



Executive Committee Meeting

Thursday, September 08, 2022 - 8:00 a.m. to 9:30 a.m.

Location: 3660 N. Washington Blvd, Sarasota, FL

This is an in-person meeting with virtual or call-in capabilities

[Join Microsoft Teams Meeting](#)

1-786-600-3104 Conference ID: 819 592 380#

AGENDA

Call to Order / Introductions – Eric Troyer, Partner, Kerkering Barberio

Action Items – Eric Troyer, Chair

- Approval of June 10, 2022 Executive Committee Meeting Minutes
- Approval of Budget Modification#1 for PY22/23

Other Board Business

- Finance and Performance Committee Report – Walter Spikes
- DEO Programmatic and Financial Monitoring Report PY21/22 – Anthony Gagliano
- Board Member Appointments
 - New Members
 - Allison Imre - Grapevine Communications, President/CEO/Owner
 - Ronald Serpliss – State College of Florida, Interim Dean of Lifelong Learning and Workforce Development
 - Re-Appointments
 - Jacki Dezelski – Manatee Chamber of Commerce, President/CEO
 - Doug Wagner - Manatee County School Board, Deputy Superintendent
 - Christy Cardillo - Carr, Riggs, & Ingram, LLC. , Partner

Staff Reports

- Kathy Bouchard
- Robin Dawson
- Anthony Gagliano
- Josh Matlock

CEO Annual Performance Evaluation Review - Eric Troyer, Chair Public

Comments/Closing Remarks – Eric Troyer, Chair

Adjournment

Next Executive Committee Meeting is October 13, 2022

Location 3660 N. Washington Blvd, Sarasota, FL

*Members shall disclose any voting conflict as required under Florida Statute 112.2143 and abstain from discussion or voting on any business that would inure to his or her special private gain or loss.

**CAREERSOURCE SUNCOAST
EXECUTIVE COMMITTEE MEETING**

3660 North Washington Blvd

Sarasota, FL

Friday, June 10, 2022

8:00 a.m.

Absent Present	<u>Committee Members</u>
P	Eric Troyer, CPA, Partner, Kerkering Barberio & Company
P*	Christy Cardillo, CPA, Partner, Carr, Riggs & Ingram, LLC
P	David Kraft, President, Vision Consulting Group
A	Sharon Hillstrom, President/CEO, Bradenton Area Economic Development Corporation
P*	Walter Spikes, Coldwell Banker Realty
P*	Peter Hayes, President, Tandem Construction
*	Virtual
	Staff Present, Josh Matlock, Robin Dawson, Kathy Bouchard*, Anthony Gagliano, James Disbro*, Linda Benedict, Michael Meerman, Chet Filanowski*, Cody Soler, Christina Witt, Karima Habity

I. Call to Order

Eric Troyer, Chair, called the meeting to order at 8:02 a.m., asked for roll call and attendance was recorded.

II. Action Items

Approval of May 12, 2022 Executive Meeting minutes.

Mr. Troyer asked for a motion to approve the May 12, 2022 meeting minutes.

Motion: Christy Cardillo

Second: David Kraft

The motion passed unanimously.

Approval of Program Year (PY) 2022/2023 Budget

Joshua Matlock, President/Chief Executive Officer provided the Board with an introduction to the budget, discussing the overall decrease in funding, decrease in special grant funding and discussed the organization's priorities with the new budget. A priority is staff retention in the increasingly competitive market and ensuring the organization maintains attractiveness in the current market. Another area of focus is building capacity in the community to supply employers with skilled talent as they continue to have challenges with filling open positions. Apprenticeships and continuous improvement will also be areas of focus.

Robin Dawson, Chief Financial and Administrative Officer, provided a detailed overview of the PY2022/2023 budget, to include: chart of funds available by program, summary of funds available per program, budget comparison between PY2022-2023 & PY2021-2022, notes to comparative budget, budget by allocation, and budget allocated to program, administrative costs and reserves. Areas of cuts were identified, such as outreach, equipment and programmatic auditing. Programmatic auditing will be conducted by internal staff and will be part of the ongoing continuous improvement plan.

The Department of Economic Opportunity (DEO) approved a 5.3% increase for the DEO merit staff we have under our supervision and oversight. The budget included a cost-of-living increase for board staff.

Kathy Bouchard also spoke about the budget area allocated to staffing and benefits. Due to the budget, the staffing was decreased. Four vacant positions were not filled, and an additional eight staff were laid off. Benefits saw an overall increase of 18.6% this year. While benefit offerings will

change, staff will still be offered a plan where 100% of the premium is covered. However, if they opt for a different level of coverage, they will pay the difference in the premium. For staff who opt into the high deductible Health Savings Account (HSA) plan, they will receive \$1,500 annually contributed to their HSA account, which is an increase from \$1,000 last PY.

A motion was made to approve the Program Year 2022/2023 budget.

Motion: David Kraft

Second: Christy Cardillo

The motion passed unanimously.

III. Committee Reports

Nominating Committee update was provided by Robin Dawson. The committee met on Wednesday, June 8, 2022. The committee members included Chair Jim Bos, Christy Cardillo and Dr. Timothy Novak. The committee will present the following officer nominations at the June 23, 2022 full board meeting for approval.

The remaining term for Chair-Elect for PY2021/2022 left vacant from Rick Mosholder's retirement.

- David Kraft, Vision Consulting Group, to complete the remainder of the chair elect's term through September 2022.

Program Year 2022/2023 slate of officers beginning September 2022

- Chairman of the Board: Eric Troyer, Kerkering Barberio, CPA
- Chair Elect: David Kraft, Vision Consulting Group
- Treasurer: Lisa Eding, Teak Decking Systems

IV. Staff Reports

Kathy Bouchard, V.P./Chief Talent Officer

Kathy gave updates on the Ticket To Work program, approximately 130 clients have assigned their tickets to CareerSource Suncoast, and the program has generated more than \$100,000 in income this year. Additional staffing will be added to the program to continue to build the program and assist more individuals with disabilities to return to the workforce. Goal is to add 60 more clients and assist them with gaining employment and returning to the workforce.

Robin Dawson, V.P./Chief Financial and Administrative Officer

Reminder to Board members to complete their Form 1 and submit to the supervisor of elections by July 1, 2022.

Anthony Gagliano, V.P./Chief Operating Officer

Discussed the loss of the positions with the budget cuts and decrease in funding from special grants. Shared the job fair that was held two weeks ago at Manatee Technical College with more than 100 employers and 200 attendees at the event. Next job fair is the second chance job fair in Sarasota to give opportunity to those who have a criminal background. Youth update on the Summer CareerStart Up program – all 60 youth were placed, with a small group needing to find an alternate site due to transportation issues.

Goodwill referred CSS to a project with the Department of Transportation with a \$45 million project on River Road. The project will generate jobs.

IT is continuing to work on the scholarship request automated portal to streamline the eligibility process.

Apprenticeships will continue to be a major focus with the new apprenticeship navigator on board, new employers are showing interest and connections are being made with employers.

Michelle Snyder will be overseeing the continuous improvement processes.

THRIVE continues to offer the entrepreneurship training. Marketing will be launching the new website in a few weeks. Communications is producing new podcasts, with upcoming episodes focused on Veterans and clients with disabilities.

Josh Matlock, President/CEO:

Mr. Matlock attended meetings in Tallahassee this week to include the Florida Chairs Alliance, the Florida Workforce Development Association (FWDA) and CareerSource Florida committee and board meetings. The FWDA is expanding to add non-CareerSource members. Erin Silk of the Sarasota EDC will be joining FWDA from our region. FWDA budget passed and will fund Marti Coley to continue to be the FWDA advocate. Budget will include one management position to assist with fundraising, sponsorship, the annual workforce summit and continued association growth.

Strategic policy and council meeting discussed letter grades and re-alignment. Letter grades are scheduled to be published by the fall of 2022. The Ernest and Young re-alignment report will be completed June 30, 2022. By December 2022, CareerSource Florida will have recommendations on the realignment.

Eric Troyer provided his update on the Chair's Alliance Committee. Broward gave a letter of response regarding the letter grade and will be providing a copy to the Board chairs. Boards may potentially want to draft a response to the letter grades in the future to provide local recommendations on metrics that will be applicable to the local area.


V. Public Comment/Closing Remarks – Eric Troyer, Chair

None

VI. Adjournment

The next meeting is scheduled for Thursday, July 14, 2022. There being no further business, Chair Troyer adjourned the meeting at 9:15 a.m.

