



Executive Committee Meeting

Thursday, January 12, 2023 - 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, Chair; Partner, Kerkering Barberio

Action Items – Eric Troyer, Chair

- Approval of December 08, 2022 Executive Committee Meeting Minutes

CEO Report

Staff Reports

- Kathy Bouchard
- Robin Dawson
- Anthony Gagliano
 - [CSS Internal Monitoring Report](#)
 - [Dashboard - CareerSource Suncoast](#)
 - [eRising 202 - Highlight Film VERSION 6.mp4 \(sharepoint.com\)](#)

Public Comments/Closing Remarks – Eric Troyer, Chair

Adjournment

Next Executive Committee Meeting is February 09, 2023

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 Minutes**
3660 North Washington Blvd
Sarasota, FL
Thursday, December 08, 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
P*	Sharon Hillstrom, President/CEO, Bradenton Area Economic Development Corporation
P	Lisa Eding, HR Director, Teakdecking Systems
P*	Peter Hayes, President, Tandem Construction
*	Virtual
	Staff Present: Josh Matlock, Robin Dawson, Kathy Bouchard, Anthony Gagliano, Christina Witt, Linda Benedict, Michael Meerman, Michelle Snyder, Karima Habity, James Disbro

I. Call to Order - Eric Troyer

Eric Troyer, Chair, called the meeting to order at 8:00 a.m., roll call and attendance was recorded.

II. CEO Report – Joshua Matlock

CareerSource Florida has a Board meeting on Dec. 15th, and there is an expected update on re-alignment with Ernst and Young. Recommendations on re-alignment will be provided to CareerSource Florida in February 2023.

CareerSource Suncoast (CSS) was initially awarded \$2 million in Hurricane Ian relief funding. Two weeks ago, CSS was notified by CareerSource Florida that additional funding was available. The Governor visited Lee County and presented a \$1 million check to be issued to three local CareerSource Boards (CSS, CareerSource Southwest Florida and CareerSource Heartland). CSS submitted a budget requesting \$560,000. CSS' actual award pending approval from DEO.

There is an upcoming staff retreat on December 16th. At the staff retreat we will be covering letter grades, performance metrics, budget expenditures, celebrate successes, upcoming goals for next quarter, organization culture poll, Humanocracy culture development and introducing new staff.

A discussion regarding how CSS uses unrestricted funding occurred, with a recommendation from CSS to generate and maintain six months of operating expenses in reserves, which would require \$2.8 million. Currently, unrestricted funds total more than \$680,000. The executive committee discussed the unrestricted funding and made a recommendation to maintain three months in reserve and develop an unrestricted funding policy in coordination with the Finance and Performance Committee. The next Finance and Performance Committee will be in January.

A success story was shared with the committee regarding a CSS client assisted through one of the grants in a partnership with Turning Points. CSS was able to utilize grant funding to place the client in temporary employment at Turning Points while, they assisted the client with housing. With the partnership and grant funding, the client now has housing and was hired permanently at Turning Points.

III. Action Items

Approval of November 10, 2022 Executive Committee/Board Meeting Minutes.

Eric Troyer asked for a motion to approve the November 10, 2022 meeting minutes.

Motion: David Kraft Second: Sharon Hillstrom

The motion passed unanimously.

IV. Staff Reports

Kathy Bouchard, V.P./Chief Talent Officer

An update on the Ticket to Work program was provided about a change in process with the Social Security Administration. Examples of the use of unrestricted funding was provided: staff retreats, water coolers, staff wages if needed, etc.

The Tobacco Free Florida campaign was kicked off again to help with the generation of unrestricted funding.

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

The draft 990 IRS return was received from the auditor. An email will be sent to the Board with a link to review the 990 form prior to final submission to the IRS. The submission will finalize all audits with the independent auditor, James Moore & Co. The DEO audit is scheduled in March.

The Bradenton Career Center lease is ending June 30, 2023. There was an attempt to discuss downsizing our footprint in the building, but the landlord would not reduce the square footage. The notification of non-renewal has been sent to the landlord. The operating cost for the Bradenton office, including rent, utilities and internet, is approximately \$560,000 per year. We are currently in search of new office space in Manatee County.

Anthony Gagliano, V.P./Chief Operating Officer

Workforce Education had their eRising Conference held in person at the University of South Florida. There were more than 100 registrants, with 87 attending in person or online for the event. There were four THRIVE members presenting at the conference, sharing their entrepreneurial experiences. There are pictures on the [conference website](#).

