matrix format that CSBD uses. There is a Strategic Planning Committee driving this effort and four (4) committees addressing the barriers an ex-offender faces contributing to recidivism; 1) Housing, 2) Employment, 3) Sex-Offender, 4) Substance Abuse, Mental Health and Medical and 5) Strategic Planning. The goal is to complete the matrices by the end of July.

Disabled Individuals

CSBD has a Disability Specialist in each of the centers to assist employers, staff and customers with any technology needs using the assistive technology, resources in the community or to schedule an interpreter for a customer. CSBD has various assistive technologies to assist a variety of customer needs, such as screen readers, screen magnifiers, Job Access with Speech (JAWS) software, bigger keyboards, a specialized mouse, etc. Staff is trained on an annual basis on disability etiquette and serving customers with disabilities.

CSBD continues to be an Employment Network (EN) with the Social Security Administration. An EN is an entity that enters into an agreement with the Social Security Administration (SSA) to either provide or coordinate the delivery of services to Social Security disability beneficiaries in the Ticket to Work (TTW) Program. The TTW Program is implemented throughout the country. The goals of the TTW Program is to; 1) assist customers with disabilities find employment, 2) move them toward self-sufficiency and 3) help them leave the roles Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI). CSBD is the number one Workforce EN in the country based on earned revenue.

The Social Security Administration's TTW Program invited CSBD staff to participate in an Employment Summit, which focused on five (5) areas; 1) Increasing TTW Program Participation, 2) Improving Supports and Services, 3) Increasing Employment Entry, 4) Increasing Employment Retention and 5) Increasing Transition to Self-Sufficiency. CSBD was the only workforce board invited to the table.

CSBD continues to be a vendor for Vocational Rehabilitation (VR) in three (3) areas;

1) Partnership Plus is a program where VR closes a case successfully, due to employment, and an EN offers continuing support services that can help the customer remain employed or advance their career. 2) Pre-Employment Training for Youth with Disabilities aging out of the school system is a workplace readiness training program. 3) Work Incentive Planning Assistance is a program designed to counsel disability beneficiaries about how working will affect their benefits and the work incentives available to them. CSBD staff is currently researching whether or not we can be a vendor for VR in other areas.

CSBD staff presented a soft-skills workshop to youth with disabilities at this year's Family Café event in Orlando, a state-wide event that had approximately 10,000 participants. There were over 30 youth that attended the workshop. CSBD staff also manned the table with three (3) other workforce boards, Department of Economic Opportunity and CareerSource Florida to explain to people how the Local Workforce Development Boards can assist people with disabilities with their education and employment needs.

The Children's Services Council Special Needs Advisory Coalition is being revamped based on the recommendations of a county-wide study they commissioned, which looked at the needs of Broward County's special needs community. Based on the study, it was determined to change the subcommittees from being aged focused to be globally focused. The following are the names of the newly formed committees; 1) Education and Awareness, 2) Program Support &

Parent Advocacy 3) Policy & System and 4) Information Sharing. Currently, the newly formed committees are also conducting strategic planning sessions to complete their matrices for the upcoming year. The Committees have adopted the matrix format that CSBD uses. CSBD staff Chairs the Policy & System Committee and was instrumental in the strategic planning sessions.

Veterans and Disabled Veterans

CSBD Veterans Employment and Training Services (VETS) staff continually collaborates with local organizations such as the United Way's Mission United, the Vet Centers, and other community partners to provide assistance to those who have served our country. Our Disabled Veteran Outreach Program Specialists (DVOPs) goal is to conduct outreaches into the community to find the veterans in need and provide them with Individualized Career Services to help them become job ready and connect them with employment opportunities. This allows us to work with community partners to provide the veteran with necessary resources such as housing, food, clothing, and financial assistance. Through intensive, holistic services, DVOP staff is trained to assist veteran jobseekers overcome situations ranging from civilian workplace reintegration to homelessness and prior incarceration. Our Local Veteran Employment Representatives (LVER) build relationships with local employers to: 1) Open doors for veterans, especially in the hidden job market, 2) Promote awareness and appreciation of the unique traits and qualities veterans can bring to a business, and 3) Create employment opportunities where none existed by showing employers the value veterans bring to the organization.

