



Board of Directors Meeting

Thursday, January 26, 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: 406052197#

AGENDA

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

Introductions: Chief Local Elected Officials for 2023

- Sarasota Commissioner Joe Neunder
- Manatee Commissioner George Kruse – re-appointed

Action Items – Eric Troyer, Chair

- Consent Agenda – Eric Troyer
 - Approval of November, 2022 Board Meeting Minutes
 - Approval of Board Policies
 - Records Management, Retention and Destruction Policy #11-21
 - Incident Reporting Policy#17-22
 - Adult and Dislocated Worker Eligibility Policy #19-22
- Approval of Request to Transfer Funds from Dislocated Worker to Adult - Robin Dawson
- Related Party Approval – Christina Witt

CEO Report – Joshua Matlock

Other Board Business

- One Stop Operator Semi-Annual Report – Dr. Ron Natale

Staff Reports

- Kathy Bouchard
- Robin Dawson
- Anthony Gagliano

Public Comments/Closing Remarks – Eric Troyer, Chair

Adjournment - Eric Troyer, Chair

Next Board of Directors Meeting is March 23, 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.



Consent
Agenda

Funding Budgeted for PY 22-23 Mod #2 was an increase of \$ 2,102,644 over Mod #1. Line items requested for an increase for PY 22-23 Budget:

- Add \$381,824 salary and fringe benefits
- Add \$18,898 accounting and audit
- Add \$1,500 general insurance
- Add \$5,000 travel and meetings
- Add \$1,690,422 client training and support
- Add \$5,000 outreach

Requested motion to approve Budget Modification #2 for PY 22-23.

Motion: David Kraft Second: Roscelyn Guenther
Motion passed unanimously

Approval of Board Policy Language Change – Christina Witt

Christina Witt presented new language that will be updated with the following language to reflect the new programmatic monitoring process.

The new language States:

“Programmatic monitoring will be conducted throughout the program year by CSS’s quality assurance team member. This includes the specific review of client records (local & state MIS) while using the current applicable state program monitoring tools. In addition, federal and state guidance and CSS policies and operating procedures will be utilized.”

The following Policies have been update with the new language:

- CSS Policy 01-21 Support Services
- CSS Policy 04- 21 Client Incentive
- CSS Policy 05-21 Individual Training Accounts
- CSS Policy 10-21 WIOA Youth Eligibility
- CSS Policy 13-21 National Emergency Dislocated Worker
- CSS Policy 14-21 Priority of Service

Requested motion to approve the policy language change in the listed polices.

Motion: Jim Bos Second: Deborah Hawkes
Motion passed unanimously

IV. CEO Report

Josh Matlock, President/CEO reviewed the REACH Act and letter grade implementation. The letter grades were released from CareerSource Florida in October, 2022. The letter grades are located on CareerSource Florida website at [Analytics: Letter Grades: Grades \(careersourceflorida.com\)](https://careersourceflorida.com). The Dashboard displays the letter grades for the regions, with CSS currently having a C+ grade. The scorecard metrics for the letter grades were reviewed, focusing on the major areas of improvement needed to include, but not limited to: WIOA performance metrics, repeat business, and participants in work related training.

The REACH Act re-alignment process is ongoing with Ernst and Young consultants. On November 3rd, CSS hosted a meeting with two other workforce boards, CareerSource Southwest and CareerSource Heartland, and economic development agencies in each of the

regions. The meeting focused on the current state of workforce boards, the future of workforce board, streamlining processes, and re-alignment.

V. Other Board Business

Finance and Performance Committee Update – Lisa Eding

Lisa Eding reported on the Finance and Performance Committee meeting held on November 7, 2022. The following items were reported on.

Robin Dawson, VP/CFAO, reviewed the following reports during the Finance and Performance meeting.

1. Review of Budget to Expenditure Report as of 9-30-22
 - a) Overall burn rate of 25%
 - b) YTD Federal and State requirements:
 - Admin: 9.45%; max allowed 10%
 - ITAs: 42.01%; minimum requirement 30%
 - Youth Paid Internships/Work Experience: PY21 @ 26.34%; minimum requirement 20%
 - Youth Out of School: PY21 @ 97.63%; minimum requirement 20%
2. Budget to Expenditure Report by Fundsource as of 9-30-2022
3. Summary of Non-Federal Funds as of 9-30-22

Anthony Gagliano reviewed the CSS performance dashboard posted on the CSS Website at Dashboard - CareerSource Suncoast . The performance dashboard is broken down by quarters for the fiscal year. The dashboard provides information on services provided to career Seekers and employers. The REACH Act Letter grades were also reviewed in detail with the committee.

VI. Staff Reports

Kathy Bouchard, V.P./Chief Talent Officer

Last month CSS hosted a training that focused on promoting and retaining employees with incarceration history.

CSS Business Development Director, Linda Benedict and Ticket to Work Navigator, Kim Gonzalez will be partnering with SAMA and providing a training focusing on hiring individuals with disabilities. The upcoming training is open to all business. A successful email marketing campaign generated by Michael Meerman and his team led to more registrations for the training. There are currently sixteen people registered, representing eleven different companies.

CSS is an Employment Network under the Social Security Administration (SSA) assisting individuals with disabilities receiving SSA benefits to return to the workforce and obtain employment. In the first quarter of this program year, the TTW program has generated just under \$12,000 in unrestricted funding , with 104 tickets assigned, 28 clients working and three more slated to start work.

CSS is fully staffed at this time, to include the successful recruitment of Samantha Zagame, who was previously with CSS as coordinator. She will be working on the Hurricane Ian grant coordinating services for Ian recovery.

Anthony Gagliano, V.P./Chief Operating Officer

CSS shared a video on the Boys and Girls Clubs of Manatee County using the virtual reality headsets for career exploration. CSS has three headsets in full time use at the B & G Clubs and they have been used in other locations, such as the Palmetto Youth Academy and Sun Hydraulics. Special thanks to Sharon Hillstrom for sharing the video at the Annual EDC update luncheon last month.

Next week is the e-Rising entrepreneur conference being held at the Selby Auditorium at USF. You can join in-person or online. The conference will have several speakers, to include the Federal Reserve Bank.

The Paychecks for Patriots Veteran job fairs were held this month at SCF and USF with several dozen veterans showing up to interview with local employers. Two of our Veteran clients were highlighted in local media recently. USAA was on Channel 13 last week giving away cars to veterans, one of them given to one of our veteran clients who is a volunteer commander at the local VFW club. A Veteran client who was working with one of our Veteran Career Coaches, Jamie Gossett, was highlighted in a Herald Tribune article focusing on veterans who were retired but are needing to return to the workforce.

CSS is continuing the partnership with the Patterson Foundation on their Digital Navigator initiative. The initiative helps individuals get more plugged in to the digital world.

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

Eric Troyer recommended members look into the North Carolina re-alignment process they went through two years ago.

Board members Lisa Eding and Timothy Novak provided sentiments that the letter grade does not reflect the good work of the Board staff.

VIII. Adjournment – Eric Troyer, Chair

Meeting was adjourned at 9:10am

Next Executive Committee Meeting is December 8th, 2022

Next Board of Directors Meeting is January 26, 2023

Location 3660 N. Washington Blvd, Sarasota, FL

The remainder of this page intentionally left blank
continued on next page

CAREERSOURCE SUNCOAST - BOARD MEETING ATTENDANCE

Absent Present	Exec. Comm. Member	Board Member
P*		Jim Bos, President, MJB Group
P*		Ashley Brown, President, Women's Resource Center
P*	X	Christy Cardillo, CPA Tax Manager/Partner, Carr, Riggs & Ingram, LLC.
A		Christine Clyne, HR Director, Lifestar Living LLC
P*		Jackie Dezelski, President, Manatee Chamber of Commerce
A		Ron DiPillo, Executive Director, Sarasota County Schools
P*	X	Lisa Eding, Teak Decking Systems
A		Luis Font, LIUNA, Laborers International Union
P*		Roscelyn Guenther, Boys & Girls Club of Sarasota County
P*	X	Peter Hayes, President, Tandem Construction
P*	X	Sharon Hillstrom, President/CEO, Bradenton Area Economic Development Corporation
A		William Zack Holland, Local 123 Plumbers and Pipefitters Union
P*		Allison Imre, Grapevine Communications
P*		Jamie Kahns, Marketing Manager, Bank of America
P*		Heather Kasten, President, Sarasota Chamber of Commerce
P*		Pranav Mayor, Star Student, Pine View High School
P*	X	David Kraft, Founder, Vision Consulting Group
P*		Tim Novak, Dean, LECOM
P*		Ericka Randall, Supervisor, Vocational Rehabilitation
P*		Ronald Serpliss, State College of Florida
A		Walter Spikes, Realtor, Bright Realty
P*	X	Eric Troyer, CPA/Partner, Kerkering Barberio & Company
A		Doug Wagner, Deputy Superintendent, Manatee County School Board
A		Ken Waters, VP, Residential Services, Sarasota Housing Authority
		Staff Present Virtually: Josh Matlock, Robin Dawson, Kathy Bouchard, Anthony Gagliano, Karima Habity, Linda Benedict, Michael Meerman, Christina Witt, Michelle Snyder, James Disbro
P*		Commissioner George Kruse
A		Commissioner Christian Zeigler