Two dozen people graduated from the CEO Platform for Success entrepreneur courses. There are sixty-one people registered for the upcoming January sessions, which include day and night start times.

Every other Friday, CSS Content Creator Curt Preisser appears on ABC-7 morning news to talk about workforce and CSS.

In operations, there was a job fair conducted within the Sarasota County jail. There were six different employers there meeting with inmates who are just 30 to 90 days from their release date. The job fair was noted by the Lieutenant as the best event there yet with the variety of the employers and resources available to the inmates.

CSS has assisted 102 different individuals through either scholarships or on-the-job training. Six apprentices are receiving assistance and twenty new CDL drivers have been funded since our fiscal year started July 1, 2022. This fiscal year, CSS has spent approximately \$252,000 in scholarships, with another \$92,000 in checks going out this month. In addition, there is \$167,000 in funds obligated for scholarships for the upcoming spring semesters.

The Hurricane Ian NEDWG grant has six clients enrolled. The Sarasota EDC has been partnering with us to outreach to local business and offering assistance with completing applications online for FEMA and other assistance. Shereen, the Rapid Response Coordinator, is also making calls to local business to offer assistance. Karima Hability shared that Employers and applicants can apply through the [CSS website for assistance](#) through the grant.

A new group of Students from Southeast High School, through the Big Brothers Big Sisters Beyond School Walls Program, joined CSS last month. Those students will focus on career exploration.

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

None

VI. Adjournment – Eric Troyer, Chair

The next meeting is scheduled for January 12, 2023. There being no further business, Chair Troyer adjourned the meeting at 9:03 a.m.

Respectfully submitted,



[Joshua Matlock \(Dec 19, 2022 08:31 EST\)](#)

Josh Matlock
President & CEO

CareerSource Suncoast
October 2022 Quality Assurance Internal Monitoring Report
WIOA Program - Adult, Dislocated Worker and Special Projects

This report includes the results of the October 2022 CareerSource Suncoast internal monitoring of the Workforce Innovation and Opportunity Act (WIOA) Program administered by CareerSource Suncoast including files for Adult, Dislocated Worker and Special Projects.

Enter corrective action plan (CAP) responses for all Findings and Other Noncompliance Issues (ONI) where indicated in blue (**Response**) in the October 2022 - CSS Internal Monitoring Response document on the Programs Portal in folder Monitoring Response Document – October 2022. A link to the document is provided below. Observations identified in this report are 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, but it is recommended that they are reviewed and taken into consideration for further discussion.

If training is or will be provided, include the date of the training or the scheduled date for the training in the response. Once scheduled training has been completed, an agenda and sign-in sheet for each training must be submitted. If corrections are made in EF or a missing or corrected document placed in a participant's file, supporting documentation of corrected and/or filed documentation (copy of document, screenshots, etc.) must be submitted. Place supporting documentation in the October 2022 Internal Monitoring Supporting Documentation folder on the Programs Portal. A link to the folder is provided below.

Notify the CSS Q.A. Coordinator by email at dlee@careersourcesc.com once all responses are completed and documentation submitted as identified above.

This review included a total of twenty-three (23) files as follows: WIOA Adult & DW – fifteen (15); WIOA Special Projects – eight (8).

The following are links to the October 2022 Monitoring Response Document and Supporting Documentation folders:

Programs Portal – Monitoring – CSS Internal Monitoring – October 2022

Monitoring Response Document – October 2022: [Monitoring Response Document - October 2022](#)

Supporting Documentation – October 2022: [Supporting Documentation - October 2022](#)

Monitoring Tool – October 2022: [Monitoring Tool - October 2022](#)

October 2022 Monitoring Samples: [October 2022 Monitoring Samples](#)

WIOA ADULT & DISLOCATED WORKER

FINDINGS - 14

Finding - Q2 – Sample #1 - Income Verification Documentation/Data Validation: Paystubs in client's file for income verification do not match the entries on the Income Calculation Worksheet. Documentation includes duplicate pay stubs for 5/14/21, 5/28/21, 6/11/21 & 6/25/21 and the pay stub for the 11/04/21 entry on the worksheet is not included in the income verification paystubs.