Respectfully submitted,


Joshua Matlock (Jun 19, 2022 09:38 EDT)

Josh Matlock
President & CEO

CareerSource Suncoast
Summary of Funds Available - All Programs **Modification #1**
Program Year 2022-2023
July 1, 2022 - June 30, 2023

Funding Streams	Original Funding Avail PY 22-23	Increase or (Decrease) in Funding	Adjusted Funding Avail PY 22-23	Less Reserve for PY 23-24	Mod #1 Funding Budgeted For PY 22-23	Notes
Temporary Assistance for Needy Families (TANF) exp 6/30/23	\$1,336,764	(\$16,831)	\$1,319,933	\$0	\$1,319,933	Adj to amount NFA issued fr planning allocation
Temporary Assistance for Needy Families (TANF) exp 8/31/22	\$114,000	\$39,814	\$153,814	\$0	\$153,814	True up est carry forward
Total Temporary Assistance for Needy Families	\$1,450,764	\$22,983	\$1,473,747	\$0	\$1,473,747	
WIOA-Adult & Dislocated Worker expires 6/30/2024	\$1,665,053	\$227,909	\$1,892,962	\$227,909	\$1,665,053	Addtl funding received \$227,909 DW supplemental
WIOA-Adult & Dislocated Worker Carry Fwd expires 6/30/2023	\$88,540	\$60,638	\$149,178	\$0	\$149,178	True up est carry forward + addtl \$25k rapid response
Total WIOA Adult & Dislocated Worker	\$1,753,593	\$288,547	\$2,042,140	\$227,909	\$1,814,231	
WIOA-Youth expires 6/30/2024	\$747,202	\$0	\$747,202	\$0	\$747,202	
WIOA-Youth Carry Fwd expires 6/30/2023	\$609,675	(\$5,230)	\$604,445	\$0	\$604,445	True up est carry forward
Total WIOA Youth	\$1,356,877	(\$5,230)	\$1,351,647	\$0	\$1,351,647	
NEG Dislocated Worker COVID-19 expires 3/31/2023	\$372,099	(\$9,204)	\$362,895	\$0	\$362,895	True up est carry forward
NEG Dislocated Wkr Opioid-3 Fostering Recovery expires 8/31/2024	\$460,267	\$10,553	\$470,820	\$206,128	\$264,692	True up est carry forward
Wagner Peyser (WP) expires 9/30/2023	\$536,146	\$16,996	\$553,142	\$0	\$553,142	Increase in NFA fr DEO salaries carry forward savings
Wagner Peyser (WP) Carry Fwd expires 9/30/2022	\$150,580	\$7,464	\$158,044	\$0	\$158,044	True up est carry forward pass thru
Total Wagner Peyser	\$686,726	\$24,460	\$711,186	\$0	\$711,186	
Veteran's Programs (DVOP & LVER) estimate	\$164,844	\$0	\$164,844	\$0	\$164,844	
Reemployment Svcs & Eligibility Assess (RESEA) estimate	\$213,000	\$0	\$213,000	\$0	\$213,000	
Supple Nutrition Asst Prog Emplmnt & Trng (SNAP) estimate	\$122,000	\$0	\$122,000	\$0	\$122,000	
Trade Adjustment Assistance (TAA) Carry Fwd estimate	\$25,000	\$0	\$25,000	\$0	\$25,000	
Total	\$6,605,170	\$332,109	\$6,937,279	\$434,037	\$6,503,242	Mod #1 Funding Budgeted for PY 22-23 is an increase of \$104,200. Original Budget Funded at \$6,399,042. Reserve for PY 23-24 increased by \$227,909

CareerSource Suncoast
Budget Mod #1
Program Year 2022-2023

	Original Funding Budgeted PY 22-23	Increase or (Decrease)	Mod #1 Funding Budgeted PY 22-23	Notes
Funding Available Less Reserves	\$6,399,042	\$104,200	\$6,503,242	For details of increase see Summary of Funds Available Mod #1 worksheet
Personnel Costs:				
Salaries & Fringe Benefits	\$3,856,374	\$35,000	\$3,891,374	addtl funding to continue position
Staff Training & Education	35,000	\$0	\$35,000	
Total Personnel Costs	\$3,891,374	\$35,000	\$3,926,374	
Facility Costs	\$942,013	\$10,200	\$952,213	misc facility expenses
Office Furniture & Equipment	\$45,000	\$0	\$45,000	
Operating Costs-Career Ctrs & Adm:				
Accounting & Audit	\$63,973	\$0	\$63,973	
Consultants & Legal	40,000	0	\$40,000	
General Insurance	57,624	0	\$57,624	
Office Supplies & Expense	40,000	0	\$40,000	
Travel & Meetings	55,000	5,000	\$60,000	conferences and local meetings
Total Operating Costs	\$256,597	\$5,000	\$261,597	
Program Services:				
Client Training & Support	\$1,090,060	\$32,000	\$1,122,060	Summer youth employment extended into PY 22-23
Employer & Client Services	84,000	18,000	\$102,000	Labor market analytics/economic data & virtual reality
Outreach	90,000	4,000	\$94,000	career exploration video
Total Program Services	\$1,264,060	\$54,000	\$1,318,060	outreach
Totals	\$6,399,042	\$104,200	\$6,503,242	



OTHER BOARD BUSINESS

CAREERSOURCE SUNCOAST
Finance & Performance Committee
Executive Committee Meeting Summary Report
September 8, 2022

The Finance & Performance Committee met on August 29, 2022. Two new board members joined the Finance & Performance Committee – Lisa Eding and Jim Bos.

Review of Budget to Expenditure Report as of 6-30-2022:

A copy of the report was included in the meeting materials. This report covers the period July 1, 2021 – June 30, 2022 for PY 21-22. Overall burn rate for year-end was 91%. Any grant funding expiring 6/30/2022 has been expended by the end date of the grant. Our TANF Summer Youth Employment Program which ran from end of May through July 22, 2022 paid out in gross wages to youth \$92,219 – assisting 65 youth with work experience.

State and federal expenditure requirements reported as of 6-30-2022:

- Admin expenditure rate – 8.87%; max allowed 10%
- Individual training accounts (ITAs) – 38.5%; min requirement 30%
- Youth paid internships – PY20 21.93%; PY21 35.33% min requirement 20%
- Youth out of school expenditures – PY20 98.2%; PY21 97.16% min requirement 75%

Review of Summary of Non-Federal Funds as of 6-30-2022:

Balance of funds \$680,660.

Budget Modification #1 PY 22-23:

A request for a Budget Modification #1 PY 22-23 was requested and approved to recommend to the Executive Committee at their September 8th meeting. The modification trued up carry forward funds and added some supplemental funding received. A copy of the budget modification #1 request and notes were included in the meeting materials. The original funding budgeted for PY 22-23 \$6,399,042 was increased by \$104,200 with a final budget modification request to \$6,503,242 for PY 22-23. Reserves for PY 23-24 were increased to \$227,909 leaving a balance of \$434,037 in Reserves. Line items requested for an increased for PY 22-23 Budget:

- Add \$35,000 salary and fringe benefits
 - Add \$10,200 to facility costs
 - Add \$5,000 travel & meetings
 - Add \$32,000 client training & support
 - Add \$18,000 employer and client services
 - Add \$4,000 outreach
- Total Increase in Budget \$104,200

CAREERSOURCE SUNCOAST
Finance & Performance Committee
Executive Committee Meeting Summary Report
September 8, 2022

Performance Update:

Anthony Gagliano presented to the committee the overall performance goals for PY 21-22 with eighteen different metrics broken down by funding stream. Mr. Gagliano reviewed performance goals that were met, exceeded, and not met. Mr. Gagliano shared that performance negotiations are underway with the Department of Economic Opportunity (DEO) for the next two program years.

The REACH Act that was passed through legislation in 2021, included a Regional Workforce Board letter grade provision that will be based on key performance indicators as well as additional metrics. DEO is projected to release the current letter grades later this year.

General Updates:

Robin Dawson reported we have not received a copy of our PY 21-22 DEO Financial & Programmatic Monitoring Report. They are back logged and should have them out before the end of September. We have begun pulling data for our annual CPA audit with James Moore & Company for PY Ending 6-30.22. Audit will be done remotely, with a personal check-in with Ben Clark, Senior Accountant, Robin Dawson & Joshua Matlock next week in Bradenton.

Respectfully Submitted,

Walter Spikes, Jr.
CSS Treasurer

CareerSource Suncoast
Expenditure To Budget Report - Summary
Program Year July 1, 2021 thru June 30, 2022
As Of 6/30/2022

	MOD 2					
	PY TOTAL BUDGET	RESTRICTED EXPENSES YTD	BUDGET BALANCE	% OF BUDGET EXPENDED	UNRESTRICTED EXPENSES YTD	NOTES
PERSONNEL COSTS						
SALARIESFRINGE BENEFITS	\$4,443,841	\$4,130,126	\$313,715	93%	\$1,821	
STAFF TRAINING & EDU	\$62,000	\$49,516	\$12,484	80%	\$4,464	
TOTAL PERSONNEL COSTS	\$4,505,841	\$4,179,643	\$326,198	93%	\$6,286	
FACILITY COSTS	\$996,358	\$878,257	\$118,101	88%	\$1,557	
OFFICE FURNITURE & EQUIP	\$51,389	\$31,308	\$20,081	61%	\$0	delay in delivery will have to record during PY 22-23
OPERATING COSTS:						
ACCOUNTING	\$34,700	\$32,043	\$2,657	92%	\$7,031	
AUDIT/MONITORING	\$58,960	\$51,242	\$7,718	87%		
CONSULTANTS/LEGAL	\$45,000	\$36,490	\$8,510	81%		
GENERAL INSURANCE	\$56,470	\$55,996	\$474	99%		
OFFICE EXP & SUPP	\$55,000	\$30,547	\$24,453	56%	\$8,027	electronic process continue to reduce costs
TRAVEL & MEETINGS	\$67,000	\$62,412	\$4,588	93%	\$5,545	
TOTAL OPERATING COSTS	\$317,130	\$268,730	\$48,400	85%	\$20,602	
PROGRAM SERVICES:						
CLIENT TRAINING/SUPPORT	\$1,340,389	\$1,207,544	\$132,845	90%	\$19,442	
CLIENT & EMPLOYER SERVICES	\$217,000	\$157,971	\$59,029	73%	\$14,705	fee for svc \$6,135
OUTREACH	\$110,000	\$99,315	\$10,685	90%	\$1,264	
TOTAL PROGRAM SERVICES	\$1,667,389	\$1,464,831	\$202,558	88%	\$35,410	
TOTALS	\$7,538,107	\$6,822,769	\$715,338	91%	\$63,856	Rates below as of 06/30/22: Admin 8.87 % Max 10% Using Cost Allocation Plan - No Indir Rate ITA 38.5%. Min Req 30% Paid Internships Exp: PY20 21.93%, PY21 35.33%. Min Req 20% Yth Out of Sch Exp: PY20 98.20%, PY21 97.16%. Min Req 75%.
					\$680,660	Unrestricted Fund Balance as of 6/30/2022 (MM & CD \$337,242 included in total balance)