26 Board Members – 19 present, 07 absent
 6 Executive Committee Members – 6 present, 0 absent

Respectfully submitted,

Joshua Matlock

[Joshua Matlock \(Nov 21, 2022 08:49 EST\)](#)

Josh Matlock
 President & CEO

CAREERSOURCE SUNCOAST
Consent Agenda Policy Approval
Board of Directors Summary Report
January 26, 2023

Background Information:

CareerSource Florida Administrative Policies are business rules, requirements, processes and responsibilities that expand, explain, or further specify federal or state legislation or policies developed by the Florida Department of Economic Opportunity. As CareerSource Florida (CSF) approves new Administrative and/or Strategic Policies, CareerSource Suncoast will review these policies to create or revise existing CSS policy and procedures for proper alignment. Earlier this year DEO released a memorandum requiring local boards to present all local policies to the Board of Directors for review and approval. Outlined below are Three (3) CSS Board Policies for your review and approval.

Summary of Policy Changes:

Records Management, Retention and Destruction Policy #11-21:

This policy was updated to include the retention time period for client files of five (5) fiscal years.

Incident Reporting Policy#17-22:

This policy supersedes and replaces Policy #08-01 R5, Reporting Incidents in the Career Centers dated 09/02/2014. Updates to this policy were made to reflect the new Supervisory reporting structure of the Career Centers.

Adult and Dislocated Worker Eligibility Policy #19-22:

This is a new Policy created with the release of the CareerSource Florida/DEO Administrative Policy #122, Adult and Dislocated Worker Eligibility. The policy outlines the requirements for Adult and Dislocated worker program eligibility, Adult priority populations, and enrollment requirements.

Requested Action:

A motion that the Executive Committee approve the CSS Records Management, Retention and Destruction Policy #11-21 revision, the CSS Incident Reporting Policy #17-22, and Adult and Dislocated Worker Eligibility Policy #19-22.

Respectfully submitted,
Christina Witt, Organizational Support Services Director



POLICY# 11-21

Policy: Records Management, Retention, and Destruction	Page 1 of 5
Program: Wagner Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WT), and Supplemental Nutrition Assistance Program (SNAP) and Special Grants	
Section: Program Operations	
Date of Issuance: 01/27/2022	Revision Date: 01/26/2023
Distribution: CareerSource Suncoast (CSS) Team Members, Service Providers, Contractors/Sub-Recipients, CSS Board of Directors	

Background:

Special districts, along with state agencies, municipalities, counties, and many other units of government, must comply with Florida's public records laws. It is the policy of CareerSource Suncoast (CSS) to comply with records management and retention guidelines set out in the Uniform Guidance, 2 CFR, Part 200-Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. These policies set forth requirements and procedures for records retention and access to records for awards to recipients, preservation of information relating to litigation, audits and investigations, and reporting mechanisms.

CareerSource Suncoast (CSS), the State of Florida, the Inspector General, Comptroller General of the United States, or any of their duly authorized representatives, have the right of timely and unrestricted access to any books, documents, papers, or other records of recipients that are pertinent to the awards, in order to make audits, examinations, excerpts, transcripts and copies of such documents. This right also includes timely and reasonable access to a recipient's personnel for the purpose of interview and discussion related to such documents. The rights of access in this paragraph are not limited to the required retention period but shall last if records are retained.

Copies of original records may be substituted for the original records if authorized by CSS. Unless required by statute, CSS shall not place restrictions on recipients that limit public access to the records of recipients that are pertinent to an award, except when CSS can demonstrate that such records shall be kept confidential and would have been exempted from disclosure pursuant to the Freedom of Information Act (5 U.S.C. 552) if the records had belonged to CSS.

Purpose:

The purpose of this issuance is to establish guidelines for the management, retention, and destruction of records pertinent to workforce board operations and services.

Policy:

Definitions:

[The Florida Special District Handbook](#) defines public records as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software or other material, regardless of the physical form, characteristics or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency (see [Chapter 119, Florida Statutes - Public Records](#)). Public records can take many forms, such as: correspondence, photographs, email, meeting transcripts, maps, or duplicates.

However, the following are not considered to be public records: law books, magazines, or any email that is not sent or received in relation to public business (unless it becomes part of an official investigation such as into alleged misuse of government property).

Records Management:

CSS must create a records management system to ensure the board can effectively maintain and locate records from the time of creation or receipt to final disposition. CSS uses both an electronic and paper file management systems. All financial and programmatic activity is maintained with a data processing system and supported by source documentation through an electronic or paper filing systems.

Records Retention:

General Rules:

The general records schedules established by the Department of State Division of Library and Information Service are intended for use by state, county, city, and special district public records custodians. ([Rule 1B-24.003\(1\)\(a\), Florida Administrative Code](#)) The retention periods set forth in the general records schedules are based on federal and state laws and regulations, general administrative practices, and fiscal management principles.

Records retention schedules apply to records regardless of the format in which they reside. Therefore, records created or maintained in electronic format must be retained in accordance with the minimum retention requirements of the State of Florida General Records Schedule GS1-SL.

Printouts of electronic communications (email, instant messaging, text messaging, multimedia messaging, chat messaging, social networking, or any other current or future electronic messaging technology or device) are acceptable in place of the electronic files, provided that the printed version contains all date/time stamps and routing information. However, if an agency is involved in or can reasonably anticipate, litigation on a particular issue, the agency must maintain in native format all related and legally discoverable electronic files.

**All financial records, supporting documents, program records, statistical records, and all other records pertinent to an award shall be retained for a minimum period of five (5) years from the date of submission of the final expenditure report or, for awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, as authorized by CSS. Below are the additional guidelines set forth by CSS for record retentions.

Records- Permanent Retention	Period Distinctions
Annual Board Reports: Program, Narrative, and Statistical	Permanent
Bylaws, Board Minutes/Transcripts, Articles of Incorporation	Permanent
Intellectual Property: Copyrights/Release or Trademarks	Permanent
Legal Opinions: Written	Permanent
Mortgages, bills of sale, property records (including costs and purchases), Notes	Permanent
401K Plan Summary	Permanent

Records- 5 Year Retention Period	Period Distinctions
Accident/Incident reports and claims	5 Calendar Years
Accounting Documentation: Petty cash vouchers, Purchase orders, Accounts receivable / payable(detail), expense records, vendor invoices, etc. Invoices for furniture and equipment keep on hand for life of item for insurance purposes	5 fiscal years after transaction completed
Internal Monitoring: Supporting Documentation for internal Program/Finance	5 fiscal years
Board Policies and Procedures	5 fiscal years after superseded or becoming obsolete
Budget Records: Supporting Documents (i.e., working papers, agency staff analyses, drafts, budget requests)	5 fiscal years
Certified Forward Documents	5 fiscal years
Correspondence: General	5 fiscal years
Cost Allocation Plans	5 years from last date effective
Fixed Asset Listing	5 years after final disposition
Grant Files	5 fiscal years after completion
Insurance Policies and Claims	5 fiscal years after final disposition or expiration
Contracts, Agreements (confirm # 64 or 65)	5 fiscal years after completion or termination of contract/lease/agreement
Payroll Records/Registers	5 years from final audit
Pension Records: Plan/Fund	5 fiscal years
Pension Records: Retirees	5 fiscal years after final payment
Personnel Records/Files (OPS/Volunteer/Intern/Temp Employees)	3 fiscal years after separation or termination
Personnel Records/Files (Applications, Verification Forms, Drug test, etc.)	5 fiscal years
Property Inventory Records – additions, deletions, disposal records, transfers, donations	5 fiscal years
Property: Deeds, blueprints/building plans, appraisals	5 fiscal years after termination of agency's ownership of the real property.
Tax Filings and Related Correspondence / Documentation (941-E, UCT6,5500, 990, etc.)	5 fiscal years after the tax filing
Records Management Compliance Statements	5 fiscal years
Client Files	5 fiscal years

Records- 7 Year Retention Period	Period Distinctions
Personnel Records – (Board employees)	7 fiscal years after term of employment

Records- 10 Year Retention Period	Period Distinctions
Audits/Monitoring: Independent/State/Federal - Program or Financial	10 fiscal years after released report date
Banking: Bank Statements, Bad Checks	10 fiscal years
Financial Transactions: Credit and debit reports, summary journal transactions and expenditure reports, collection balance sheets, revenue reconciliations, Check logs/registers, accounts payable /receivables summaries, federal grant close out reports and related documentation,	10 fiscal years after transaction completed
General Ledger: Year-end Closing Records	10 fiscal years
Leases (Real Property)	10 fiscal years after termination of lease.