Response:

While there are duplicate paystubs in the file, they are not duplicated on the income calculation sheet. There is a note made by the staff member at the bottom of the income

calculation sheet stating, "Calculations for the missing check 11/4/21 were made by using the difference between the year to date on the check for 10/28 and 11/10." (See supporting documentation.) The duplicate pay stubs were removed from client file. It was identified that staff could benefit from training on completing the Income Calculation Form and calculating missing pay stubs. Training on this will be completed by 1/13/23.

Finding - Q2 – Sample #5 - Income Verification Documentation/Data Validation: The calculated average weekly income in client's income calculation worksheet is not accurate based on 2021 & 2022 number of weeks worked and/or weekly pay periods. The "Explanation of How Family Annualized Income was Determined for Client" document states client worked 28 weeks in 2021 and 8 weeks in 2022. Client actually worked 31 weeks in 2021 (weeks 05/30/21 - 06/05/21 through 12/26/21 - 01/01/22) with 30 pay periods (06/10/21 - 12/30/21). Earnings for week 31, 12/26/21 - 01/01/22 are included in pay date 01/06/22. Client worked 8 full weeks in 2022 but the gross earnings for pay stub 03/03/202 include 9 weekly pay periods (01/06/2022 - 03/03/2022).

Response:

While the staff's explanation of the calculation was incorrect, documentation was in the case file to support the low-income determination. The explanation for the calculation was re-done and is now corrected. (See Supporting Documentation) EF was updated using the new calculation and the application was corrected, scanned to file, and old one removed. It was identified that staff could benefit from training on completing the Income Calculation Form and calculating missing pay stubs. Training on this will be completed by 1/13/23.

Finding – Q2 - Sample #4 - Income Verification Documentation/Data Validation: The WIOA Adult Income Calculation Worksheet 2 identifies \$280.67 gross income for pay date 11/10/2021. Supporting documentation/pay stub for pay date 11/10/2021 is not in client's file.

Response:

The staff member used the pay stubs prior to and after the 11/10/2021 pay date to calculate the gross income, however, did not explain this on the income calculation form. The application has been updated to show the explanation. (See Supporting Documentation) It was identified that staff could benefit from training on completing the Income Calculation Form and calculating missing pay stubs. Training on this will be completed by 1/13/23.

Finding – Q3 - Sample #7 - WIOA Program Income Eligibility: All sources of income prior to WIOA eligibility is not included in WIOA Income Eligibility Calculation. Client's EF Employment History identifies two jobs with start dates prior to WIOA eligibility date, both identifying "Still Employed" (05/2018 - Present - Surrey Place of Bradenton and 05/2020 - Present - Family First Homecare). Income from only one job (Family First Homecare) is included in the income eligibility calculation and EF case notes do not explain the absence of income verification for the second job.

Response:

Emailed Sean and Sam to have Jennifer reach out to client to find out when last day of employment at Surrey Place. (my notes, not a response)

Finding - Q6 – Sample #2 – Authorization to Work in the U.S./Data Validation: Food Stamp Record is identified for Authorization to Work on client's Document Verification Form and in EF WIOA Application U.S. Citizenship status (Demographic Information screen). Although copies of the FLORIDA System AIID and IQFS screens are in client's file, neither of the documents include

information to verify Citizenship/Authorization to Work. Minimum WIOA eligibility requirements include proof of age, authorization to work in the U.S. and Selective Service verification.

Response:

The DVF was updated to reflect Documentation specified on the I-9 form as well as the supporting documentation in the application. (See Supporting Documentation) EF was updated, and the application was corrected, scanned to file, and old one removed.

Finding – Q17 - Sample #2 - Determination of Need for Training: Determination of Need for Training was not in client's file at the time of the review.

Response:

The Determination of Need for Training is in the client file, Doc ID: 333672 filed on 9/17/2020 (See Supporting Documentation). Document was not appropriately labeled by the Data Specialist; however, this has been corrected. We are requesting to have this finding removed.

Finding - Q78 – Sample #2 - Credential Documentation: The Manatee Technical College Practical Nursing Certificate of Completion identified in EF for credential attainment verification does not meet the requirements of a credential.

Response:

Client did not have a license in the file for a credential. License verification was located, and this issue has been corrected. (See Supporting Documentation) Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #3 - Credential Attainment: The document in client's file (Practical Nursing Certificate of Completion) labeled Credential does not meet the requirements of a credential.

Response:

Client did not have a license in the file for a credential. License verification was located, and this issue has been corrected. (See Supporting Documentation) Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #6 - Credential Documentation: The 160 Hour Class A Commercial Truck Operator Program Certificate of Completion in client's file labeled Credential" does not meet the requirements for a credential.