CareerSource Suncoast
Summary of Non-Federal Funds
as of 6/30/2022

	Business Support - 707	Tobacco Free - 719	Consolidated Workforce ED - 720	Consolidated Background Checks - 722	Ticket to Work - 724	GCCF COVID Res - 727	Misc Client Supp - 730	Manatee Cty Retraining - 734	UW N S'ta Initiative - 737
Wells Fargo Unrestricted Funds									
Fund Balance as of 7/1/2021	\$28,252	\$31,138	\$60,613	\$18,800	\$79,412	\$485	\$3,926	(\$14,902)	\$0
Revenue									
Current Year	\$16,076	\$38	\$42,445	(\$9,001)	\$79,803	\$0	\$1,503	\$17,994	\$50,000
Bank Interest Income	<u>\$0</u>	<u>\$607</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
	\$16,076	\$645	\$42,445	(\$9,001)	\$79,803	\$0	\$1,503	\$17,994	\$50,000
Expenditures - Current Year	<u>\$4,651</u>	<u>\$22,763</u>	<u>\$16,694</u>	<u>\$54</u>	<u>\$114</u>	<u>\$0</u>	<u>\$3,915</u>	<u>\$2,325</u>	<u>\$13,125</u>
Increase/(Decrease) in Cash - Current Year	<u>\$11,426</u>	<u>(\$22,118)</u>	<u>\$25,751</u>	<u>(\$9,056)</u>	<u>\$79,689</u>	<u>\$0</u>	<u>(\$2,411)</u>	<u>\$15,669</u>	\$36,876
Wells Fargo Cash Balance as of 6/30/2022	<u><u>\$39,677</u></u>	<u><u>\$9,020</u></u>	<u><u>\$86,364</u></u>	<u><u>\$9,744</u></u>	<u><u>\$159,101</u></u>	<u><u>\$485</u></u>	<u><u>\$1,515</u></u>	<u><u>\$767</u></u>	<u><u>\$36,876</u></u>

SunTrust Bank - MM Unrestricted Funds	SWB Misc - 901
Fund Balance as of 7/1/2021	\$162,725
Revenue	
Current Year	\$0
Bank Interest Income	<u>\$14</u>
	\$14
Expenditures-Current year	\$0
Increase/(Decrease) in Cash - Current Year	<u>\$14</u>
SunTrust Cash Balance as of 6/30/2022	\$162,740

Bank of the Ozarks - CD Unrestricted Funds	SWB Misc - 901
CD Fund Balance as of 7/1/2021	\$173,748
Revenue	
Current Year	\$0
Bank Interest Income	<u>\$755</u>
	\$755
Bank of the Ozarks CD Balance as of 6/30/2022	\$174,503
	\$337,242
	cash bal

Total Unrestricted Funds as of 6/30/2022 **\$680,660**

LWDB 18

Measures	PY2021-2022 1st Quarter Performance	PY2021-2022 % of Performance Goal Met For Q1	PY2021-2022 2nd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q2	PY2021-2022 3rd Quarter Performance	PY2021-2022 % of Performance Goal Met For Q3	PY2021-2022 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	91.80	96.63	92.50	97.37	94.40	99.37	90.00	94.74	95.00
Median Wage 2nd Quarter After Exit	\$10,498	106.04	\$10,915	110.25	\$11,750	118.69	\$12,636	127.64	\$9,900
Employed 4th Qtr After Exit	81.80	86.11	83.20	87.58	85.80	90.32	90.30	95.05	95.00
Credential Attainment Rate	66.70	79.40	68.70	81.79	70.40	83.81	71.40	85.00	84.00
Measurable Skill Gains	69.50	126.36	62.90	114.36	58.70	106.73	71.10	129.27	55.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	78.90	83.05	76.20	80.21	83.30	87.68	71.60	75.37	95.00
Median Wage 2nd Quarter After Exit	\$10,080	120.00	\$10,289	122.49	\$8,551	101.80	\$9,615	114.46	\$8,400
Employed 4th Qtr After Exit	72.70	80.78	83.30	92.56	84.20	93.56	85.70	95.22	90.00
Credential Attainment Rate	33.30	47.57	30.80	44.00	21.40	30.57	18.80	26.86	70.00
Measurable Skill Gains	76.10	155.31	55.80	113.88	50.00	102.04	80.60	164.49	49.00
Youth:									
Employed 2nd Qtr After Exit	96.30	107.00	95.00	105.56	81.30	90.33	62.50	69.44	90.00
Median Wage 2nd Quarter After Exit	\$3,900	63.93	\$3,900	63.93	\$7,625	125.00	\$7,625	125.00	\$6,100
Employed 4th Qtr After Exit	84.80	89.26	85.20	89.68	77.80	81.89	75.00	78.95	95.00
Credential Attainment Rate	76.50	100.00	83.30	108.89	70.00	91.50	77.80	101.70	76.50
Measurable Skill Gains	47.60	86.55	50.00	90.91	42.10	76.55	66.70	121.27	55.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	60.80	81.07	58.80	78.40	60.70	80.93	62.50	83.33	75.00
Median Wage 2nd Quarter After Exit	\$5,901	107.29	\$6,236	113.38	\$6,486	117.93	\$6,930	126.00	\$5,500
Employed 4th Qtr After Exit	60.70	84.31	59.30	82.36	60.90	84.58	62.60	86.94	72.00

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

HISTORICAL PERFORMANCE DATA PROVIDED BY DEO (PY20)

Target 90% 45% 25% 100% 35% 35%

Points Available 20 25 10 10 5 5 25

LWDB	Name	and Training Services Outcomes	Earning s Increas e	Percen t Trainee d	Completi on to Funding Ratio	Repeat Busines s	Business Penetrati on	Reduction in Public Assistanc e	Individua ls on Public Assistanc
1	CareerSource Escarosa	94%	38.7%	35.4%	38.0%	9.4%	31.6%	N/A	N/A
2	CareerSource Okaloosa Wal	94%	46.9%	19.5%	68.2%	-1.7%	13.3%	N/A	N/A
3	CareerSource Chipola	67%	45.6%	23.3%	100.0%	-3.0%	15.8%	N/A	N/A
4	CareerSource Gulf Coast-	100%	44.2%	9.6%	100.0%	0.5%	11.8%	N/A	N/A
5	CareerSource Capital Regi	72%	42.2%	11.1%	90.5%	-1.2%	8.9%	N/A	N/A
6	CareerSource North Florid	78%	44.6%	20.8%	84.9%	-0.4%	22.8%	N/A	N/A
7	CareerSource Florida Crow	56%	45.2%	11.4%	63.9%	-8.1%	20.0%	N/A	N/A
8	CareerSource Northeast FL	100%	38.2%	22.2%	44.9%	1.3%	13.2%	N/A	N/A
9	CareerSource N Central FL	78%	44.2%	18.6%	100.0%	-4.8%	13.5%	N/A	N/A
10	CareerSource Citrus Levy	94%	43.8%	29.6%	37.9%	0.1%	12.7%	N/A	N/A
11	CareerSource Flagler Volu	89%	37.7%	24.2%	53.1%	0.9%	11.1%	N/A	N/A
12	CareerSource Central Flor	100%	36.5%	28.3%	87.2%	-1.9%	9.5%	N/A	N/A
13	CareerSource Brevard	100%	39.6%	6.0%	100.0%	9.1%	29.7%	N/A	N/A
14	CareerSource Pinellas	83%	32.6%	19.5%	100.0%	0.4%	4.6%	N/A	N/A
15	CareerSource Tampa Bay	67%	39.2%	22.6%	65.3%	0.7%	7.7%	N/A	N/A
16	CareerSource Pasco Hernar	89%	39.1%	10.7%	100.0%	-0.3%	11.1%	N/A	N/A
17	CareerSource Polk	89%	40.1%	14.1%	100.0%	-1.7%	13.2%	N/A	N/A
18	CareerSource Suncoast	67%	35.6%	14.3%	82.4%	-3.4%	11.5%	N/A	N/A
19	CareerSource Heartland	78%	42.6%	12.2%	100.0%	-4.0%	26.4%	N/A	N/A
20	CareerSource Research Coa	94%	39.3%	20.3%	55.9%	-0.3%	12.5%	N/A	N/A
21	CareerSource Palm Beach	83%	36.1%	10.4%	100.0%	1.1%	8.2%	N/A	N/A
22	CareerSource Broward	94%	34.3%	42.7%	30.4%	-0.9%	10.4%	N/A	N/A
23	CareerSource South Florid	44%	36.9%	17.4%	100.0%	-9.5%	18.5%	N/A	N/A
24	CareerSource Southwest FL	100%	49.9%	35.9%	47.1%	2.1%	8.9%	N/A	N/A