Record Retention Exceptions:

The **EXCEPTIONS** to the above noted records retention guidelines are the following:

1. **Prevention of Document Destruction:** If any litigation, claim, or audit is started before the expiration of the 5-year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved and final action taken.
2. Records for **real property and equipment** acquired with Federal/CSS funds shall be retained for five (5) years **after final disposition**.
3. When records are transferred to or maintained by CSS, the 5-year retention requirement is not applicable to the Recipient. CSS shall request transfer of certain records to its custody from Recipients when it determines that the records possess long-term retention value.
4. Records for program income transactions after the period of performance. In some cases, recipients must report program income after the period of performance. Where there is such a requirement, the retention period for the records pertaining to the earning of the program income starts from the end of the non-Federal entity's fiscal year in which the program income is earned.
5. Indirect cost rate proposals and cost allocations plans.
 - a. If submitted for negotiation. If the proposal, plan, or other computation is required to be submitted to the Federal Government (or to the pass-through entity) to form the basis for negotiation of the rate, then the 5-year retention period for its supporting records start.

Records may be retained on-site or sent to storage during the required retention period. The Chief Financial and Administrative Officer is responsible for maintaining the document storage records and shall authorize destruction of stored records according to this policy. Copies of original records may be substituted for the original records if authorized by CSS.

Destruction of Electronic Records:

Public records may be destroyed or otherwise disposed of only in accordance with retention schedules established by CSS. Photographic reproductions or reproductions through electronic recordkeeping systems may substitute for the original or paper copy, per Section 92.29, F.S., Photographic or

electronic copies. Minimum standards for image reproduction shall be in accordance with Rules 1B-26.0021 and 1B-26.003, F.A.C. An electronic or microfilmed copy serving as the record (master) copy must be retained for the length indicated for the record (master) copy in the applicable retention schedule. An agency that designates an electronic or microfilmed copy as the record (master) copy may then designate the paper original as a duplicate and dispose of it in accordance with the retention requirement for duplicates in the applicable retention schedule unless another law, rule, or ordinance specifically requires its retention.

Rule 1B-24.003, Florida Administrative Code - Records Retention Scheduling and Disposition, sets forth requirements for destruction of public records. Section (10) of the rule specifies the following:

- Agencies must ensure that all destruction of records is conducted in a manner that safeguards the interests of the state and the safety, security, and privacy of individuals.
- In destroying records containing information that is confidential or exempt from disclosure, agencies must use destruction methods that prevent unauthorized access to or use of the information and ensure that the information cannot practicably be read, reconstructed, or recovered.
- Agencies must specify the manner of destruction of such records when documenting disposition.
- When possible, recycling following destruction is encouraged.

Examples of appropriate methods of destruction include the following:

- Paper records - include burning, pulverizing, shredding, or macerating.
- Electronic records -physical destruction to include shredding, crushing, incineration; high-level overwriting and degaussing or demagnetizing.
- Other non-paper media (such as audio tape, video tape, microforms, photographic films, etc.) - pulverizing, shredding and chemical decomposition and recycling.

In accordance with Rule 1B-24.003(9)(d), Florida Administrative Code, CSS will document each disposition of public records and maintain the record as a permanent file. A sample [Records Disposition Document](#) is available on the Division of Library and Information Services website.

Reporting Responsibility:

It is the responsibility of all staff to report violations or suspected violations in accordance with this Policy.

Attachments:

None

Authority:

- [Public Records Retention and Disposition - FloridaJobs.org](http://FloridaJobs.org)
- Department of Economic Opportunity: [Florida Special District Handbook](#)
- [Chapter 119 Section 01 - 2021 Florida Statutes \(flsenate.gov\)](http://flsenate.gov)
- [eCFR: 2 CFR Chapter II -- Office of Management and Budget Guidance](#)
- [Code of Federal Regulations \(Annual Edition\) | govinfo](#)
- [CFR 200.334 -2021-title2-vol1.pdf \(govinfo.gov\)](#)
- [General Records Schedules - Division of Library and Information Services - Florida Department of State \(myflorida.com\)](#)

- [GS1-SL for State and Local Government Agencies \(floridados.gov\)](http://floridados.gov)

Supersession:

This policy supersedes and replaces Policy #01-10 R5, Records Management, Retention, and Destruction dated 05/01/2016.

Inquiries:

Any questions about this policy should be directed to the CEO, COO, CFAO and/or their designee.

DRAFT



POLICY# 17-22

Policy: Incident Reporting in Career Centers	Page 1 of 1
Program: Wagner Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF), and Supplemental Nutrition Assistance Program (SNAP)	
Section: Operations	
Date of Issuance:	Revision Date: N/A
Distribution: CareerSource Suncoast (CSS) Team Members	

Background

Career Center staff must report any incident that is not part of the usual or expected routine of the day-to-day operations. Incidents may involve employees, customers, visitors, and facilities/buildings. Examples of incidents may include injuries, behavior situations, threats to safety or person, damage to facility, computer or internet misuse, security, theft, and other issues.

Purpose

The purpose of this policy to provide information on established guidelines and requirements for CSS Team members to properly report and document incidents that occur in CSS Career Centers and offsite locations.

Policy

In the event an incident occurs, the Team Member witnessing the incident is responsible for reporting that occurrence and completing the appropriate CSS Incident Report form by the end of the business day. The CSS [Incident Report](#) form is located on the CSS [Team Site](#) SharePoint page.

Immediately upon identifying the occurrence of a reportable incident, the CSS Team member(s) must:

1. Maintain composure, assess risk and safety issues, and call for additional assistance if needed.
2. Call 911 Emergency or the police, if appropriate to the situation.
3. Clear the area, as necessary.
4. Notify immediate Supervisor - if unable to contact immediate Supervisor staff should contact the administrative office for support.
5. Notify the additional designated personnel below for the following specific situations:
 - **Employee Injury:** In cases where staff injury has occurred, immediately contact the VP/Chief Talent officer to initiate Workers' Compensation process.
 - The Human resources Department completes the *First Report of Injury* form for CSS/DEO staff members.
 - **Client / Visitor Injury:** In cases where clients or visitors sustain injury while onsite at CSS Career Centers, the Supervisor will contact the Chief Operating Officer immediately, and no later than close of business on the day of occurrence.
 - **Client Worksite Injury:** In cases where clients sustain an injury while they are actively participating in a CSS paid work experience, on-the job training, internship, or community service work assignment, the Supervisor will follow DEO incident reporting guidelines for Workman's compensation claims. Programs claim reporting instructions are issued

annually by the Department of Economic Opportunity and are located on the [memoranda Webpage](#).

- **Computer / Internet Misuse:** In cases involving computer/internet usage, the supervisor will contact the Director of Information Technology immediately, and no later than close of business on the day of the occurrence.
6. Complete the [Incident Report](#) form and forward to immediate Supervisor by the end of the business day.
- A. The Supervisor will investigate and obtain additional attachments (such as recommendations for corrective action, staff statements, police reports, and all other documentation), document all relevant information, sign the Incident Report form, and forward the entire packet to the Chief Operating Officer (COO) within one business day of receipt.
 - B. COO will review the packet, document any additional information, sign the completed Incident Report form, and forward entire packet to the Chief Financial and Administrative Officer (CFAO) and President/CEO as soon as possible, but no later than 48 hours of receipt.
 - C. CFAO and President/CEO will review and direct any required corrective action.
 - D. Copies of all Incident Reports will be maintained within the CSS Administrative Office SharePoint drive.

Attachments:

- None

Authority:

- CSS Executive Leadership

Supersession:

- Supersedes Policy #08-01 R5, Reporting Incidents in the Career Centers dated 09/02/2014.

Inquiries:

Any questions about this policy should be directed to the CEO, COO, CFAO and/or their designee.



POLICY# 19- 22

Policy: Adult and Dislocated Worker Eligibility	Page 1 of 9
Program: Workforce Innovation and Opportunity Act (WIOA)	
Section: Program Operations	
Date of Issuance:	Revision Date: N/A
Distribution: CareerSource Suncoast Team Members	

Background

The Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, Adult and Dislocated Worker programs provide training and employment services to eligible participants. Adult services are provided to job seekers who are at least 18 years old to help them succeed in the labor market. Dislocated worker services are provided to workers who have lost their job through no fault of their own to help them obtain quality employment in in-demand industries.

Purpose

The purpose is to provide guidance to CareerSource Suncoast (CSS) staff on the eligibility requirements of the WIOA Adult and Dislocated Worker programs.

Policy

WIOA section (sec.) 3(2) defines an individual who is considered an adult and WIOA sec. 3(15) defines an individual who is considered a dislocated worker for eligibility purposes to participate in the WIOA Adult or Dislocated Worker programs. CSS must ensure that every individual receiving services under the WIOA Adult, or Dislocated Worker programs meets the applicable eligibility criteria and is subsequently enrolled in the program.