Older Workers and English Language Learners (ELL)

Based on the findings of the current research, CSBD has initiated and deployed several employment strategies targeted to assisting jobseekers who remain on the outside of the economic recovery. Through work redesign initiatives we reduced the case load within Wagner Peyser and shifted our resources to be able to deliver increased career services to those most in need such as older workers and English language learners (ELL). When an older or ELL job seeker meets with a Wagner Peyser Placement Specialist, they are now receiving a full initial assessment to better understand the customer's occupational goals, existing skills and work readiness, and to determine if any barriers to employment exist. Once completed, staff determine appropriate service levels needed to overcome these barriers and make referrals to employment, training or community resources as required. In addition to help provide services to ELL with have contracted with an interpreter services company to provide translation services

Core and required partners including the Senior Community Service Program (AARP) have been presenting at Center meetings and cross-training staff to strengthen knowledge between programs CSBD also continues to connect older job seekers with meaningful employment. By providing a small subsidy for the employer during work experience, CSBD is connecting employers to a viable workforce that they may have been skeptical about and previously overlooked. In effect, work experience serves as a "probationary" period that is leading to hiring and retention. Our work experience to hire rate is more than 70%.

CSBD's Senior Vice President of Operations sits on the English Plus Stakeholder Convening Group formed by Hispanic Unity. The group is using a human centered design process and has identified 1) Mentors 2) Engagement 3) Education 4) Informal "safe spaces" to practice 5) Using technology and 6) Meeting ELL / immigrant families where they are as the top elements / themes necessary to ELL success.

As CSBD strives to achieve our mission of consistently and effectively meeting workforce needs, we recognize the need to serve and assist our local special populations. We continue to adapt and innovate new ways to assist those job seekers slow to feel the benefits of the economic recovery.

Distressed Communities

As Broward County's unemployment rate continues to improve, it is critical that CSBD take the initiative to ensure that information about our programs such as the WIOA scholarship and no-cost services in our career centers reaches individuals in distressed communities.

As part of the Prosperity Broward Initiative, CSBD is partnering with Broward College, Broward County Office of Economic and Small Business Development, and OIC of South Florida to increase awareness of workforce and education services to individuals that reside in zip codes (33023, 33069, 33309, 33311, 33313, and 33319) with some of the highest unemployment rates in the county. In this initiative, CSBD took the lead in researching technology options for a centralized portal where the partner agencies can share information and communicate. A portal has been implemented with the group and is now used to share each agency's information and maintain a centralized calendar for presentation dates.

We also took the lead in receiving information on services from each partner agency and creating one presentation about the initiative that can be used by all partners when making presentations to the community. The presentation has been sent to the Greater Ft. Lauderdale Alliance to be finalized.

CSBD is increasing our awareness and service delivery to residents in the targeted areas. To date, we have:

- provided outreach to over 100 organizations in the targeted communities consisting of businesses, churches, homeowner's associations, libraries, and community centers
- achieved 535 job placements for individuals from the targeted zip codes
- provided WIOA scholarships or work-based training, such as OJT and Work Experience, to 122 individuals

Also, as we provided outreach in the community, we heard from community leaders that our job readiness workshops are needed in these areas. As a result, we have begun to hold our workshops such as resume development and interview skills, in the targeted zip codes. To date we've held four workshops and additional ones are being planned.

RECOMMENDATION

None. For informational purposes only.

CareerSource Broward (CSBD) Targeted Community Outreach: Bringing awareness and bridging the gap in the zip codes of 33023, 33069, 33311, 33313, 33319, and 33309.

Program Year 2018-2019

JOBS

Since July 2018, 18% (535) of all placements made by CSBD have been for individuals from the targeted zip codes.

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TRAINING

Since July 2018, 20% (122) of all individuals receiving a WIOA scholarship or enrolled into a work-based training were from the targeted zip codes.

PROMOTIONS

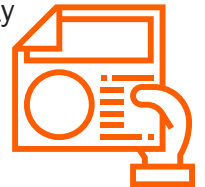
Placed billboard advertisement for the WIOA scholarship in the targeted communities.



Ran scholarship commercials in movie theaters located in or near the targeted communities.



Since December 2018, hand delivered marketing flyers to over 103 organizations consisting of businesses, churches, homeowner's associations, libraries, and community centers.



DIGITAL OUTREACH

Social media posts on the scholarship program placed on Facebook and Twitter.



CAREER SUCCESS WORKSHOPS

Since May 2019, held 4 job readiness workshops in the targeted communities. Additional workshops are being scheduled.



PRESENTATIONS

Since January 2019, conducted over 18 presentations in the targeted communities to educate the residents on the CSBD employment, career training services and programs.