Average 84% 41% 20% 77% -1% 14%

Score	Grade
0-59	F
60-69	D
70-79	C
80-89	B
90-100	A

LETTER GRADE CONVERSION

	90%	45%	25%	100%	35%	35%					
	20	25	10	10	5	5	5	25			
Weighted Average	and Training Services Outcomes	Earnings Increase	Percentage Trained	Completion to Funding Ratio	Repeat Businesses	Business Penetration	Reduction in Public Assistance	Individuals on Public Assistance	Total # Points	Compared to 75 Avail	Weighted Average
163.6%	20.00	21.48	10.00	3.80	5.00	4.52	N/A	N/A	64.80	86%	B
183.2%	20.00	25.00	7.80	6.82	3.50	1.90	N/A	N/A	65.02	87%	B
190.8%	14.81	25.00	9.33	10.00	3.00	2.26	N/A	N/A	64.41	86%	B
216.6%	20.00	24.57	3.85	10.00	4.00	1.69	N/A	N/A	64.11	85%	B
179.9%	16.05	23.42	4.45	9.05	3.50	1.27	N/A	N/A	57.74	77%	C
188.0%	17.28	24.76	8.33	8.49	3.50	3.26	N/A	N/A	65.63	88%	B
141.2%	12.35	25.00	4.55	6.39	0.00	2.85	N/A	N/A	51.13	68%	D
162.8%	20.00	21.21	8.89	4.49	4.00	1.89	N/A	N/A	60.48	81%	B
197.6%	17.28	24.56	7.44	10.00	2.00	1.93	N/A	N/A	63.22	84%	B
154.5%	20.00	24.33	10.00	3.79	4.00	1.81	N/A	N/A	63.93	85%	B
160.3%	19.75	20.97	9.67	5.31	4.00	1.58	N/A	N/A	61.29	82%	B
203.4%	20.00	20.28	10.00	8.72	3.50	1.36	N/A	N/A	63.86	85%	B
222.9%	20.00	22.03	2.38	10.00	5.00	4.25	N/A	N/A	63.65	85%	B
196.3%	18.52	18.11	7.81	10.00	4.00	0.65	N/A	N/A	59.10	79%	C
151.5%	14.81	21.78	9.06	6.53	4.00	1.11	N/A	N/A	57.29	76%	C
204.0%	19.75	21.70	4.26	10.00	3.50	1.59	N/A	N/A	60.81	81%	B
205.6%	19.75	22.28	5.66	10.00	3.50	1.88	N/A	N/A	63.07	84%	B
164.8%	14.81	19.77	5.72	8.24	3.00	1.64	N/A	N/A	53.18	71%	C
200.1%	17.28	23.68	4.89	10.00	3.00	3.77	N/A	N/A	62.63	84%	B
167.9%	20.00	21.82	8.12	5.59	3.50	1.79	N/A	N/A	60.82	81%	B
197.1%	18.52	20.08	4.16	10.00	4.00	1.17	N/A	N/A	57.93	77%	C
144.8%	20.00	19.05	10.00	3.04	3.50	1.48	N/A	N/A	57.07	76%	C
164.1%	9.88	20.48	6.94	10.00	0.00	2.64	N/A	N/A	49.94	67%	D
172.3%	20.00	25.00	10.00	4.71	4.50	1.26	N/A	N/A	65.47	87%	B
180.6%	17.95	22.35	7.22	7.71	3.40	2.07			60.69		

Program Year 2021-2022

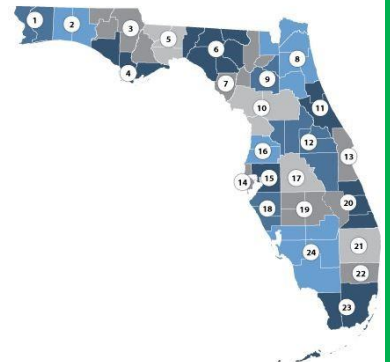
September 1, 2022

Quality Assurance Report

*Programmatic and Financial
Compliance Monitoring Review
for*



Local Workforce Development Board - 18



Prepared and Issued By:



*Division of Workforce Services
and
Division of Finance and
Administration*

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Executive Summary

During the period of March 7 to March 11, 2022, the Florida Department of Economic Opportunity (DEO) conducted a joint programmatic and financial monitoring review of CareerSource Suncoast's (the "LWDB") workforce programs. Programmatic and financial monitoring was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff via a remote desktop review analysis. This allowed for collaboration in the evaluation of both programmatic and financial data by a comprehensive monitoring review team.

Monitoring activities included assessing the LWDB's program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Issues of Noncompliance, and Observations based on a scale of high, medium, and low risk probabilities. High, medium, and low risk factors are used to separate those issues that present more of a threat to program operations than others including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

The review revealed the LWDB has the systems in place to perform the broad management, operational, and financial functions required to operate the workforce programs; however, deficiencies in case file documentation requirements and operational and management practices in several program review areas were identified. The programmatic review resulted in 12 findings, 10 other noncompliance issues (ONI), and several observations. The financial compliance review did not result any issues. While no material issues or weaknesses came to the reviewers' attention other than those contained in the report, there is no assurance that other issues do not exist.

Note: As subrecipients of authorized funds administered by DEO, LWDBs are accountable for failing to correct performance, programmatic and financial deficiencies found during compliance monitoring reviews. To reduce programmatic or financial deficiencies observed and to increase program integrity at the local level, corrective action by the LWDB is required to be taken.

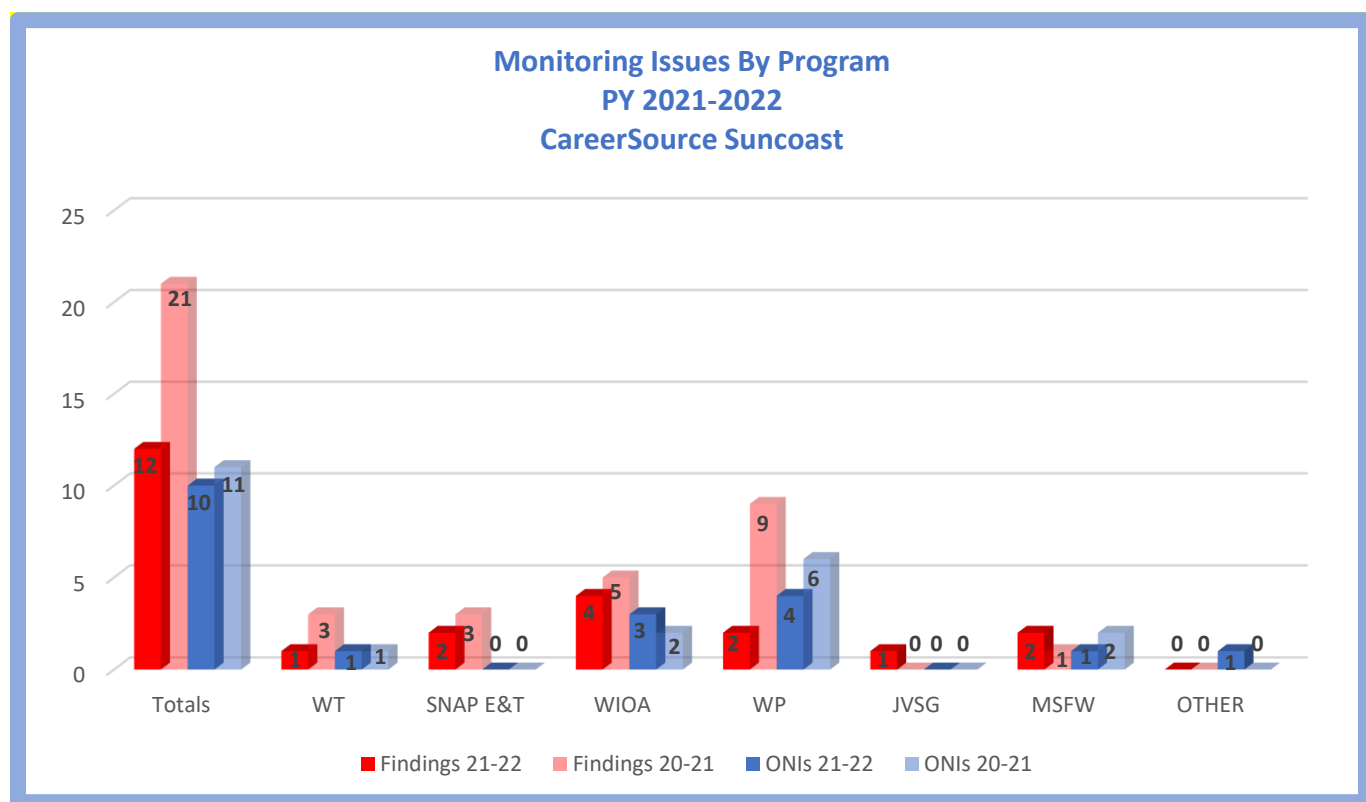
The results of each of the LWDB's workforce programs are summarized in the following charts by program and category. For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#).

SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

2021-22 Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	A participant case file did not contain the required eligibility documentation to support continuous transitional services being provided.	Y	Y		
	Employment documentation in a couple of case files did not match information recorded in OSST.			Y	Y
WT Totals		1	1	1	1
SNAP	A participant was not engaged in orientation and assessment in accordance with the State Plan. Also, several participants did not have their initial appointment 590-status code ended within two days.	Y	Y		
	Grievance/Complaint and Opportunities and Obligations forms were missing from a couple of participant case files.	Y	Y		
		2	2	0	0
WIOA Adult/DW	There was no documentation to support the provision of follow-up services for several participants.	Y	Y		
	Documentation to support the credential attainment recorded in Employ Florida was missing in a participant's case file.	N	Y		
	Employment information recorded in Employ Florida during exit and during quarterly follow-ups did not match documentation maintained in a participant's case file.			Y	Y
WIOA Youth	Supportive services recorded in Employ Florida for one participant did not match the supportive service document maintained in the case file.	N	Y		
	Documentation of payment for a participant enrolled in Occupational Skills Training (OST) does not match the information recorded in Employ Florida.			N	Y
WIOA Common Issues	Measurable Skills Gains (MSG) were not recorded in Employ Florida for a few participants. Additionally, documentation to support MSGs was missing in a couple of participant case files.			Y	Y
	A participant case file did not contain documentation of an open position with the on-the-job (OJT) employer. Additionally, the OJT agreements were missing required clauses, prohibitions, and verification that the training was provided as described in the OJT contract.	N	Y		
WIOA Totals		1	4	2	3
WP	Permission to create Employ Florida registrations were not documented for several job seekers. Also, several job seeker registrations were incomplete.	Y	Y		
	None of the placements recorded in Employ Florida matched the O*NET codes on the job order. Additionally, other O*NET codes did not match the job order descriptions.			N	Y
	A jobseeker's Employ Florida account was duplicated but there was no documentation to support merging of the accounts in Employ Florida.			N	Y
	Several job seeker services and activities were not recorded in Employ Florida by the required deadline.			N	Y
	Several job seeker assessments and Employability Development Plans (EDP) were either not documented or did not contain all required information.	Y	Y		