Eligibility for Career Services

Each program participant must be a United States (U.S.) citizen or have the right to work in the U.S.

Selective Service Registration

Males 18 years of age or older must comply with selective service registration requirements. Males born on or after January 1, 1960, are required to register with the Selective Service within thirty (30) days of (before or after) their 18th birthday. This includes males who are:

1. Citizens of the United States (U.S.)
2. Non-citizens, including undocumented immigrants, legal permanent residents, seasonal agricultural workers, and refugees, who take up residency in the U.S. before their 26th birthday.
3. Dual nationals of the U.S. and another country regardless to whether they live in the U.S.

For U.S. citizens, Selective Service registration is not required for males who are:

1. Serving in the military on full-time active duty
2. Attending the service academies
3. Disabled and continually confined to a residence, hospital, or institution; however, they must register within Thirty (30) days after being released if they have not yet reached their 26th birthday.

For non-U.S. citizens, Selective Service registration is not required for males who are:

1. A non-U.S. citizen who came into this country for the first time after his 26th birthday. This must be evidenced with acceptable forms of supporting documentation to include:
 - a. Date of entry stamp in their passport
 - b. I-94 with date of entry stamp on it
 - c. The combination of a letter from the U.S. Citizenship and Immigration Services (USCIS) indicating the date they entered the U.S. and official legal documentation establishing their age.
2. A non-U.S. citizen who entered the U.S. illegally after their 26th birthday. They must provide proof that they were not living in the U.S. from age 18 through 25.
3. A non-U.S. citizen on a valid non-immigrant visa.

Additional Selective Service registration requirements may be found at: <https://www.sss.gov/>

Adult Program Eligibility

Adult status is fixed at the time of eligibility determination and individuals remain eligible for the WIOA title I Adult program even if there are changes in the original circumstances that were used as the basis to establish eligibility.

To be eligible to receive career services as an adult in the Adult or Dislocated Worker program, an individual must be 18 years of age or older.

Dislocated Worker Eligibility

Dislocated worker status is fixed at the time of eligibility determination and individuals remain eligible for the WIOA title I Dislocated Worker Program even if there are changes in the original circumstances that were used as the basis to establish eligibility (i.e., the anticipated layoff or termination does not take place).

To be eligible to receive career services as a dislocated worker in the Adult and Dislocated Worker programs, an individual must meet the definition of “dislocated worker” as outlined below:

Category 1 – Terminated or Laid Off

1. Includes an individual who:
 - a. Has been terminated or laid off, or has received a notice of termination or layoff, from employment.
 - b. Is eligible for or has exhausted entitlement to unemployment compensation (referred to as Reemployment Assistance in Florida) or has been employed for a duration sufficient to demonstrate, to career center staff, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law; and
 - c. Is unlikely to return to a previous industry or occupation.
2. Separating members or separated members honorably discharged under circumstances from the military fall within the scope of the termination component for the WIOA definition of dislocated worker. A separating service member from the Armed Forces with a discharge that is anything other than dishonorable qualifies for dislocated worker activities based on the following criteria:
 - a. The separating service member has received a notice of separation, a DD-214 from the Department of Defense, or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff part of the dislocated worker eligibility criteria in WIOA sec. 3(15)(A)(i)

- b. The separating service member qualifies for the dislocated worker eligibility criteria on eligibility for or exhaustion of unemployment compensation in WIOA sec. 3(15)(A)(ii)(I) or (II)
- c. As a separating service member, the individual meets the dislocated worker eligibility criteria that the individual is unlikely to return to a previous industry or occupation in WIOA sec. 3(15)(A)(iii)

Category 2 – Permanent Closure or Substantial Layoff

1. Includes an individual who:
 - a. Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.
 - b. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days.
 - c. Is employed at a facility at which the employer has made a general announcement that such facility will close.

Category 3 – Self-Employed

An individual who was self-employed (including employment as a farmer, a rancher, or a fisher) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

Category 4 – Displaced Homemaker

An individual who has been providing unpaid services to family members in the home and who:

1. Has been dependent on the income of another family member but is no longer supported by that income.
2. Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment or a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member?
3. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
 - a. This phrase refers to a person who is having challenges and/or unable to secure employment or receive promotional opportunities with their current skill set.

Category 5 – Spouse of a Separating or Separated Members of the U.S. Armed Forces

Individuals eligible under these criteria:

1. Is the spouse of a member of the Armed Forces on active duty (as defined in sec. 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member?
2. Is the spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment?

Training Services Eligibility

Once Adult and/or Dislocated Worker program eligibility has been determined, Training services may be made available to employed and unemployed adults and dislocated workers who:

1. CSS determines, after an interview, evaluation/assessment, and career planning, the client is:
 - a. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services.

- b. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment
 - c. Have the skills and qualifications to participate successfully in training services.
2. Select a program of training services that is directly linked to the employment opportunities in the local area, or in another area to which the individuals are willing to commute or relocate.
3. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as state-funded training funds, Trade Adjustment Assistance, Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants
4. Need financial support to cover training costs that have not been paid for. Reimbursement for training services already paid for is not allowed.
5. If training services are provided through the adult funding stream are determined eligible in accordance with the state and local priority system in effect for adults under WIOA sec. 134(c)(3)(E) and 20 CFR 680.600, as prescribed in [CareerSource Florida Administrative Policy #105 – Priority of Service](#).

Additionally, 20 CFR 680.230, requires coordinating WIOA funded training with “other grant assistance”, such as Federal Pell Grants. Veteran Assistance (VA) benefits for education and training services do not constitute “other grant assistance” under WIOA’s eligibility requirements. Therefore, eligibility for VA benefits for education or training services do not preclude a veteran or the veteran’s eligible spouse from receiving WIOA funded services, including training services. CSS may not require veterans or eligible spouses to exhaust their entitlement to VA funded training benefits prior to allowing them to enroll in WIOA funded training.

Adult Funding Priority of Service Requirements

WIOA establishes a priority requirement with respect to funds allocated to a local area for the Adult program. When using WIOA Adult funds to provide individualized career services and training services, CSS must give priority to recipients of public assistance, low-income individuals, and individuals who are basic skills deficient (including English language learners) for individualized career services and training services. CSS must prioritize services to these populations at all times, regardless of the amount of funds available to provide services in the local area. Please refer to CSS Policy #14-21, Priority of Service and [CareerSource Florida Administrative Policy 105 – Priority of Service](#) for the requirements for providing priority of service under WIOA.

Additionally, veterans and eligible spouses (covered persons) must receive priority of service over non-covered persons for all U.S. Department of Labor (USDOL) funded job training programs, including WIOA programs. This means that veterans and eligible spouses either receive access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person. Veterans and eligible spouses who receive priority of service must meet all WIOA Adult program eligibility requirements.

Under the priority of service provisions of the Jobs for Veterans Act, separating service members who, upon discharge, meet the eligibility criteria for dislocated workers must be afforded priority over non-veterans. Please refer to CSS Policy #14-21, Priority of Service and [CareerSource Florida Administrative Policy 111 – Priority of Service for Veterans and Eligible Spouses](#) for specific requirements.

Low-Income Determination for Adult Priority of Service Determination

WIOA recognizes low-income individuals under the statutory priority for Adult funds. A low-income individual is defined as an individual who:

1. Receives, or has received in the past 6 months, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), or the Supplemental Security Income Program established under Title XVI of the Social Security Act, or state or local income-based public assistance.
2. Is in a family with total income that does not exceed the higher of:
 - a) The poverty line.
 - b) 70 percent of the lower living standard income level (LLSIL)
3. Is a homeless individual.
4. Receives or is eligible to receive free or reduced-price lunch.
5. Is a foster child on behalf of whom State or local government payments are made.
6. Is an individual with a disability whose own income meets the low-income level for eligibility purposes but who is a member of a family whose income does not meet this requirement.

Low-Income Calculation for Adult Priority of Service Status

When determining low-income status based on family income, income is determined by collecting information from the family for the complete six-month period prior to application. After verification of family size and collection of the total reported six-month income, this figure is then doubled to calculate the annualized income. The annualized income is compared to the higher of the poverty line or LLSIL. The Florida Department of Economic Opportunity (DEO) publishes the LLSIL annually on the DEO website [here](#).

Under WIOA, there is no exclusion of payments for Reemployment Assistance benefits, child support payments, and old-age survivors insurance benefits from the income calculations for determining if an individual is low-income.

Amounts received as military pay or allowances by any person who served on active duty in the Armed Forces, and certain other specified benefits, must not be included for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings must **not** be included when calculating income for veterans or transitioning service members for this priority, in accordance with 38 United States Code (U.S.C.) 4213.

