



Combined Board of Directors and Executive Committee Meeting

Thursday, November 9, 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 Teams Meeting Here](#)

Phone 1-786-600-3104

Conference ID: 819 592 380#

AGENDA

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

Action Items – Eric Troyer

- Approval of September 28, 2023, Board Meeting Minutes – Eric Troyer
- Approval of Revised Schedule of Operations – Kathy Bouchard
- Approval of Policy #21-23, Performance Incentive Payments to Staff – Christina Witt
- Approval of CSS Employee Handbook Revisions – Kathy Bouchard
- Approval of Budget Modification #2 for PY 23/24 – Lisa Eding

CEO Report – Joshua Matlock

- Strategic Planning Report

Other Board Business

- Finance and Performance Committee Report – Lisa Eding

Staff Reports

- Kathy Bouchard, CTO
- Anthony Gagliano, COO

Public Comments/ Board of Directors Meeting Closing Remarks – Eric Troyer

Full Board Meeting Adjournment- Eric Troyer

Next Board of Directors Meeting is January 25, 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.

Executive Committee Meeting – Continued

Agenda

Action Items – Eric Troyer

- Approval of September 14, 2023, Executive Committee Meeting Minutes – Eric Troyer

Other Committee Business

- President/CEO Performance Evaluation

Public Comments/ Executive Committee Closing Remarks – Eric Troyer

Executive Committee Adjournment – Eric Troyer

Next Executive Committee Meeting is December 14, 2023

Online Virtual Teams Meeting Only



ACTION ITEMS

**CAREERSOURCE SUNCOAST
BOARD MEETING MINUTES**

Virtual TEAMS Meeting and In-person
3660 N. Washington Blvd., Sarasota, FL 34234
Thursday, September 28, 2023
8:00 A.M.

Call to Order

Eric Troyer, Chair, called the meeting to order at 8:03 a.m., roll call was performed and a quorum was established.

Board Member Updates - Eric Troyer

Retirement:

- Dr. Tim Novak - LECOM

New Board Members:

- Vaughn Alexander Hendriex - State College of Florida
- Jennifer E. Green - Galen College of Nursing – **Effective September 29, 2023**
- Anne LeBaron – Take Stock in Children Manatee

Re- Appointment:

- Luis Font – LIUNA! Laborers International Union

Action Items – Eric Troyer, Chair

- **Approval of Consent Agenda - Eric Troyer**

Eric Troyer requested for a motion to approve the Consent Agenda items.

- Approval of June 22, 2023 Board Meeting Minutes
- Approval of Policy #08-21, Travel Authorizations and Reimbursements Revision

Motion: Jim Bos **Second:** Lisa Eding

Motion passed unanimously

- **Approval of PY2023-2024 Eligible Training Providers List Additions – Christina Witt**

Christina Witt provided an overview of the new training providers and programs.

A motion was requested to approve the PY2023-2024 ETPL additions.

Motion: David Kraft **Second:** Lisa Eding

Motion passed unanimously

- **Approval of Budget Modification #1 PY2023-2024 – Lisa Eding**

Lisa Eding introduced the budget modification recommended by the Finance and Performance Committee on August 29, 2023 and approved by the Executive Committee on September 14, 2023. Robin Dawson reviewed the budget modification #1 for PY 2023/24.

Summary of Modification #1:

○ Initial Funding Available:	\$7,251,971
○ Increase in Funding:	\$760,560
○ Adjusted Funding Available:	\$8,012,531
○ Less Reserve for PY 23-24:	\$477,233
○ Reserve Increased:	\$145,381
○ Budget Increase Less Reserve:	\$615,179
○ Mod #1 Funding Budgeted:	\$7,535,298

Funding Budgeted for PY 2023/24 Mod #1. Line items requested for an increase for PY 2023/24 Budget total \$615,179:

- Add \$174,726 Salary and Fringe Benefits.
- Add \$10,071 Facilities
- Add \$4,917 Accounting & Audit
- Add \$300 Office Supplies & Expense
- Add \$10,182 Travel and Meetings
- Add \$388,350 Client Training and Support
- Add \$8,633 Employer & Client Services
- Add \$18,000 Outreach

A motion was requested to approve Budget Modification #1 for PY 2023/24 was made.

Motion: Ron DiPillo **Second:** David Kraft
Motion passed unanimously

- **Approval of Related Party Agreements - Christina Witt**
Christina Witt presented the following related party agreement/expenditure approvals.
 1. A motion for the Board of Directors to approve the Related Party maximum expenditures of \$175,000 for PY2023-2024 to Galen College of Nursing for training agreements.