STRATEGIC MEETINGS

Since January 2019, met with over 35 local churches, businesses, libraries, and community centers to discuss ways to assist job seekers in the targeted communities.



Find us on:



**Overview of the CareerSource Broward Region
Not Seasonally Adjusted
July 19, 2019**

- The unemployment rate in the CareerSource Broward region (Broward County) was 3.3 percent in June 2019. This rate was 0.4 percentage point lower than the region's year ago rate of 3.7 percent. The region's June 2019 unemployment rate was 0.2 percentage point lower than the state rate of 3.5 percent. The labor force was 1,051,606, up 10,937 (+1.1) over the year. There were 34,774 unemployed residents in the region.
- In June 2019 nonagricultural employment in the Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division was 861,900, an increase of 17,700 jobs (+2.1 percent) over the year.
- The professional and business services (+6.9 percent) and other services (+6.8 percent) industries grew faster in the metro area than statewide over the year.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the fastest annual job growth rate compared to all the metro areas in the state in other services (+6.8 percent) in June 2019.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the highest annual job growth compared to all the metro areas in the state in other services (+2,600 jobs) in June 2019.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the second fastest annual job growth rate compared to all the metro areas in the state in professional and business services (+6.9 percent) in June 2019.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the second highest annual job growth compared to all the metro areas in the state in professional and business services (+10,300 jobs) in June 2019.
- The industries gaining in jobs over the year were: professional and business services (+10,300 jobs); education and health services (+4,200 jobs); other services (+2,600 jobs); financial activities (+1,000 jobs); manufacturing (+600 jobs); and construction (+400 jobs).
- The leisure and hospitality (-1,000 jobs) and trade, transportation, and utilities (-400 jobs) industries lost jobs over the year.
- The information and government industries were unchanged over the year.

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

Unemployment Rates			
(not seasonally adjusted)	Jun-19	May-19	Jun-18
CareerSource Broward (Broward County)	3.3%	3.0%	3.7%
Florida	3.5%	3.1%	3.8%
United States	3.8%	3.4%	4.2%

Nonagricultural Employment by Industry (not seasonally adjusted)	Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division				Florida				Annualized Avg. Wages Broward County, Q4 2018
	Jun-19	Jun-18	change	percent change	Jun-19	Jun-18	change	percent change	
	Total Employment	861,900	844,200	17,700	2.1	8,904,000	8,676,300	227,700	
Mining and Logging	NA	NA	NA	NA	5,900	5,800	100	1.7	\$53,472.66
Construction	49,000	48,600	400	0.8	566,600	544,600	22,000	4.0	\$61,136.93
Manufacturing	28,500	27,900	600	2.2	384,300	372,800	11,500	3.1	\$60,478.84
Trade, Transportation, and Utilities	190,800	191,200	-400	-0.2	1,788,500	1,765,100	23,400	1.3	\$49,375.45
Wholesale Trade	48,100	49,500	-1,400	-2.8	351,200	345,200	6,000	1.7	\$77,712.80
Retail Trade	111,500	111,000	500	0.5	1,125,300	1,119,900	5,400	0.5	\$34,873.44
Transportation, Warehousing, and Utiliti	31,200	30,700	500	1.6	312,000	300,000	12,000	4.0	\$55,567.71
Information	20,100	20,100	0	0.0	138,000	139,400	-1,400	-1.0	\$94,576.12
Financial Activities	62,300	61,300	1,000	1.6	592,200	575,400	16,800	2.9	\$90,929.52
Professional and Business Services	160,200	149,900	10,300	6.9	1,403,400	1,361,500	41,900	3.1	\$66,038.01
Education and Health Services	114,600	110,400	4,200	3.8	1,347,000	1,290,300	56,700	4.4	\$54,122.05
Leisure and Hospitality	95,300	96,300	-1,000	-1.0	1,262,800	1,227,700	35,100	2.9	\$27,061.76
Other Services	41,000	38,400	2,600	6.8	365,600	355,000	10,600	3.0	\$37,029.59
Government	100,000	100,000	0	0.0	1,049,700	1,038,700	11,000	1.1	\$69,497.81

Population	2018	2017	change	percent change
CareerSource Broward (Broward County)	1,935,878	1,917,122	18,756	1.0
Florida	21,299,325	20,976,812	322,513	1.5

Average Annual Wage	2018	2017	change	percent change
CareerSource Broward (Broward County)	\$52,929	\$51,259	\$1,670	3.3
Florida	\$50,090	\$48,460	\$1,630	3.4

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.