The Department of Economic Opportunity (DEO) has defined what is included or excluded as income for low-income determination. However, these lists are not all-inclusive and may be updated, as necessary. Please refer to the DEO [Includable-and-excludable-income-list-\(002\).pdf \(floridajobs.org\)](#) for determining low-income status.

Eligibility Documentation

CSS will collect supporting eligibility documentation used to determine eligibility and retain such documentation in the clients' electronic case files in accordance with CSS local operating procedures. WIOA establishes specific participant eligibility, priorities, and requirements for participation to account for the proper use of title I funds. CSS will obtain and maintain documentation that supports the determination for eligibility and continuous participation. Supporting documentation requirements will be aligned with [TEGL 23-19, Change 1](#), [Source Documentation for Core/Non-Core Programs DOL-only Data Element Validation](#).

Nondiscrimination

WIOA sec. 188 prohibits the exclusion of an individual from participation in, denial of, or discrimination in the administration and activities funded in whole or in part under WIOA Title I on the basis of race, color, national origin, age, disability, sex, religion, and political affiliation or belief, as well as against beneficiaries on the basis of citizenship and participation in WIOA.

Deferred Action for Childhood Arrivals

WIOA sec. 188(a)(5) contains a specific nondiscrimination provision that provides that participation under the WIOA is available to citizens and nationals of the United States; lawfully admitted permanent resident aliens, refugees, asylees, and parolees; and other immigrants authorized by the Attorney General to work in the United States. Individuals with employment authorization qualify under this provision as “immigrants authorized by the Attorney General to work in the United States.”

This includes [“Deferred Action for Childhood Arrivals” \(DACA\)](#) clients with employment authorization. Clients identified as DACAs must meet the WIOA eligibility requirements to access any WIOA services for which they would otherwise qualify. CSS staff must obtain appropriate documentation of employment authorization. The DACA process is for individuals who came to the United States as children and:

1. Were under the age of 31 as of June 15, 2012
2. Came to the United States before reaching their 16th birthday.
3. Have continuously resided in the United States since June 15, 2007, up to the present time.
4. Were physically present in the United States on June 15, 2012, and at the time of making their request for consideration of deferred action with U.S. Citizenship and Immigration Services (USCIS)
5. Entered without inspection before June 15, 2012, or their lawful immigration status expired as of June 15, 2012
6. Are currently in school, have graduated or obtained a certificate of completion from high school, have obtained a general education development (GED) certificate, or other equivalent State-authorized exam in the United States, or are an honorably discharged veteran of the Coast Guard or Armed Forces of the United States
7. Have not been convicted of a felony, significant misdemeanor, three or more other misdemeanors, and do not otherwise pose a threat to national security or public safety.

The DACA process may result in a two-year period of “deferred action,” or relief from removal from the country or from entering into removal proceedings, subject to renewal, and issuance of employment authorization for the period of deferred action. Therefore, a DACA participant whose case has been deferred is eligible to receive employment authorization for the period of deferred action, provided he or she can demonstrate “an economic necessity for employment.”

Employ Florida Enrollment Requirements

Adults and dislocated workers who receive WIOA title I funded services, other than self-service or information only activities, must be registered in the state’s labor exchange and case management system, Employ Florida. Registration is the process of entering and submitting personal information in Employ Florida to create an account. There are two types of registration: partial registration and full registration. Please see [CareerSource Florida Administrative Policy 096 - Job Seeker Registration, Application and Services](#) for a full explanation of the registration process. Once an individual is determined to be eligible for the WIOA Adult or Dislocated Worker program, CSS staff are required to complete a WIOA Adult or Dislocated Worker program application in Employ Florida.

Additionally, USDOL requires that Equal Opportunity (EO) data be collected from any individual who has indicated their interest or who is interested in being considered for WIOA title I funded benefits and services. The EO data that must be collected is race and ethnicity, age, sex, and disability as required by [29 CFR 28](#). This information is collected as a part of the Employ Florida registration process.

Enrollment Process

Individuals interested in consideration for WIOA title I Adult and/or Dislocated Worker program services must be allowed to apply for services. However, application alone is not equivalent to enrollment into the program. CSS must ensure that every individual receiving services under this program is

determined eligible as an adult or dislocated worker and formally enrolled in the program as a participant within 90 days of eligibility determination. When enrollment is not completed within ninety (90) days of eligibility determination, a redetermination must occur. Enrollment into the program(s) requires assigning an appropriate service in Employ Florida that initiates participation.

For an individual to participate in the WIOA Adult and Dislocated Worker program, CSS must ensure all of the following occur in the following order:

1. An eligibility determination.
2. Provision of an initial assessment.
3. Provision of an objective assessment, as applicable.
4. Development of an individual employment plan, as applicable.

Adult and Youth Program Co-enrollment

Individuals between the ages of 18 to 24 who meet the respective program eligibility requirements may participate in either the WIOA Adult or Youth program or participate in both concurrently. Such individuals must meet the youth or adult eligibility criteria that are applicable to the services provided. If such concurrent enrollment occurs, CSS must track expenditures separately by program and the delineation of services must be clearly identified in the service plan for activities in Employ Florida.

For Youth Eligibility requirements, please refer to CSS Policy #10-21, WIOA Youth Eligibility and [CareerSource Florida Administrative Policy #095, Youth Eligibility for specific details about co-enrollment.](#)

Monitoring:

Programmatic monitoring will be conducted throughout the program year by CSS's quality assurance team member. This includes the specific review of client records (local & state MIS) while using the current applicable state program monitoring tools. In addition, federal and state guidance and CSS policies and operating procedures will be utilized.

Attachments:

None

Authority:

[CareerSource Florida Administrative Policy #122, Adult and Dislocated Worker Program Eligibility](#)

[Workforce Innovation and Opportunity Act \(WIOA\), Public Law 113-128](#)

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 11-11, Change 2 | U.S. Department of Labor \(dol.gov\)](#), Selective Service Registration Requirements for Employment and Training Administration Funded Programs

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 02-14 | U.S. Department of Labor \(dol.gov\)](#) Eligibility of Deferred Action for Childhood Arrivals Participants for Workforce Investment Act and Wagner-Peyser Act Programs

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 19-16 | U.S. Department of Labor \(dol.gov\)](#) Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules

[TRAINING AND EMPLOYMENT NOTICE No. 24-18 | U.S. Department of Labor \(dol.gov\)](#) Updated Promising Practices in Achieving Nondiscrimination and Equal Opportunity: A Section 188 Disability Reference Guide

[TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 07-20 | U.S. Department of Labor \(dol.gov\)](#) Effective Implementation of Priority of Service Provisions for Most in Need Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program

[Code of Final Rule 29 CFR 38](#), Implementation of The Nondiscrimination and Equal Opportunity Provisions of The Workforce Innovation and Opportunity Act

[Code of Final Rule 20 Part 680](#), Adult and Dislocated Worker Activities Under Title I of the Workforce Innovation and Opportunity Act

[Code of Final Rule 29 CFR 31](#), Nondiscrimination in Federally-Assisted Programs of the Department of Labor, Effectuation of Title VI of the Civil Rights Act of 1964

[Includable-and-excludable-income-list-\(002\).pdf \(floridajobs.org\)](#)

Supersession:

None

Inquiries:

Any questions about this policy should be directed to the CEO, COO, CFAO and/or their designee.

DRAFT



ACTION ITEMS



Prior Approval Transfer Request Form - WIOA Adult and Dislocated Worker (DW) Programs
 From 7/1/2022 through 6/30/23

LWDB Number and Name (Requestor): CareerSource Suncoast LWDB #18

Name / Title of Requestor Representative: Robin Dawson, CFAO

Adult and Dislocated Worker Transfer Request

Program Year	Program	Total Award Amount	Amount of Adult Requested to be Spent on DW	Percentage of Adult Requested to be Spent on DW	Amount of DW Requested to be Spent on Adult	Percentage of DW Requested to be Spent on Adult
PY22	Dislocated Wkr	963,959.00	0.00	0	475,000.00	49%

COMPLETE THE BELOW SECTIONS FOR REQUESTS THAT EXCEED 25% OF THE PROGRAM'S ANNUAL ALLOCATION

Reason for requesting the use of one program's funding for the other (e.g. anticipated depletion of current funds, changes in labor market conditions, etc.):

PY21 Adult Funds are fully expended this program year. Our PY 22 Adult funds will require an estimated \$475,000 from DW

A description of outreach/marketing activities conducted to ensure underserved populations were aware of available services:

We have satellite offices at our technical colleges and community college manned by CareerSource employees on a regular basis. We do weekly emails to clients registered at www.employflorida.com about training services available. CareerSource hosts a biweekly partners meeting to share information with a variety of nonprofits, educational providers and economic development organizations in the region. We attend meetings from our veterans commission, homelessness partnership and Veterans stand downs to meet potential new clients.