Response:

Client did not have a license in the file to support the credential. Responsible staff member was notified and is working with the client and program provider to obtain the CDL License. Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #7 - Credential Documentation: The Unofficial Transcript in client's file does not meet the requirements for a credential.

Response:

Client did not have a license in the file for a credential. License verification was located, and this issue has been corrected. (See Supporting Documentation) Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #10 - Credential Attainment: The document in client's file labeled Credential – AS Degree does not meet the requirement of a credential for this client. Documentation submitted is client's AS Degree for Dental Hygiene. Staff should check Dental Hygienist License search on the Florida Department of Health License Verification Search Portal for license.

Response:

License verification for a Dental hygienist was located and uploaded to client file. (See Supporting Documentation) Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #13 - Credential Attainment: The document in client's file labeled Credential does not meet the requirement of a credential. Based on information from State College of Florida's site, the online Medical Billing and Coding course prepares students for CPC (Certified Professional Coder), CCA (Certified Coding Associate) or CBCS (Certified Billing & Coding Specialist) certification or credential exam.

Response:

Client only completed training to take the certification test which is the document recorded. Staff member was notified to continue to contact client to obtain a credential as client has about 7 months remaining in follow-up. Staff training on this issue was conducted on 10/14/2022.

Finding - Q78 – Sample #15 - Credential Attainment: Verification is not in client's file to support the credential entered in EF for attainment date 02/16/2022.

Response:

This client was enrolled in Customized Training which does not require a credential, yet the staff member entered the certificate of completion (MSG) as a credential. We cannot correct this issue as the client does not have a credential and we cannot delete from EF. Staff training on this issue was conducted on 10/14/2022.

Finding - Q88 - Sample #12 - Follow-Up Services: Documentation verifying staff offered Follow-Up Services at case closure/exit is not in client's case file or EF case notes.

Response:

The responsible staff member is out of office until 12/19/22. Upon their return, management will work with the staff member to resolve this issue.

OTHER NONCOMPLAINE ISSUES (ONI) - 11

ONI - Q75 - Sample #1 - Measurable Skill Gains: Documentation of a Measurable Skill Gain is not in client's case file.

Response:

Documentation of an MSG is in client file (Doc ID: 354731, filed on 4/21/2022) however, staff did not identify it was an MSG when scanning to the queue. (See Supporting

Documentation). Document has been relabeled to include MSG. Staff training on this issue was provided on 10/14/2022. We are requesting to have this ONI removed.

ONI - Q76 – Sample #2 - Measurable Skill Gains:

MSG 1 - Attainment Date 04/07/2021 - Client was not enrolled in WIOA training on the MSG attainment date 04/07/2021. Client began WIOA Occupational Skills Training at Galen College on 08/31/2020 and the training ended with Unsuccessful Completion on 09/30/2020 prior to attainment date 04/07/2021. Client began Occupational Skills Training at Manatee Technical Institute on 06/14/2021 after the MSG 04/07/2021 attainment date.

MSG 2 - Attainment Date 12/07/2021 – Client’s file does not include documentation verifying at least 12 credit hours in one semester for the Post-Secondary Transcript/Report Card MSG, attainment date 12/07/2021.

Response:

MSG 1 – Attainment Date 04/07/2021 – We cannot correct this issue as deletion of MSG’s in EF is prohibited. Training on this issue was conducted on 10/14/2022.

MSG 2 – Attainment Date 12/07/2021 – Staff entered the incorrect Skill Type. The correct Skill Type should have been Skills Progression – satisfactory progress in obtaining technical or occupational skills as evidenced by trade related benchmarks such as knowledge-based exams. This has been corrected (See Supporting Documentation)

ONI - Q76 - Sample #4 - Measurable Skill Gains: The documentation in client's case file labeled "MSG - GRADES" does not include completion/achievement date 07/21/2022 to match information entered in EF. The document print date 07/05/2022 is prior to the MSG Date Achieved (07/21/2022) entered in EF. In addition, the filed document is not valid for MSG type Skills Progression. MSG Resource Guide page 8, Skills Progression states, " Note: Passing a test in an academic course by participants enrolled in a traditional secondary or postsecondary education program is not considered a gain for this MSG type".

Response:

Emailed Shona on 12/2/22 regarding this issue. As of 12/7/22, no response. Sent a follow up email to Shona on 12/7/22.