RESEA	Several participants did not have at least one work search activity recorded on their EDP.			N	Y
WP Totals		1	2	1	4
JVSG	A few participants did not have a Priority of Service (POS) code 189 or a system generated POS 089 code recorded in Employ Florida when participation began. Additionally, several other participants did not have a JVSG participation date recorded in Employ Florida.	N	Y		
JVSG Totals		0	1		
MSFW	The Bradenton significant office did not meet all required Equity Ratio Indicators and Minimum Service Level Indicators.			Y	Y
	A complaint log did not contain all required elements.	N	Y		
	The Bradenton significant office did not meet the outreach contacts and quality contact requirements during the review period.		Y	Y	
MSFW Totals		0	2	2	1
Local Operating Procedures	The local plan did not detail how sector strategy goals will be properly tracked and measured including documenting the number of individuals trained in the respective targeted sectors.			N	Y
Other Totals		0	0	0	1
Results-All Programs		5	12	6	10



Note: The above chart reflects a two-year comparison of the number of monitoring issues (PY 2020-21 and PY 2021-22).

DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. **Finding** – A high risk issue that directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, has the appearance of fraud or abuse, possibility of non-conforming services provided to participants, potential questioned costs, etc.). Findings are expected to be responded to in the Corrective Action Plan (CAP).
2. **Other Noncompliance Issue (ONI)** – A medium risk issue that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. **Observation** – A low risk issue that is intended to offer an opportunity to improve current local practices, processes and procedures that result in positive program outcomes. Observations are not expected to be responded to in the CAP except when requested.

SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

PY 2020-2021 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	No	There were no findings or issues of noncompliance in the prior year.		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
Contracting – Subrecipient or contractor determination not documented by LWDB.				0
TOTAL	0	0	0	0

DEFINITIONS APPLICABLE TO FINANCIAL MONITORING

1. **Finding** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance that may result in disallowed costs or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
2. **Noncompliance** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance but may not result in disallowed costs or do not impact the integrity of program operations. Issues of Noncompliance are expected to be responded to in the CAP.
3. **Observation** – Informative statements or constructive comments to improve the delivery of services and to help ensure continued fiscal integrity of the LWDB. Observations are not expected to be responded to in the CAP.
4. **Technical Assistance** – Any assistance provided by the financial monitoring team to LWDB staff.

**QUALITY ASSURANCE REPORT
CAREERSOURCE SUNCOAST
LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB) 18**

I. DESCRIPTION OF MONITORING APPROACH

Review Purpose and Scope

Monitoring consisted of a joint programmatic and financial review of the LWDB's workforce programs. The purpose of the monitoring review was to assess compliance with applicable federal and state program statutes, regulations, and programmatic and fiscal administrative requirements. The scope primarily involved a review of participant case file data entered in the State's Management Information Systems (MIS), a review of participant case file documentation provided by the LWDB from the selected file samples, and a review of local plans, procedures, reports, records, and other abstract information. In some instances, interviews were conducted with LWDB staff, employers, and participants to gather information about program processes and service delivery strategies.

The review scope also included an examination of the LWDB's accounting records, internal controls, and supporting documentation which included, but was not limited to, a review of cash management, general ledger, cost allocations, payroll, personnel activity report (PAR) testing, disbursement testing, and reporting of program data in the MIS to determine if appropriate processes, procedures, and controls were in place and properly implemented.

Type of Review

Due to COVID-19 restrictions, a remote desktop review was performed in lieu of an on-site visit for both programmatic and financial monitoring, with the selected sampled items provided via upload to DEO's SharePoint monitoring system or access to the LWDB's document storage system.

Compliance Review Abstract information

- Programmatic and Financial Monitoring Review Dates: March 7 to March 11, 2022
- Programmatic and Financial Sample Review Period dates: January 1, 2021 to December 31, 2021

Note: Entrance/Exit conference attendees are listed in Section IX of this report.

Programs Reviewed:

- Welfare Transition (WT)
- Supplemental Nutrition Assistance Program - Employment and Training (SNAP E&T)
- Workforce Innovation and Opportunity Act (WIOA)
- Trade Adjustment Assistance (TAA)
- Wagner-Peyser (WP)
- Jobs for Veterans State Grant (JVSG)
- Migrant and Seasonal Farmworkers (MSFW)
- Any identified special projects operational during the review period
- Financial management practices, record keeping, safeguards and reporting

Monitoring Review Tools

DEO's PY 2021-2022 programmatic and financial monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS and FMA staff as well as the criteria used to monitor.

II. FINANCIAL MONITORING RESULTS

FMA performed financial monitoring procedures based on the elements described in the PY 2021-2022 Financial Monitoring Tool.

Financial Monitoring Issues

There were no Findings, Issues of Noncompliance, or Observations identified during the financial monitoring review period of January 1, 2021 – December 30, 2021.

III. PROGRAMMATIC MONITORING RESULTS

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, required corrective actions for improvement.

NOTE: The following general CAP requirements must be submitted with each Finding and Other Noncompliance Issue identified in the report. Additionally, a separate CAP response must be submitted for any additional program specific issues identified in each section of the report.

General Program CAP Requirements

- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

WELFARE TRANSITION (WT)

The sample size consisted of 18 participant case files. The following issues were identified:

Finding Number WT 18.22.01

Transitional Child Care Services

Applicable reference(s): 445.032 F.S.; Florida Administrative Code 65A-4.218; FG 04-020 (Transitional Childcare); and TANF State Plan 2020-2023.

Of the five participants that received transitional services, one (20.0 percent) case file did not contain documentation to support continuing transitional childcare eligibility.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: If continuing eligibility is not verified and transitional services are not ended in a timely manner, funds could possibly be expended on ineligible participants which could be viewed as potential questioned costs if not corrected.

Required Action: In addition to the general required CAP actions, documentation must be provided showing the LWDB verified the participant's continued employment to receive traditional childcare services if the case is still open and active. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this issue. A plan or process for preventing a recurrence of this issue in the future must also be provided with the CAP.

ONI Number WT 18.22.01

Employment Verification

Applicable reference(s): Chapter 445.010 F.S.; and Florida's Work Verification Plan.

Of the six participant case files reviewed with an employment activity recorded in OSST, one (16.7 percent) had employment dates on documents in the case file that did not match the information recorded in OSST.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: This data is used for reporting purposes and incorrect data entry impacts the validity of the data being reported and can negatively impact performance and lead to questioned costs. The data entered in the system must be auditable and supported by documentation in the case files.

Required Action: In addition to the general required CAP actions, the LWDB must thoroughly review each case transaction to ensure employment documentation is received and the data is accurately recorded in OSST to match documentation retained in the participant case files. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this finding. The LWDB must also submit a plan of action to prevent a recurrence of this issue in the future.

OBSERVATIONS

The case file review also revealed that Job Participant Rate (JPR) hours for a participant were coded incorrectly in OSST. Although documentation was in the file to verify the total number of hours reported to the Department of Children and Families (DCF), the LWDB must ensure that services provided are entered under the correct activity codes in OSST.

Additionally, a couple of participant IRPs did not include specific career goals. The LWDB is reminded that when developing the IRP, career goals must be specific to move the customer to self-sufficiency as soon as possible.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM - EMPLOYMENT AND TRAINING (SNAP E&T)

The sample size consisted of 17 participant case files. The following issues were identified:

Finding Number SNAP 18.22.02

Initial Engagement Process (OSST 590-Code)

Applicable reference(s): SNAP E&T State Plan 2021; 7 CFR 273.7(c)(2)

The LWDB must enter orientation or initial appointments codes in OSST. The following issues were noted:

- Of the 14 case files that warranted an orientation and assessment, one (7.1 percent) did not have an appointment status code (either a 597 or 598) entered in OSST by staff.
- Of the 12 case files reviewed where a 590 – appointment setting code was entered in OSST, five (41.6 percent) did not have their initial appointment status selected within two-business days of completion of the appointment or “No show”.

Recurring Issue from Previous Year: Yes. (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Noncompliance with the initial engagement process and failure to expedite the assignment of and participation in qualifying SNAP activities affects performance reporting and could potentially result in overpayment of food assistance benefits to an ineligible individual.

Required Action: In addition to the general required CAP actions, the LWDB must provide an assurance that all future initial appointments and status codes (either a 500 or 575) will be entered in OSST timely by staff. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this finding. The LWDB must also provide a plan of action to prevent a recurrence of this issue in the future.

Finding Number SNAP 18.22.03

Grievance/Complaint and Equal Employment Opportunity (EEO) and Opportunities and Obligations (O&O) Forms

Applicable reference(s): FG 00-004 rev. June 08, 2007, 20 CFR 683.600, and SNAP E&T State Plan 2021.

Of the 11 case files reviewed, two (18.2 percent) were missing either a signed and dated Grievance/Complaint and EEO form or a signed and dated Opportunities & Obligations form.

Recurring Issue from Previous Year: Yes (Prior year CAP action verified but noncompliance continues to occur).

Risk Impact: Having required signed and dated forms in participant case files which explains program requirements and rights and responsibilities mitigate program risks in instances where a program participant may file a complaint, grievance, or request a fair hearing.