Labor market conditions contributing to the need for the transfer:

Unemployment is at very low levels, registering at 2.6 percent for November 2022. During the prior 12 months, nearly 12,950 individuals in the region had joined the labor force from November, 2021, a 1 percent increase, indicating more long-term unemployed and new entrants to the workforce.

The number of participants originally planned to be served by the base allocation compared to the estimated number of participants expected to be served after funds are transferred.

Originally projections had 53 Adult and Dislocated Worker clients in training and we already have 46 new Adult applications this year with 34 clients who continued from last program year. With a third national emergency grant added in October due to Hurricane Ian, we will now be able to serve even more dislocated workers than originally planned.

COMPLETE THE BELOW CERTIFICATION FOR REQUESTS THAT EXCEED 25% OF THE PROGRAM'S ANNUAL ALLOCATION

I certify the following:

1. When transferring from Adult to Dislocated Worker - The LWDB has sufficient funds to serve the WIOA Adult priority populations.
2. When transferring from Dislocated Worker to Adult - The LWDB has sufficient Dislocated Worker funds to serve dislocated workers in the local area; there are no pending layoffs that may impact the need for dislocated workers in the local area.
3. The full board voted to approve this request to transfer funds and a copy of the LWDB's meeting minutes are included with this request.

I certify the above information is true and correct.

Signature of Board Chair

Eric Troyer

Print Name

Date

CAREERSOURCE SUNCOAST
Approval of Related Party Agreements
Board of Directors Action Item Request
January 26, 2023

Background Information:

CareerSource Suncoast and the Department of Economic Opportunity's grantee-sub-grantee agreement provides clear guidance and rules in regard to related party contracts. These rules ensure transparency and accountability, prevent impropriety or the appearance of impropriety in public business, and limit the possibility of the improper expenditure of state or federal funds. "Related Party" includes any: Board member; Board employee or staff; relative of any Board member, employee or staff; any organization represented by or employing a Board member, employee or staff; any organization, the board of directors of which a Board member or employee or staff holds a board position; or any vendor with which a Board member has a relationship.

Any member of the Board of Directors must abstain from discussion and voting if they meet the definition outlined above.

Related Party Agreements/Amounts:

The below approval is for potential expenditures to a related party employer for work-based training and work-based learning contracts/agreements, for eligible clients.

- Sun Hydraulics Corporation - \$9,000 maximum expenditures for the remainder of PY2022/23 from 01/26/2023 through 06/30/202.

Requested Action:

A motion for the Board of Directors to approve the Related Party expenditures from 01/26/2023 through 06/30/2023 in PY 2022-2023 for Sun Hydraulics Corporation with a maximum expenditure of \$9,000 for work-based training contracts and work-based learning agreements for eligible clients.

Respectfully submitted,
Christina Witt, Organizational Support Services Director



CEO Report



OTHER BOARD BUSINESS



EMSFL One-Stop Operator Report



**Educational Management & Services FL, LLC Report to
the Suncoast Workforce Board, INC dba CareerSource Suncoast
June 23, 2022**

In July 2022, **Educational Management & Services FL, LLC (EMSFL)**, was renewed as the **One-Stop Operator (OSO)** for **CareerSource Suncoast (CSS)**. This report is the first of two required reports to the Board and addresses the scope of work for the program year beginning July 2022 through June 2023.

To fully understand the mission, vision, and service delivery requirements of the required one-stop partners and to align with CSS priorities and services better strategically, Dr. Natale convenes quarterly partner meetings. While he is usually present for these meetings at the Sarasota or Bradenton Career Centers, most partners attend virtually via TEAMS. The 2022-2023 meeting schedule is July 20, October 19, January 18 and April 19. All meetings are from 2:00-3:00 PM. A standard agenda includes:

- 1) Welcome
- 2) CareerSource Suncoast Update
- 3) Crosswalk Referral System
- 4) Infrastructure Funding Agreement Reports
- 5) Agency Highlights
- 6) Partner Agency Updates
- 7) Next meeting
- 8) Survey

Infrastructure Funding Agreement (IFA) Quarterly Report templates are sent to partner agencies two weeks prior to the partner meeting so any questions can be addressed during the meeting. An EMSFL meeting satisfaction survey (attached) is included in the meeting packet for attendees to provide feedback on meeting length, appropriateness, and facilitation.

By promoting and training partners in the Crosswalk Referral System (CRS), EMSFL is working toward the development and implementation of braided services across one stop mandated partner programs to enhance client outcomes. Dr. Natale received initial training and access to

the Crosswalk Referral System (CRS) in August 2021. Additional access to CRS was provided in January 2022. Crosswalk has previously been introduced to other regions and expanded to agencies in those regions to facilitate conversations supporting and maintaining the use of the CRS with other CareerSource regions, one stop centers mandated partners and other community organizations. EMSFL has provided support specifically to regions 6 and 7 directly. The CRS is part of each partner meeting agenda in the other regions as well as CSS. A Crosswalk Referral System monthly report is provided to the liaison every month and to the partners at each quarterly meeting. This report tracks new agencies added to the system, agency referrals sent, received, and closed.

While workforce regions have shared common practices, each region also has nuances and EMSFL has become more familiar with the processes utilized by CSS. In addition to meeting regularly with partner organizations and the OSO liaison, Dr. Natale meets with individual staff as well as a small group consisting of the Career Center Supervisors, and the Director of Continuous Improvement. From these discussions a best practice (Attached) was developed and submitted on October 28, 2022. In essence, an option is to hold an awards dinner, reception or luncheon where CareerSource Suncoast can celebrate individuals who have overcome challenges and are on their way to furthering their education and careers. The awards ceremony would consist of a recognition ceremony to acknowledge individual achievement participating in programs funded by the Board. The Board could acknowledge individuals, businesses and service providers, organizations, or events which have clearly demonstrated support of the Board's mission statement by significantly contributing to building a healthy workforce in the Suncoast region.

If the Board desires additional reports or has questions for the OSO to address, please provide requests through the Executive Director's office. Dr. Natale can be available for Board or committee meetings as necessary to facilitate the best outcomes possible under the OSO contract of services.



MEETING SATISFACTION SURVEY

Thank you for your participation in an EMSFL program. Please assist us in providing quality meetings by completing this survey of your experiences. Please feel free to write comments on the back of this form and attach extra sheets, as necessary. The following rating scale is provided for your convenience.

SA = Strongly Agree	A = Agree	DA = Disagree	SD = Strongly Disagree	NA = Not Applicable
---------------------	-----------	---------------	------------------------	---------------------

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. The session leader was responsive to my requests for information and assistance. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The length of the meeting was appropriate. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. The content was relevant to my needs. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The agenda seemed well organized. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The facilitator was knowledgeable of the material. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The facilitator followed the agenda. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. The support materials were appropriate to the meeting . | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I would recommend EMSFL to others for facilitation. | SA | A | DA | SD | NA |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Comments: | | | | | |

Attachment: CRS Monthly Reports

**Crosswalk Referral System Monthly Report
PY 2022-2023**

Month	New Agencies	Agency referrals sent	Agency referrals received	Total Referrals	Closed Referrals
July	6	0	12	12	5
August	5	9	27	35	11
September	3	2	9	11	3
October	6	2	6	8	7
November	0	2	1	3	1
December	0	2	2	4	1
January					
February					
March					
April					
May					
June					
Total	20	13	54	66	26

**Crosswalk Referral System Monthly Report
PY 2021-2022**

Month	New Agencies	Agency referrals sent	Agency referrals received	Total Referrals	Closed Referrals
July		2	3	5	3
August		3	9	12	9
September		7	19	26	18
October		2	6	8	5
November		6	3	9	3
December		6	6	12	6
January		3	11	14	10
February		2	10	12	9
March	5	20	11	31	8
April	5	4	17	21	15
May	2	7	8	15	7
June	3	2	12	14	10
Total	15	31	67	98	63

Attachment: Best Practice

To: James Disbro and the CareerSource Suncoast Leadership

From: Dr. Ron Natale

Date: October 28, 2022

Re: Awards and Recognition Best Practice

An element of the CareerSource Suncoast mission is to work with local employers to match the skills, experience, and aspirations of thousands of job seekers to the needs of businesses in Manatee and Sarasota counties. A healthy thriving community depends upon employers who can hire workers from a skilled workforce, individuals who can get and keep family-supporting jobs and business that supports all parts of the community.

An option is to hold an awards dinner, reception or luncheon where CareerSource Suncoast can celebrate individuals who have overcome challenges and are on their way to furthering their education and careers. The awards ceremony would consist of a recognition ceremony to acknowledge individual achievement participating in programs funded by the Board. The Board could acknowledge individuals, businesses and service providers, organizations, or events which have clearly demonstrated support of the Board's mission statement by significantly contributing to building a healthy workforce in the Suncoast region.