ONI - Q76 - Sample #7 - Measurable Skill Gains: Documentation in client’s file for MSG attainment dates 12/17/2021 an 03/22/2022 do not meet the requirements for MSG type Post-Secondary Transcript/Report Card. MSG entered for 12/17/2021 date achieved identifies Transcript as verifying documentation. Documentation in client's file labeled "MSG TRANSCRIPT" does not identify 12 credit hours earned for 2021 Winter term 09/30/2021 - 12/17/2021. In addition, this document does not identify 12 credit hours earned for MSG attainment date 03/22/2022 for 2022 Spring term 01/03/2022 - 03/22/2022.

Response:

We cannot correct this issue as it happened in last PY. Training on this issue was conducted on 10/14/2022.

ONI - Q76 - Sample # 11 - Measurable Skill Gains: Documentation in client's file for MSG 1 does not include a date to match the attainment/achievement date entered in EF.

Response:

Supporting documentation was uploaded to client file showing the date of the attainment/achievement and they match what is in EF. (See Supporting Documentation) Training on this issue was conducted on 10/14/2022.

ONI - Q76 – Sample #14 - MSG Documentation: The documents submitted for MSG Skill Type Post-Secondary Transcript/Report Card attainment dates 05/07/2021 and 01/18/2022 do not meet the requirements for Post-Secondary Transcript/Report Card. Client did not complete at least 12 credit hours in one semester as required for full-time student. EF Case notes and MSG records state Client is a part-time student. Client was enrolled in training as a full-time student as identified on the SCF Degree Pathway-A.S. Business Administration, Management 2 Year Plan document attached to the 09/04/2020 ITA Purchase Order in client's file.

Response:

Client received a Certificate in Business Operations and Business Specialist on 5/7/21. The MSG for 5/7/21 was changed to Skills Progression – Other skills progression achievement. Client received a Certificate in Business Management on 12/10/21. The MSG dated 1/18/22 was changed to 12/10/21 with Skills Progression – Other skills progression achievement. The case note was also updated to remove “client is a part-time student”. (See Supporting Documentation). Training on this issue was conducted on 10/14/2022.

ONI - Q87 – Sample #10 - EF Employment At Exit - Employment Record Occupation Code: EF employment at exit record identifies Occupation Code for Dental Assistants (31909100). Client's Job Title on EVF and in EF is Dental Hygienist. Please review and update with appropriate code.

Response:

Client's Occupation Code has been updated in EF to reflect Dental Hygienist. (See Supporting Documentation)

ONI - Q91 – Sample #9 - Quarterly Follow-Up after Exit: 1st and 2nd quarter follow-ups after exit were not completed by the due date indicated in the follow-up table in EF.

Response:

Offices were closed from 9/27/22 – 10/3/22 due to Hurricane Ian. Staff entered a case note stating the reason why the follow up was not completed by the due date of 9/30/22. (See Supporting Documentation)

ONI - Q92 - Sample #2 - Quarterly Follow-Ups: 2nd and 3rd quarter follow-up employer address included on EVF but not entered in the employment follow-up record.

Response:

Employer address in the employment section in the WIOA Application is not a required field in EF. All required information is entered. DEO WIOA Monitoring tool PY 2022-23 states the location of the data can be in the State MIS or Electronic Case File Supporting Documentation. The completed EVF is in the Case File. We are requesting to have this ONI Removed.

ONI - Q92 - Sample #10 - Quarterly Follow-up Verification: Documentation to support 1st and 2nd quarter follow-up employment is not in client's file.

Response:

Emailed Patrick for correction on 12/2/22. Patrick is working with the client to get the missing paystubs. (my notes, not a response)

ONI – Q92 – Sample #12 - Quarterly Follow-Up Documentation: Documentation for 1st quarter after exit follow-up is not in client's file to verify the employment information entered in EF.

Response:

The responsible staff member is out of office until 12/19/22. Upon their return, management will work with the staff member to resolve this issue.

OBSERVATIONS - 4

OSERVATION - Sample #1 - SS# Verification Documentation: Applicant Statement is identified for SS# verification on CSS Document Verification Form in client's file. Although client self-attested to SS# on filed Applicant Statement, a copy of FLORIDA System's IQEL screen in client's file is labeled "For Proof of Social Security Number". Valid documentation should be used for verification when available in lieu of self-attestation. Reviewer suggests updating the Document Verification form to identify " Letter from Social Service Agency" in addition to Applicant Statement for SSN Verification documentation.