Required Action: In addition to the general required CAP actions, documentation must be provided with the CAP showing that signed copies of the respective forms have been obtained and placed in the participant case files if the cases are still open. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this finding. A plan of action outlining the LWDBs efforts to prevent a recurrence of these issues in the future must also be provided with the CAP.

OBSERVATION

The case file review also revealed that a sanction was lifted without the participant completing an initial engagement activity. The LWDB must ensure that participants complete an initial engagement activity before lifting an imposed sanction.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

WIOA ADULT AND DISLOCATED WORKER PROGRAM

The sample size consisted of 22 Adult and Dislocated Worker participant case files (12 Adults and 10 Dislocated Workers). The following issues were identified:

Finding Number WIOA 18.22.04

Follow-Up Services

Applicable reference(s): WIOA Section 134(c)(2)(A)(xiii); 20 CFR 680.150; and TEGL 19-16.

Of the eight WIOA Adult/Dislocated Worker participants who exited with employment, two (25.0 percent) had no case file documentation to support that follow-up services were offered.

Recurring Issue from Previous Year: Yes (Prior year CAP action verified but noncompliance continues to occur).

Risk Impact: Failure to provide follow-up services can negatively impact performance and resources available to the participant.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation that follow-up services have been offered to the individuals identified if the cases are still active. It is imperative to ensure that staff understand the requirements and intent of follow-up services and that an appropriate system is in place for offering and/or providing these services. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this finding. An assurance that follow-up services will be offered and/or provided to WIOA participants as well as a plan or process for accomplishing this in the future must also be provided with the CAP.

Finding Number WIOA 18.22.05

Recording of Credential Attainment

Applicable reference(s): Federal Data Validation Requirements TEGL 10-16 Change 1, WIOA Section 3(52).

Of the eight participants who attained a recognized credential, one (12.5) participant case file was missing documentation to support the credential attainment entered in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to enter and accurately record credential attainment information in Employ Florida negatively impacts performance results.

Required Action: In addition to the general required CAP actions, documentation must be provided that the one credential has been verified and documented if the case file is still open. The LWDB must ensure that credential attainment information is maintained in participant case files and recorded accurately in Employ Florida. A plan of action outlining the LWDB's efforts to prevent a recurrence of this issue in the future must also be provided with the CAP.

ONI Number WIOA 18.22.02

Employment Verification

Applicable reference(s): WIOA Section 116; 20 CFR 667.175; Master Cooperative Agreement and Federal Data Validation Requirements.

Of the 12 participants who exited the WIOA program with unsubsidized employment, two (16.7 percent) participant case files did not contain documentation that matches either the employment information recorded in Employ Florida at exit or during quarterly follow-ups.

Recurring Issue from Previous Year: Yes (Prior year CAP actions reviewed and verified but noncompliance continues to occur).

Risk Impact: Failure to enter and accurately record employment information in Employ Florida may negatively impact performance results and could result in claiming false placements.

Required Action: In addition to the general required CAP actions, documentation must be provided showing the LWDB has reviewed and verified the participant's employment and wage information at exit and during quarterly follows if the case is still active. Because this is a repeat issue, the LWDB must provide an assurance that additional measures will be taken to ensure employment documentation is maintained in the files and cross-referenced with data entered in the system for accuracy. A plan to prevent a recurrence of these issues in the future must also be provided with the CAP.

WIOA YOUTH PROGRAM

The sample size consisted of 13 Out-of-School Youth participant case files.

The following issues were identified:

Finding Number WIOA 18.22.06

Supportive Services

Applicable reference(s): WIOA Sec. 3(59); CFR 681.570 and 640; Local Supportive Service Policy.

Of the three WIOA Youth participant case files reviewed where a supportive service activity was recorded in Employ Florida, one (33.3 percent) did not have documentation to verify the supportive service that was provided. Additionally, the supportive service document maintained in another participant's file did not match the type of supportive service entered in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to maintain documentation of supportive services may lead to questioned costs.

Required Action: In addition to the general required CAP actions, documentation must be provided showing the participant was eligible to receive the supportive services. Documentation must also be provided showing the LWDB has a check and balance system in place that ensures supportive services are verified. The LWDB's support services system must ensure that services provided to a participant are documented to reflect the actual amount of the expenditure, a need for the service, is approved and allowable, and the service activity matches what is entered in Employ Florida. The LWDB must also provide a plan of action with the CAP outlining the specific efforts taken to prevent future occurrences.

ONI Number WIOA 18.22.03

Individual Training Account (ITA)

Applicable reference(s): 20 CFR 681.540 (a), WIOA Sec. 122 (b)(1)(D), WIOA Sec. 122 (b)(4)(A), WIOA Sec. 122 (a)(3), and Administrative Policy 90.

Of the six WIOA Youth case files reviewed of participants enrolled in an Occupational Skills Training (OST), one (16.7 percent) did not have the correct activity code recorded in Employ Florida to reflect the use of an ITA.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to accurately record the type of funding used to pay for training may negatively impact performance accountability and reporting.

Required Action: In addition to the general required CAP actions, the LWDB must provide an assurance with the CAP that career managers are properly identifying the source of funding used to pay for training and that the information matches what is entered in Employ Florida. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

COMMON ISSUES

The following common issues were identified in the WIOA Adult/Dislocated Worker and Youth programs.

ONI Number WIOA 18.22.04

Recording of Measurable Skills Gains (MSG)

Applicable reference(s): WIOA Section 116; 20 CFR Part 677.155(a)(v); and TEGL 10-16, Change 1.

- Of the 21 WIOA Adult case files reviewed of participants enrolled in an education or training program, six (28.6 percent) did not have an MSG recorded within the program year. Additionally, the MSG attainment date did not match the attainment date recorded in Employ Florida for one participant.
- Of the 10 WIOA Youth case files reviewed of participants enrolled in an education or training program, three (30.0 percent) did not have an MSG recorded within the program year. Additionally, the MSG attainment date did not match the attainment date recorded in Employ Florida for one participant.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Failure to enter and accurately record MSG information in Employ Florida negatively impacts performance results.

Required Action: In addition to the general required CAP actions, the LWDB must provide an assurance with the CAP that MSGs will be documented and recorded by the applicable program year. The LWDB must review its internal policies, processes, and procedures to ensure that MSG activities are recorded correctly and carried out in accordance with guidance. Additionally, the LWDB must provide documentation that all staff have been made aware of the requirements and intent of MSGs including how to review and timely record results. A plan or process for accomplishing this in the future must also be provided with the CAP.

Finding Number WIOA 18.22.07

On-the-Job Training (OJT)

Applicable references: WIOA Sec.134(c)(3)(A) and (H), WIOA Sec.122 (h), 20 CFR 680.770-840, 20 CFR 681.430, 440, 540 and 600, TEGL 13-15, Local Workforce Services Plan and Administrative Policy 009.

Of the five Youth and four Adult case files reviewed of participants enrolled in an OJT activity, the following issues were identified:

- One (20.0 percent) Youth OJT case file did not contain documentation of an open position with the OJT employer.
- Two (40.0 percent) Youth OJT agreements did not specify that funds will not be used to (1) directly or indirectly assist, promote, or deter union organizing and (2) aid in the filling of a job opening which is vacant because the former occupant is on strike or locked out in the course of a labor dispute or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.
- One (25.0 percent) WIOA Adult OJT participant case file was missing documentation to verify that the training was provided and completed as described in the OJT agreement.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to follow required guidelines when administering the OJT program could lead to potential questioned costs if funds were expended.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation to support there was an open position with the OJT employer as well as a referral to the listed position. Additionally, documentation must be provided to verify that the training was provided and completed as described in the OJT agreement for the individual identified. Documentation must also be provided that the LWDB has reviewed all open OJT case files and updated the agreements with the missing clauses and prohibitions. Because of the number of OJT issues identified, the LWDB must evaluate the cause of continuing problems and provide a plan of the action with the CAP to prevent a recurrence of these issues in the future.

WIOA SPECIAL PROJECTS

The sample size consisted of six participant case files for the following special projects: COVID-19 Public Health Emergency, and Incumbent Worker-20% Non-Waiver Local Only Special Projects.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

TRADE ADJUSTMENT ASSISTANCE (TAA) PROGRAM

The sample size consisted of two participant case files. The review did not reveal any Findings or Other Noncompliance Issues; however, the following Observation was noted:

OBSERVATION

Applicable reference(s): Administrative Policy No. 115 and Employ Florida Service Code Guide.

Service code 116, Received Service from Staff Not Classified, was utilized to extend participation. This is not an accurate or appropriate use of the service code. The management of participant services includes regular, direct contact with the participant on all aspects of their workforce development needs. Contact where the participant

does not engage is not considered direct and must not result in a participating service being recorded in Employ Florida. An offer to provide a service or a scheduled appointment to provide a service must only be entered as a case note or non-participating service as appropriate.

WAGNER-PEYSER (WP) PROGRAM

The sample size consisted of 50 participant case files (20 job seekers, 10 job orders, 15 job seeker placements and five RESEA). The following issues were identified:

Finding Number WP 18.22.08

Job Seeker Permission for Registration and Referrals

Applicable reference(s): 20 CFR 651.10, TEGL 19-16, and Administrative Policy 096 and 099 (rev. 5/24/2019, 2/20/2020, and 1/7/2021).

Staff registration of a new job seeker in Employ Florida and referral to job orders by staff have specific guidelines that must be followed such as obtaining the job seeker's permission prior to creating and entering a new registration in Employ Florida and referring a job seeker to a job order. Job seekers must also have a full registration in Employ Florida prior to receiving a staff referral to a job order.