The Board could present two types of workforce development awards at the Workforce Development Board Appreciation Reception as an opportunity to recognize the efforts of individuals and organizations. Achievement Awards can be given to Program participants who demonstrate success in pursuit of a career in the midst of daily barriers. Business Awards can be bestowed upon a professional individual, organization or event which supports the Workforce Board's Mission and/or who has made a difference in a workforce program or community initiative. The Board's mission is "to recruit, train, and retain talent for employers on the Suncoast" through developing programs and activities that reduce people's dependency on government aid, encourage personal growth and provide economic benefits to individuals, businesses and communities in Manatee and Sarasota Counties.



Kathy Bouchard
VP/CTO

STAFF RETREAT 12.16.22 PROGRESS POLL RESULTS

		Dec 2022		July 2022		Dec 2021		Oct 2020		Feb 2020		Sept 2019		Feb 2019		Aug 2018		Feb 2018		Aug 2017	
1. I get the coaching I need from my supervisor.	Total	30	%	36	%	49	%	47	%	44	%	44	%	48	%	46	%	54	%	49	%
	Yes	22	0.73	29	0.81	43	0.88	38	0.81	32	0.73	29	0.66	32	0.67	28	0.61	34	0.63	33	0.67
	No	8	0.27	7	0.19	6	0.12	9	0.19	12	0.27	15	0.34	16	0.33	18	0.39	21	0.39	16	0.33
2. I receive the necessary training and information to do my job.	Total	37	%	32	%	50	%	45	%	46	%	49	%	47	%	46	%	52	%	49	%
	Yes	32	0.86	23	0.72	39	0.78	33	0.73	31	0.67	30	0.61	33	0.7	32	0.7	28	0.54	23	0.47
	No	5	0.14	9	0.28	11	0.22	12	0.27	15	0.33	19	0.39	14	0.3	14	0.3	24	0.46	26	0.53
3. My supervisor/senior is available to assist me when I need help/guidance.	Total	43	%	33	%	49	%	52	%	43	%	49	%	42	%	50	%	53	%	49	%
	Yes	34	0.79	28	0.85	47	0.96	48	0.92	38	0.88	39	0.8	32	0.76	34	0.68	43	0.81	30	0.61
	No	9	0.21	5	0.15	2	0.04	4	0.08	5	0.12	10	0.2	10	0.24	16	0.32	10	0.19	19	0.39
4. I can ask for help from my teammates.	Total	42	%	37	%	51	%	49	%	47	%	50	%	50	%	48	%	50	%	49	%
	Yes	42	1	37	1	50	0.98	46	0.94	44	0.94	50	1	50	1	43	0.9	44	0.88	42	0.86
	No	0	0	0	0	1	0.02	3	0.06	3	0.06	0	0	0	0	5	0.1	6	0.12	7	0.14
5. My supervisor shares information in a consistent and timely manner.	Total	42	%	35	%	50	%	45	%	45	%	49	%	49	%	47	%	55	%	53	%
	Yes	37	0.88	29	0.83	45	0.9	35	0.78	36	0.8	43	0.88	36	0.73	35	0.74	32	0.58	27	0.51
	No	5	0.12	6	0.17	5	0.1	10	0.22	9	0.2	6	0.12	13	0.27	12	0.26	23	0.42	26	0.49
6. I have a clear understanding of my goals & expectations.	Total	42	%	33	%	50	%	47	%	44	%	51	%	49	%	49	%	54	%	50	%
	Yes	34	0.81	26	0.79	42	0.84	35	0.74	38	0.86	37	0.73	40	0.82	30	0.61	39	0.72	23	0.46
	No	8	0.19	7	0.21	8	0.16	12	0.26	6	0.14	14	0.27	9	0.18	19	0.39	15	0.28	27	0.54
7. My supervisor appreciates me.	Total	43	%	34	%	49	%	43	%	48	%	51	%	50	%	46	%	53	%	46	%
	Yes	38	0.88	32	0.94	48	0.98	40	0.93	42	0.88	45	0.88	43	0.86	40	0.87	44	0.83	37	0.80
	No	5	0.12	2	0.06	1	0.02	3	0.07	6	0.13	6	0.12	7	0.14	6	0.13	9	0.17	9	0.20
8. I feel connected to my team.	Total	43	%	30	%	50	%	49	%	46	%	51	%	50	%	48	%	53	%	48	%
	Yes	40	0.93	30	1	49	0.98	38	0.78	41	0.89	45	0.88	46	0.92	38	0.79	44	0.83	35	0.73
	No	3	0.07	0	0	1	0.02	11	0.22	5	0.11	6	0.12	4	0.08	10	0.21	9	0.17	13	0.27
9. I enjoy coming to work.	Total	43	%	32	%	47	%	47	%	45	%	47	%	50	%	48	%	57	%	44	%
	Yes	39	0.91	29	0.91	44	0.94	45	0.96	42	0.93	42	0.89	44	0.88	39	0.81	45	0.79	33	0.75
	No	4	0.09	3	0.09	3	0.06	2	0.04	3	0.07	5	0.11	6	0.12	9	0.16	12	0.21	11	0.25
10. This is an environment of fairness and transparency.	Total	39	%	33	%	49	%	47	%	47	%	49	%	49	%	47	%	51	%	53	%
	Yes	18	0.46	16	0.48	28	0.57	20	0.43	24	0.51	27	0.55	27	0.55	18	0.38	19	0.37	17	0.32
	No	21	0.54	17	0.52	21	0.43	27	0.57	23	0.49	22	0.45	22	0.45	29	0.62	32	0.63	36	0.68
11. I feel like what I do makes a difference for our clients.	Total	44	%	35	%	47	%	47	%	48	%	49	%	51	%	47	%	50	%	53	%
	Yes	42	0.95	32	0.91	44	0.94	42	0.89	44	0.92	47	0.96	48	0.94	45	0.96	40	0.8	45	0.85
	No	2	0.05	3	0.09	3	0.06	5	0.11	4	0.08	2	0.04	3	0.06	2	0.04	10	0.2	8	0.15

12. What I do contributes to the success of CSS.	Total	45	%	30	%	49	%	51	%	45	%	50	%	49	%	48	%	55	%	48	%
	Yes	43	0.96	29	0.97	49	1	51	1	44	0.98	48	0.96	46	0.94	48	100	50	0.91	44	92
	No	2	0.04	1	0.03	0	0	0	0	1	0.02	2	0.04	3	0.06	0	0	5	0.09	4	8
13. My strengths are being fully utilized.	Total	41	%	30	%	50	%	47	%	47	%	51	%	46	%	47	%	51	%	49	%
	Yes	19	0.46	14	0.47	29	0.58	26	0.55	12	0.26	14	0.27	21	0.46	19	0.4	20	0.39	20	41
	No	22	0.54	16	0.53	21	0.42	21	0.45	35	0.74	37	0.73	25	0.54	28	0.58	31	0.58	29	59
14. I have the freedom I need to be effective.	Total	40	%	32	%	46	%	46	%	46	%	51	%	49	%	47	%	50	%	51	%
	Yes	34	0.85	24	0.75	38	0.83	37	0.8	29	0.63	39	0.76	32	0.65	29	0.62	31	0.62	26	51
	No	6	0.15	8	0.25	8	0.17	9	0.2	17	0.37	12	0.24	17	0.35	18	0.38	19	0.38	25	49
15. I have the freedom to express myself.	Total	40	%	31	%	46	%	44	%	46	%	49	%	49	%	47	%	49	%	49	%
	Yes	33	0.83	25	0.81	42	0.91	41	0.93	37	0.8	37	0.76	39	0.8	32	0.68	37	0.76	26	53
	No	7	0.18	6	0.19	4	0.09	3	0.07	9	0.2	12	0.24	10	0.2	15	0.32	12	0.24	23	47
16. Do you see results of your voiced concerns?	Total	43	%	30	%	46	%	45	%	47	%	49	%	45	%	23	%	50	%	48	%
	Yes	23	0.53	17	0.57	29	0.63	24	0.53	18	0.38	16	0.33	24	0.53	7	0.3	21	0.42	7	15
	No	20	0.47	13	0.43	17	0.37	21	0.47	29	0.62	33	0.67	21	0.47	16	0.7	29	0.58	41	85
17. There are professional skills development options available to me.	Total	42	%	30	%	49	%	48	%	49	%	48	%	48	%	44	%	55	%	46	%
	Yes	35	0.83	28	0.93	42	0.86	40	0.83	39	0.8	30	0.63	32	0.67	26	0.59	28	0.51	24	52
	No	7	0.17	2	0.07	7	0.14	8	0.17	10	0.2	18	0.38	16	0.33	18	0.41	27	0.49	22	48
18. There are opportunities for advancement.	Total	40	%	30	%	47	%	52	%	48	%	50	%	48	%	47	%	56	%	51	%
	Yes	22	0.55	15	0.5	28	0.6	23	0.44	17	0.35	22	0.44	19	0.4	17	0.36	22	0.39	19	37
	No	18	0.45	15	0.5	19	0.4	29	0.56	31	0.65	28	0.56	29	0.6	30	0.64	34	0.61	32	63
19. As an organization, do we do things efficiently?	Total	40	%	29	%	45	%	48	%	44	%	48	%	45	%	43	%	49	%	48	%
	Yes	13	0.33	9	0.31	16	0.36	20	0.42	13	0.3	13	0.27	11	0.24	10	0.23	11	0.22	6	13
	No	27	0.68	20	0.69	29	0.64	28	0.58	31	0.7	35	0.73	34	0.76	33	0.77	38	0.78	42	88
20. Are we assisting our clients in the best way possible?	Total	38	%	31	%	46	%	44	%	46	%	49	%	47	%	46	%	50	%	50	%
	Yes	25	0.66	17	0.55	23	0.5	30	0.68	14	0.3	12	0.24	20	0.43	13	0.28	13	0.26	15	30
	No	13	0.34	14	0.45	23	0.5	14	0.32	32	0.7	37	0.76	27	0.57	33	0.72	37	0.74	35	70
21. I believe management has my best interests at heart.	Total	40	%	32	%	47	%	47	%	49	%	48	%	47	%	48	%	52	%	51	%
	Yes	29	0.73	23	0.72	42	0.89	33	0.7	36	0.73	31	0.65	32	0.68	29	0.56	25	0.48	23	45
	No	11	0.28	9	0.28	5	0.11	14	0.3	13	0.27	17	0.35	15	0.32	19	0.37	27	0.52	28	55
22. Has our overall situation improved since last year?	Total	38	%	28	%	38	%	41	%	46	%	47	%	47	%	48	%	58	%	44	%
	Yes	23	0.61	13	0.46	37	0.97	27	0.66	34	0.74	36	0.77	36	0.77	29	0.6	36	0.62	14	32
	No	15	0.39	15	0.54	1	0.03	14	0.34	12	0.26	11	0.23	11	0.23	19	0.4	22	0.38	30	68