Response:

The application and supporting documentation was updated to reflect the IQEL as.

OBSERVATIONS – Q5 - Sample #3 – WIOA Program Eligibility - Age at registration and Q6 - Authorization to Work in the U.S: The Birth Certificates in client's file labeled "Date of Birth Verification and Authorization to Work / U.S. Citizenship Verification contains City only (City of Elizabeth) and no state, province, country, etc... Reviewer verified client's age at registration and Authorization to Work/U.S. Citizenship status with information on filed document labeled "Family Size Verification 3 of 4" (child's birth certificate) under Mother's/Parent's Information. Please review and update filed documentation as needed.

OBSERVATION - Sample #5 - Measurable Skill Gains Case Note (Create Date 06/06/2022): The 06/06/2022 EF case note subject for MSG 1 states the MSG was achieved 6/3/22. The attainment date as identified in the body of the case note and in supporting documentation is 05/27/2022. Reviewer suggest correcting case note subject to avoid confusion.

OBSERVATION - Q87 – Sample #7 - Employment at Exit: EF employment record entered at Program Closure/Exit identifies "Yes" for question "Is this considered a Training Related Employment". Client's WIOA training was for Registered Nursing. Client's employment at exit is LPN with same job title and employer as employment at WIOA enrollment with increase in hourly wage but not related to recent RN training.

WIOA SPECIAL PROJECTS

FINDINGS - 3

Finding - Q88 – Sample #1 - 08/02/2022 Credential Attainment: The Occupational Skills Certificate or Credential in client's file for 08/02/2022 Date Received does not meet the requirement of a credential.

Response:

Cannot correct this issue as we cannot delete the credential. Staff did record the license verification as a credential on 9/1/2022. Training on this issue was conducted on 10/14/2022.

Finding - Q88 - Sample #2 - Credential Attainment: The FleetForce Class A Commercial Truck Operator Program Certificate in client's file and in the EF credential attainment record is not an industry recognized credential. In addition, the document is not labeled Credential in the file.

Response:

Client did not have a license in the file to support the credential. Staff was notified and is working with the client and program provider to obtain the CDL License. Staff training on this issue was conducted on 10/14/2022.

Finding - Q6 - Sample #6 - Documentation of U.S. Citizenship/Authorization to work in the U.S: Client's SS# was verified at enrollment with a copy of 2021 W-2 form. "Documentation specified on the I-9 form" is identified on client's CSS Document Verification Form Verification for verification of Authorization to Work/U.S. Citizenship Verification which requires one document from List B and List C of I-9 acceptable documents if a document from list A is not available. A document from the I-9 List C for acceptable documents is not in client's file.

Response:

DVF and EF were updated to show Public Assistance as supporting documentation for Auth. To Work. Unemployment Records are used as Public Assistance Supporting Documentation and was updated in the application as well. (See Supporting Documentation)

OTHER NONCOMPLIANCE ISSUES (ONI) – 4

ONI - Q86 - Sample #1 - 08/02/2022 MSG: Documentation in client's file for Secondary Transcript/Report Card MSG, achievement date 08/02/2022, does not meet the requirement for the MSG type. The document does not include at least 12 credit hours in one semester during the program year.

Response:

MSG was updated in EF to show Skills Progression. Training on this issue was conducted on 10/14/22.

ONI – Q102 – Sample #5 - 1st and 2nd Quarter Follow-up Employment Verification: Employment information recorded in EF for 1st Quarter Follow-up does not include the employer address entered on the Employment Verification documentation in client's file. EF follow-up records identify client worked in 2nd quarter. Documentation for 2nd quarter follow-up employment is not in client's file at the time of this file review.

Response:

Employer address in the employment section in the WIOA Application is not a required field in EF. All required information is entered. DEO WIOA Monitoring tool PY 2022-23 states the

location of the data can be in the State MIS or Electronic Case File Supporting Documentation. The completed EVF is in the Case File. For the 2nd quarter follow up, supporting documentation was filed on 11.22.22 at 3:20pm, which was after this review. (See Supporting Documentation)

ONI - Q89 - Sample #6 - Credential Attainment: The EF Credential Information does not include credential verification to match the document in client's file.

Response:
WIOA Credential Verification (License Verification) was entered in EF. (See Supporting Documentation) Staff training on this issue was conducted on 10/14/22.