- Of the 15 job seekers reviewed with a staff entered registration, four (26.7 percent) were missing documentation of permission prior to creation of the new accounts in Employ Florida.
- Of the 10 staff-entered job seeker referrals reviewed, seven (70.0 percent) did not have a full registration documented in Employ Florida when the referral was made.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Failure to document permission of staff registrations, staff referrals, or obtaining a full application before participation has an impact on performance reporting and can also lead to erroneous or fraudulent job seeker entry of invalid or false registrations.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation of the efforts made by staff to contact and verify the job seekers' permission to create an Employ Florida registration by staff if the case files are still open and active. An assurance must also be provided that the LWDB will take necessary steps to document job seeker permission of staff entered registrations in case notes on the job seeker's Employ Florida account. Because these issues continue to repeat themselves and appears to be systemic, the LWDB must evaluate the cause of continuous problems and provide a plan of action with the CAP to prevent a recurrence of these issues in the future.

ONI Number WP 18.22.05

O*NET Coding

Applicable reference(s): 20 CFR 652.3, DEO Administrative Policy 099, and Employ Florida's Terms and Conditions of Use.

To provide the most efficient job matching system, O*NET codes on job orders must be accurate and relevant to the listed position. Placements must also match the O*NET code listed for the job order in Employ Florida. All 10 job seeker placements reviewed had job order descriptions with multiple types of positions advertised as well as specific placements that did not match the O*NET code listed for the job order in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Using O*NET codes that do not correspond with the job description and/or job title make the job matching process difficult.

Required Action: In addition to the general required CAP actions, the LWDB must document efforts to review and monitor entry of job order descriptions in Employ Florida to ensure the O*NET codes match the job order descriptions and subsequent placements are for the actual positions advertised. Documentation must also be provided of the LWDB's efforts to verify and correct the O*NET code of the job orders identified during the review if they are still open and available. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

ONI Number WP 18.22.06

Job Seeker Account Duplication and Verification

Applicable reference(s): DEO Administrative Policy 096.

Of the five job seeker accounts created by staff in Employ Florida, one (20.0 percent) was a duplicate account. The account was missing a case note to identify and document all required staff procedures for handling duplicate registrations and merging of accounts in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to accurately account for duplicate registrations in Employ Florida has an impact on performance reporting and can also lead to erroneous or fraudulent job seeker entry of invalid or false registrations, including identity theft issues.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation that staff have or will review the duplicate account of the job seeker identified in Employ Florida to ensure the required process is followed and all required steps are documented in a case note. Documentation must also be provided of the LWDB's efforts to identify and document all required staff procedures for handling duplicate registrations and merging of accounts in Employ Florida including a plan or process for accomplishing this in the future.

ONI Number WP 18.22.07

Wagner-Peyser Job Seeker Services and Activities

Applicable reference(s): 20 CFR 651.10, Administrative Policy 096, 115 and Employ Florida Service Code Guide.

Of the 20 Job seeker case files reviewed with service codes entered in Employ Florida, one (5.0 percent) job seeker did not have a service code entered within 15 days of the provision of the service. Additionally, the 10 job seekers with placements had a service that was errantly recorded (114 – Staff assisted Job Search) in Employ Florida when only attending a mass agricultural recruitment event.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Errant or undocumented services provided to job seekers which prolong participation will result in inaccurate reporting of state and federal performance numbers.

In addition to the general required CAP actions, documentation must be provided of the LWDB's efforts to case note the correct service for the job seekers identified during the review if the applications are still active and open. Additionally, the LWDB must document efforts to review and monitor entry of WP job seeker services in Employ Florida to ensure the services are properly recorded and documented. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

Finding Number WP 18.22.09

Assessments and Employability Development Plans (EDPs)

Applicable reference(s): 20 CFR 651.10; 20 CFR Part 1010; and DEO Employ Florida Service Code Guide.

- Of the 15 job seeker assessments reviewed, one (6.7 percent) did not have documentation to support the services recorded in Employ Florida. Additionally, five (33.3 percent) were missing required elements needed to obtain services to reach their employment goals (employment history, education, skills, barriers to employment, etc.).
- Of the four job seekers with EDPs recorded in Employ Florida, one (25.0 percent) EDP was missing from the participant's case file.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Absence of a complete assessment and EDP reduces staff's ability to work effectively and efficiently with participants in delivering services, tracking employability goals, and determining what the participant is required to do to attain the occupational goals.

Required Action: In addition to the general required CAP actions, documentation must be provided of the LWDB's attempts to develop or update the missing assessment and EDP if the cases are still active in Employ Florida. Additionally, the LWDB must include documentation and/or a plan that staff have or will review all future assessment and EDP codes recorded in Employ Florida and to ensure that case notes have been recorded and documentation has been retained to identify all required elements of the service(s) provided. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM

The RESEA program review focused on the LWDB's compliance with the requirements of the grant to assist reemployment assistance (RA) claimants in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

The sample size consisted of five participant case files. The following issues were identified:

ONI Number WP 18.22.08

RESEA Work Search Activity

Applicable reference(s): UIPL 8-20 and DEO Administrative Policy 068.

The federal grant requires every RESEA participant be referred to at least one additional work search activity (WSA). Work search activities must be unique to the participant's needs and recorded in the Employ Florida event calendar module.

Of the five RESEA case files reviewed, four (80.0 percent) of the EDPs did not include at least one specific work search activity or the provision of specific labor market information.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Not accurately recording work search activities in the system or not providing specific LMI reduces staff's ability to effectively determine what the claimant is required to do to assist in their reemployment service needs which may adversely affect the claimant's benefits.

Required Action: In addition to the general required CAP actions, the LWDB must document efforts to ensure all RESEA work search activities for the identified job seekers are documented on the EDP or in cases notes if the case files are still open. Additionally, a plan to prevent a recurrence of these issues in the future must also be provided.

CAREER CENTER CREDENTIALING

The career center credentialing review focused on ensuring administrative requirements and records were posted and maintained, that front-line staff had completed all required Tier I certification and continuing education courses, and that an Employment Service Complaint System was in place to process any complaints received.

The review did not reveal any Findings, Other Noncompliance Issues or Observations; however, an Employment Service (ES) Complaint System issue is identified under the MSFW section of this report.

JOBS FOR VETERANS STATE GRANT (JVSG) PROGRAM

The sample size consisted of 13 participant case files. The following issue was identified:

Finding Number JVSG 18.22.10

Veteran Priority of Service (POS) and JVSG Participation

Applicable reference(s): 20 CFR Part 1010; DEO Administrative Policy 096, 102, and 111; State Veteran's Program Plan of Service; Federal WIOA/JVSG reporting requirements; and Employ Florida Service Code Guide.

Of the 13 veteran case files reviewed, the following issues were identified:

- Three (23.1 percent) did not have a POS code (089 automated or 189 manual) recorded in Employ Florida when participation began.
- Seven (53.8 percent) did not have a JVSG participation date listed in the Wagner-Peyser Program Application in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance has an impact on veteran service delivery and may result in a negative federal review of the Veterans Program.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation that staff have made or initiated contact to verify veteran status and to ensure POS was provided if the case is still active. The LWDB must also record the appropriate service code and case notes in Employ Florida to document this action. Additionally, the LWDB must provide an assurance that DVOP specialists enter a JVSG participation date for the veterans they serve in the future. A plan to prevent a recurrence of these issues in the future must also be provided with the CAP.

OBSERVATION

The case file review also revealed that several veterans did not have any objectives listed or identified to complete their established goals. For future reference, the LWDB should ensure that participants' service needs are evaluated, identified, and provided in a timely manner.

MIGRANT AND SEASONAL FARMWORKERS

The Migrant and Seasonal Farmworker (MSFW) review focused on compliance with the MSFW required services and outreach under the Wagner-Peyser Act, as amended, and federal guidelines that mandate the service delivery to MSFWs through the public labor exchange system.

Management Review and Operational Practices of the Significant Career Centers

The LWDB's MSFW significant multilingual career center is located in Bradenton, Florida. Because of COVID-19 considerations, the significant career center review was conducted remotely. The State Monitor Advocate (SMA) conducted a desk review of the significant career center to ensure the following credentialing requirements had been met (posters, signage, facility accessibility and accommodations, MSFW applications, job orders, MSFW Service Level Indicators Report, MSFW Outreach Services Reports, the Complaint System, and other requirements).

Overall, the MSFW outreach program in the Bradenton significant career center appeared to be managed in accordance with prescribed standards and the required provision of services to MSFWs. The outreach worker position is filled with a bilingual employee who is familiar with the farmworker community, knowledgeable of farmworker services and activities, and performs job duties properly. However, the following issues were noted during the management and operational review:

ONI Number MSFW 18.22.09

MSFW Service Level Indicators Report

Applicable reference(s): 20 CFR 653, DEO FG 03-040, Migrant Service Level Indicators Report, and Local Workforce Services Plan.

Federal and state guidance require specific services be provided to MSFW customers on an equal level as all other customers and that significant career centers meet all five MSFW equity ratio indicators and at least two of the three minimum service level indicators.

The Bradenton significant career center did not meet one of the five equity ratio indicators on the MSFW Service Level Indicators Report during the review period (staff-assisted career guidance services). Additionally, two of the three minimum service level indicators were not met during the review period (median earnings of individuals placed in unsubsidized employment and MSFWs placed long-term in non-agricultural jobs).

Recurring Issue from Previous Year: Yes (Prior year CAP verified but noncompliance continues to occur).

Risk Impact: This data is used for reporting purposes and unmet indicators impact federal performance reporting for the state.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation to support efforts made by staff to refer and place MSFWs in jobs including monitoring the MSFW Service Level Indicators Report regularly to identify service gaps to ensure compliance. The MSFW Service Level Indicators Report is located in Employ Florida. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this issue. A plan or process to prevent a recurrence of this issue must also be provided with the CAP including routine review of the MSFW Service Level Indicators Report and written notification to outreach workers informing them of the requirements.