23. Can you see that sincere efforts are being made to improve?	Total	36	%	30	%	43	%	45	%	48	%	46	%	46	%	47	%	52	%	47	%
	Yes	30	0.83	28	0.93	42	0.98	30	0.67	33	0.69	38	0.83	39	0.85	33	0.7	35	0.67	33	0.70
	No	6	0.17	2	0.07	1	0.02	15	0.33	15	0.31	8	0.17	7	0.15	14	0.3	17	0.33	14	0.30
24. I have been thanked for my work in the last week.	Total	42	%	27	%	51	%	47	%	48	%	53	%	49	%	44	%	44	%	n.a.	
	Yes	34	0.81	25	0.93	48	0.94	40	0.85	34	0.71	45	0.85	42	0.86	27	0.61	33	0.75		
	No	8	0.19	2	0.07	3	0.06	7	0.15	14	0.29	8	0.15	7	0.14	17	0.39	11	0.25		
26. Are you empowered to make a decision?	Total	44	%	29	%	45	%	47	%	48	%	47	%	44	%	39	%	n.a.		n.a.	
	Yes	34	0.77	23	0.79	36	0.8	38	0.81	31	0.65	30	0.64	28	0.64	23	0.59				
	No	10	0.23	6	0.21	9	0.2	9	0.19	17	0.35	17	0.36	16	0.36	16	0.41				
27. After you make a decision, do you feel that you will be supported by the organization?	Total	37	%	28	%	44	%	45	%	47	%	49	%	45	%	43	%	n.a.		n.a.	
	Yes	30	0.81	26	0.93	42	0.95	37	0.82	36	0.77	37	0.76	35	0.78	26	0.6				
	No	7	0.19	2	0.07	2	0.05	8	0.18	11	0.23	12	0.24	10	0.22	17	0.4				
28. Are you clear on the direction that the organization is going?	Total	39	%	29	%	46	%	44	%	50	%	49	%	47	%	39	%	n.a.		n.a.	
	Yes	29	0.74	18	0.62	32	0.7	37	0.84	25	0.5	27	0.55	31	0.66	22	0.56				
	No	10	0.26	11	0.38	14	0.3	7	0.16	25	0.5	22	0.45	16	0.34	17	0.44				



Robin Dawson
VP/CFAO

Manatee County Office Location Options

	Keeton's Downtown Office 817 Manatee Ave. W. - 34205		The Lock-Up Self- Storage 1115 Manatee Ave. E. - 34205		Bradenton Professional Center 109 44th Ave. E. - 34203		Bradenton Financial Center 1401 Manatee Ave. W. - 34205	
Description/Scope of Work	Square Footage	Price Per SF	Square Footage	Price Per SF	Square Footage	Price Per SF	Square Footage	Price Per SF
Square Footage- Space to accommodate the following: 10 Client computer work stations, 3- Staff work spaces, 1- shared common meeting area.	1,733	\$38.00	2,469	\$35.00	2,822	\$20.50	3,679	\$30.08
Utilities Included In Cost per SF	No		No		No		Yes	
ADA Compliance	Yes		Yes		N/A - Due to required buildout		Yes	
Turn-Key Property	Minor		No Full Buildout required (9+ month full build out)		No, full build out required (9 months full build out)		Minor	
Janitorial/Alarm Included	No		No		No		No	
Designated Parking	Yes		Yes		Yes		Yes - Limited to 10 spaces in public parking garage	
Annual Cost		\$65,854.00		\$86,415.00		\$57,851.00		\$110,664.32

	Square Footage	Price Per SF	Annual Cost	
BCC Current Lease	27,084	\$ 15.00	\$ 406,260	* Utilities/Maintenance/Cleaning Service Not Included
SCC Current Lease	17,151	\$ 13.98	\$ 239,771	* Utilities/Maintenance/Cleaning Service Included - State bldg



Anthony Gagliano
VP/COO

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

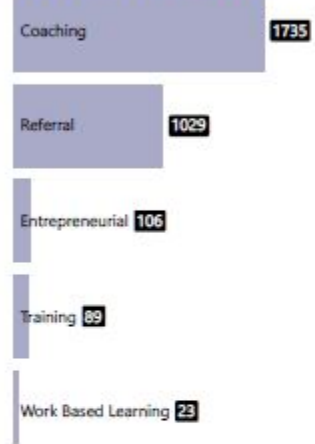
Career Seekers Services

2,982

Number of Services

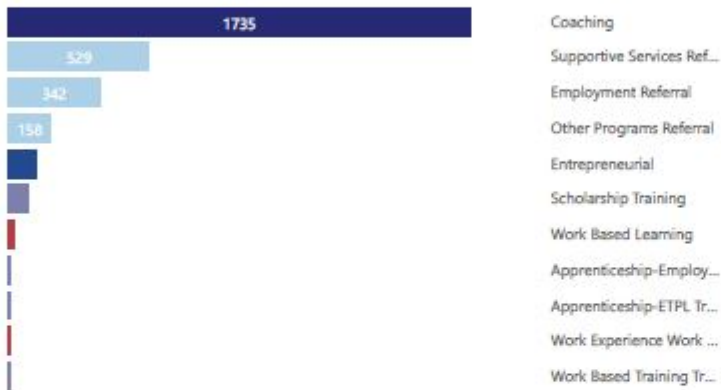
All

Number of Services by Category



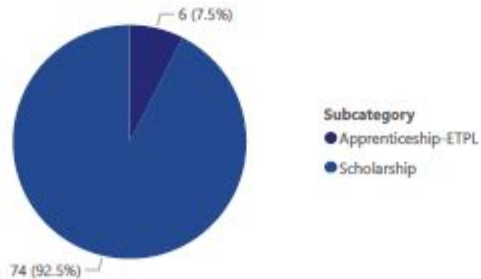
Number of Services by Category and Subcategory

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



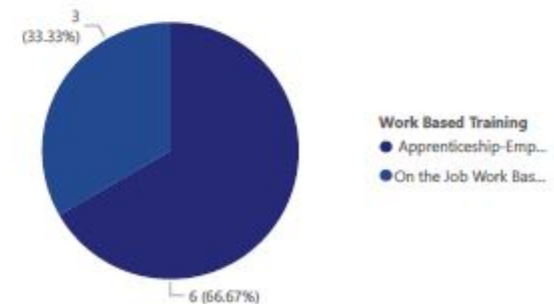
Career Seekers Occupational Skill Training

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
	2
Suncoast Trucking Academy, Inc.	2
Computer Coach Training Center - vs	1
New Horizons Computer Learning Center - Tampa	1
University of Alabama	1
Total	80



Career Seekers Work Based Training

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



Employers Services

1,375

Number of Services

All

Number of Services and Unique Number of Employers by Category



Number of Services and Unique Number of Employers by Service Description





[eRising 202 - Highlight Film VERSION 6.mp4 \(sharepoint.com\)](#)