ONI - Q101 - Sample #6 - Quarterly Follow-Up After Exit: 1st Quarter After Exit follow-up was not completed by due date. Follow-up due 09/30/2022 was completed 10/10/2022.

Response:
Offices were closed from 9/27/22 – 10/3/22 due to Hurricane Ian. Staff entered a case note stating the reason why the follow up was not completed by the due date of 9/30/22. (See Supporting Documentation)

OBSERVATION - 1

OBSERVATION -Sample #5 - MSG Verifying Documentation: Client's file does not include a document labeled Measurable Skill Gains or MSG. Reviewer used the filed document labeled "CERTIFICATE OF COMPLETION - ISO INTERNAL AUDITOR TRAINING 05/31/2022" to verify MSG entered in EF.



- PY
- 20-21
 - 21-22
 - 22-23
 - Q1
 - Q2
 - Q3

Career Seekers Services

2,982
Number of Services

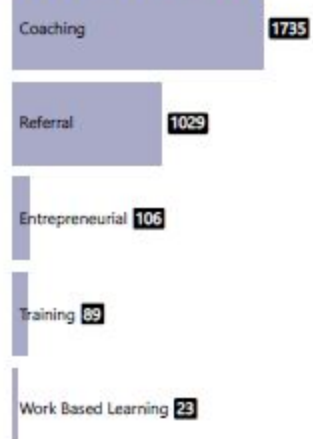
All

Employers Services

1,375
Number of Services

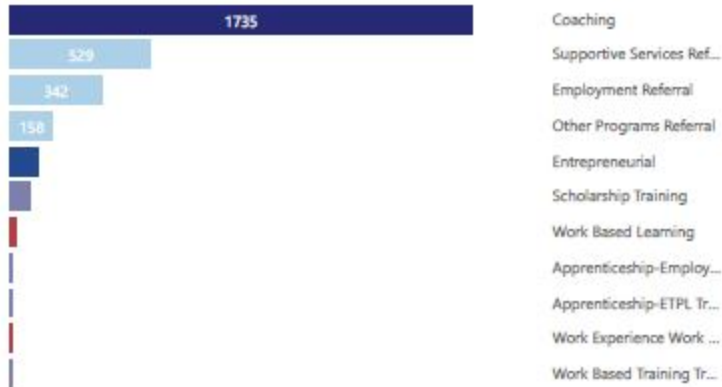
All

Number of Services by Category



Number of Services by Category and Subcategory

Category ● Coaching ● Referral ● Entrepreneurial ● Training ● Work Based Learning



Number of Services and Unique Number of Employers by Category



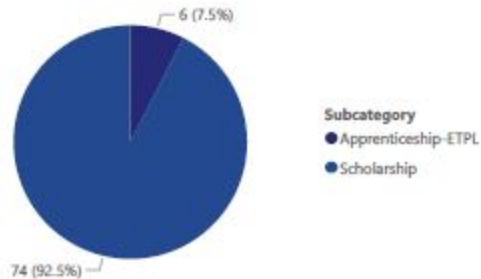
Number of Services and Unique Number of Employers by Service Description



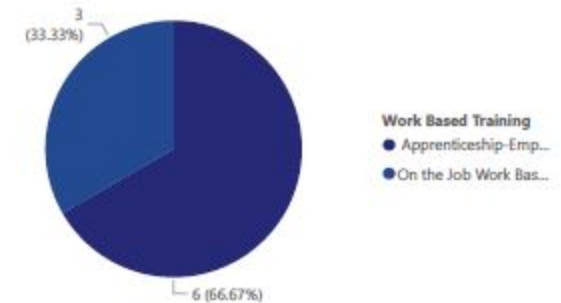
Career Seekers Occupational Skill Training

Career Seekers Work Based Training

Providers	Active Training
State College Of Florida, Manatee-Sarasota-Cs	27
Galen College Of Nursing-Is	14
Suncoast Technical College-Vs	10
Fleet Force	9
Manatee Technical College-Vs	9
Tampa Area Electrical JATC	4
Suncoast Trucking Academy, Inc.	2
Computer Coach Training Center - vs	1
New Horizons Computer Learning Center - Tampa	1
University of Alabama	1
Total	80



Providers	Active Training
Tampa Area Electrical JATC	3
New Dawn Electric	2
Technical Education Council LLC	1
VitaCare Home Care, LLC dba Home Helpers and Direct Link of	1
Total	9





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