Participant Case File Review

The sample size consisted of 13 participant case files (10 MSFW job seekers and three agricultural job orders). The following issues were identified:

Finding Number MSFW 18.22.11

Services to MSFWs (Outreach Services Report)

Applicable reference(s): 20 CFR 653; WIOA Unified Plan; Local Workforce Service Plan; and DEO FG 03-040.

All career centers have an obligation to locate and contact MSFWs who are not being reached by normal intake activities conducted at the significant career centers. Outreach contacts and quality contacts must be conducted by outreach workers to comply with DEO FG 03-040. The contacts must be recorded on the Outreach Services Report and submitted to the State Monitor Advocate by the fifth working day following the report month.

A review of the Outreach Services Reports revealed that the LWDB did not meet the five outreach quality contacts per day requirement during the review period.

Note: It should be noted that the outreach worker conducted outreach activities to the same agricultural employer for several months; however, no outreach activities were conducted with other employers (Farmworker Career Development Plan (FCDP) partners or MSFW providers). The LWDB must ensure that outreach service narratives be expanded to include visits and meetings held with FCDP partners and MSFW service providers. Additionally, narratives should include sufficient information to allow the State Workforce Agency to report performance of outreach activities in the significant service areas.

Recurring Issue from Previous Year: Yes (Prior year CAP verified but noncompliance continues to occur).

Risk Impact: These issues impact MSFW service delivery and performance reporting. They also limit job and training opportunities for MSFWs and lead to possible farmworker civil rights violations.

Required Action: In addition to the general required CAP actions, the LWDB must provide documentation of the efforts LWDB significant career center staff will take to meet the required five quality contacts per day requirement. Because this is a repeat issue, the LWDB must reevaluate the cause of continuing problems and improve upon its course of action from the previous year to resolve this issue including a plan for locating and contacting MSFWs outside of the significant career center who are not being reached by normal intake activities conducted at the center. Written notification to outreach workers informing them of the requirements must also be included with the CAP.

Note: The LWDB is reminded that outreach activities must be conducted where MSFWs congregate, live, and work. Outreach activities should be expanded to locations, agencies, and employers not regularly visited by outreach staff.

Finding Number MSFW 18.22.12

Employment Service Complaint System

Applicable reference(s): 20 CFR 658.400.

All career centers must maintain an Employment Service (ES) Complaint System. All employment service and employment-related law complaints filed through the career center must be handled by a trained complaint specialist and any actions taken must be fully documented on the complaint logs.

An employment service complaint log was missing the type of complaint, name of complainant and respondent, as well as Wagner-Peyser related required information.

Recurring Issue from Previous Year: No.

Risk Impact: Non-adherence to the Employment Service (ES) Complaint System requirements can lead to legal issues or further action on the part of the individual to file a complaint against the LWDB and State.

Required Action: In addition to the general CAP actions, the LWDB must provide documentation of written communication to appropriate staff informing them of the Complaint System requirements along with a signed statement acknowledging they have been made aware of the requirements.

GENERAL COMMENT

Technical assistance was provided to the outreach worker regarding referrals of MSFWs to employment and placement credits for mass recruitment events including case note requirements and other documentation efforts. The outreach worker must include prior farm work history, crop codes, and other related background information in MSFW case notes in addition to job placement as a result of mass recruitment events. Prior farm work history (in the U.S. or native country) may be included to support job referral and placement requirements.

IV. FINANCIAL DISCLOSURE REVIEW

The Financial Disclosure review focused on determining the LWDB's compliance with financial disclosure requirements as referenced in Sections 112.3145 and 445.07, Florida Statutes, and DEO's Final Guidance FG-075.

The review did not reveal any Findings, or Other Noncompliance Issues.

V. COLLECTION OF DEMOGRAPHIC DATA

The Demographic Data review is to determine the LWDB's compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37, and DEO's Guidelines for Compliance with Section 188 of the Workforce Innovation and Opportunity Act regarding Collection of Demographic Data.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

VI. MANAGEMENT REVIEW PROCESS

The purpose of this review is to determine whether the LWDB is implementing requirements associated with local merit staffing responsibilities for DEO staff assigned to work under the functional supervision of the LWDB, local sector strategy implementation, and local board governance activities.

The following issue was identified:

ONI Number 18.22.10

Sector Strategies

Applicable reference(s): 20 CFR 678.435, Grantee/Subgrantee Agreement, Sector Strategy Toolkit, LWDB Local Plan.

The LWDB did not have any policies, procedures, or guidelines in place to address the LWDB's local sector strategy initiatives and collection of data.

Note: Although a general section on sector strategies is included in the local plan, LWDBs must also have a plan in place for supporting the sustainability of its sector strategy efforts which includes establishing measures for "tracking" the impact of these efforts. The plan should detail how goals will be properly tracked and measured, including documenting the number of individuals trained in the respective targeted sectors. Additional information on sector strategies can be found at the following link:

https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/wioa/2019-wioa/sector-strategy-toolkit.pdf?sfvrsn=42b67fb0_2

Recurring Issue from Previous Year: No.

Risk Impact: Not having policies and procedures in place to address local sector strategy initiatives could result in the LWDB's inability to track performance and collect data which reduces staff's ability to measure the effectiveness of goals and skews performance results.

Required Action: The LWDB must develop local policies, procedures, and/or processes to address how sector strategy initiatives will be sustained and tracked. Having LOPs and a system in place related to the collection of information and data on participants provides a consistent approach to administering workforce programs across all career centers. A copy of the LOPs or a plan of action setting forth a timetable for completion of the LOPs must also be submitted with the CAP.

OBSERVATION

In accordance with Administrative Policy 110, members appointed to the LWDB Board of Directors are required to participate in orientation and annual training to ensure they understand the purpose of their participation on the LWDB.

Documentation to confirm completion of orientation and annual training for board members could not be provided by the LWDB. For future reference, the LWDB must ensure that new board members complete orientation within six months of their appointment and that all board members complete an annual refresher training thereafter. It is recommended that the LWDB develop local policies, procedures, and/or processes to address verification of the required board member's initial and annual trainings and provide a copy with the CAP.

VII. MANAGEMENT INFORMATION SYSTEMS (MIS)

The MIS security check focused on the effectiveness of the LWDB's information security controls and whether a business process and policy are in place that protects DEO data and information technology resources and complies with DEO's Information Technology (IT) guidelines and the DEO/LWDB Grantee/Subgrantee agreement requirements.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

VIII. TRAINING AND TECHNICAL ASSISTANCE

For questions and/or technical assistance in any of the program review areas, the LWDB should contact OSPS at the following email addresses:

- WT - WTProgram@DEO.MyFlorida.com
- SNAP - SNAPETProgram@DEO.MyFlorida.com
- WIOA - WIOA@DEO.MyFlorida.com
- TAA - TAA@DEO.MyFlorida.com
- WP - Wagner.Peyser@DEO.MyFlorida.com
- RESEA - RESEA@DEO.MyFlorida.com
- FLC - H-2A.JobOrder@DEO.MyFlorida.com and H-2B.JobOrder@DEO.MyFlorida.com
- MSFW – [State Monitor Advocate \(via direct email\)](#)
- JVSG - VETS@DEO.MyFlorida.com

Additional training can be requested by sending a [Training Request Form](#) to WFSTraining@DEO.MyFlorida.com.

CORRECTIVE ACTION PLAN REQUIREMENTS

A CAP is required to address how the LWDB will correct any programmatic and financial management findings and other noncompliance issues identified in the report. For the noted deficiencies, recommendations and suggestions have been provided to help respond to the issues identified, help develop and implement processes that result in positive program practices and performance outcomes, and also help to improve the quality and integrity of the data collected.

IX. Entrance and Exit Conference Attendees:

A joint programmatic and financial monitoring entrance conference with LWDB staff was conducted on March 7, 2022. The programmatic exit conference was conducted on March 11, 2022; however, the financial exit conference was conducted on May 3, 2022. The entrance/exit conference attendees are listed below:

Name	Agency	Entrance Conference	Exit Conference
Sanchez Emanuel	DEO (Review Lead)	x	x
Terry Wester-Johnson	DEO	x	x
Morena Owens	DEO	x	x
Barbara Walker	DEO	x	x
Pamela Lightbourne	DEO	x	x
Sharon Saulter	DEO	x	x
Andy Windsor	DEO		x
Exit Smith	DEO	x	x
Awilda Carrozo	DEO	x	x
Christina Omran	DEO	x	x
Carol Booth	DEO	x	x
Katina Williams	DEO	x	x
Isabelle Potts	DEO	x	x
Deborah Lee	LWDB	x	x
Joshua Matlock, CEO	LWDB	x	x
Robin Dawson	LWDB	x	x
Anthony Gagliano	LWDB	x	
James Disbro	LWDB	x	x
Kathy Bouchard	LWDB	x	x
Karima Habity	LWDB	x	x
Shona Taylor	LWDB	x	
Hanna Miller	LWDB	x	
Michelle Snyder	LWDB	x	x
Linda Benedict	LWDB	x	x
Christina Witt	LWDB		x

The financial monitoring entrance conference with LWDB staff was held jointly with programmatic monitoring on March 7, 2022; however, the financial monitoring exit conference was conducted on May 3, 2022. The entrance/exit conference attendees are listed below:

Chadwick Myrick	DEO	x	x
Jelisa Brown	DEO		x
Robin Dawson	LWDB	x	x
Clare Sauve	LWDB		x
Jessica Grise	LWDB		x
Joshua Matlock, CEO	LWDB	x	



STAFF REPORTS