A motion was requested for the Board of Directors to approve the related Part Agreement expenditures with Galen College of Nursing for a maximum of \$175,000 for PY2023-24,

Motion: Lisa Eding **Second:** Dr. Deborah Hawkes
Motion passed unanimously

- **Approval and Installation of PY2023-24 Slate of Officers – Christy Cardillo**
Christy Cardillo reported on the Nominating Committee meeting held on August 16, 2023. The Ad-hoc nominating committee members included: Chisty Cardillo-Chair, Jim Bos and Dr. Timothy Novak. The committee discussed the slate of officers and unanimously agreed to present the following nominations to the Board of Directors:

Program Year 2023-2024 slate of officers, beginning September 2023

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

Nominations were requested from the floor. No nominations from the floor were given.

A motion was requested for the Board of Directors to approve the Nominating Committee's recommended Slate of Officers for PY 2023-2024.

Motion: Jim Bos **Second:** Shaun Polasky

Motion passed unanimously

CEO Report:

Josh Matlock thanked Eric Troyer, David Kraft, and Lisa Eding for their continued service in their officer roles. Updates on recent speaking engagements were provided.

Josh Matlock was the keynote speaker at the Manatee Chamber Headliners event, sharing strategic practices for employers to use for recruiting, training, and retaining talent in the current competitive labor market.

At the Manatee Chamber retreat, Josh served on the panel discussing the future workforce and the current work that is being started in the early ages to prepare a talent pipeline for local businesses. The panel was moderated by CSS board member Sharon Hillstrom and included Josh Matlock – CareerSource Suncoast, Omar Edwards - School District of Manatee, and Dawn Stanhope, CEO of Boys and Girls Clubs of Manatee County.

As the VP of the Florida Workforce Development Association, Josh shared a report with the CSF Board during the annual Workforce Summit and CareerSource Florida (CSF) Board meeting in Orlando. Several colleagues traveled to Washington D.C. to testify in front of Congress regarding the local perspective of the Workforce Innovation and Opportunity Act. The testimony included the importance of flexibility at the local level with the Boards.

Immediately following the workforce summit was the first Broadband Summit. Florida Commerce will be receiving a significant amount of funding to increase broadband access across the state of Florida. The summit was used to discuss and share statewide initiatives on broadband access and get the local boards perspective on expansion. CSS partners locally with The Patterson Foundation on the initiative, Digital Access for All - [Digital Navigation Services - CareerSource Suncoast](#). This initiative assisted people with discounted broadband access. Through this initiative, over 30,000 people have been assisted in Manatee and Sarasota County.

The CareerSource Florida Board meeting focused on Regional Planning. The CSS strategic planning session will include discussion on the determination of which area will be the best option for CSS to regionally plan with.

There were several policies approved at the CSF Board meeting. Regional Planning Policy has two areas to note, shared services strategies and administrative costs arrangements. The policy is not clear on what those mean, so these items will be determined. The Education and Industry Consortium Policy approved is very flexible and gives broad frameworks for the local boards to work with in. The Eligible Training Providers List policy was passed to move the approval of Eligible training providers and programs from the local level to the state level.

CSS strategic planning is on October 11th, at the Sarasota Career Center. The planning session is an in-person meeting only.

David Kraft of Vision Consulting Group is providing CSS with a pro-bono service called the Connective Workplace. The service is an evaluation of company culture, identifying areas of strengths and areas in need of improvement. David Kraft provided an overview of the purpose and the process of the Connective Workplace evaluation.

Other Board Business:

Finance and Performance Committee Report

Lisa Eding provided an overview of the Finance & Performance Committee meeting from August 29, 2023. Robin Dawson, VP/CFAO, reviewed the following reports.

1. Review of Budget to Expenditure Report as of June 30, 2023
 - Overall burn rate of 73%
 - YTD Federal and State requirements:
 - Admin: 9.30%; max allowed 10%
 - ITAs: 38.66%; minimum requirement 30%
 - Youth Paid Internships/Work Experience: PY21 is 24.2%; PY22 9.03%; minimum requirement 20%,
 - Youth Out of School: PY21 is 98.5%; PY22 is 95.86%; minimum requirement 50%
2. Budget to Expenditure Report by Fundsource as of June 30, 2023
3. Summary of Non-Federal Funds Revenue & Expenditures as of June 30, 2023

Anthony Gagliano reviewed the CSS WIOA Performance Indicators as of March 31, 2023. A copy of the performance results was provided in the agenda packet.

CSS currently has a letter grade “B” with a score of 84.45 as of March 31, 2023. A copy of the current letter grade was provided in the agenda packet. CSFL updates the letter grade on a quarterly basis, being available approximately 45 days from the end of the quarter. CSS anticipates the official letter grade for PY22-23 to be available October 12, 2023.

Staff Reports:

Robin Dawson - CFAO

Ticket to Work (TTW) has generated \$31,281 for the first quarter of PY2023-24 (July 1, 2023 through September 30, 2023). If TTW continues to generate these quarterly amounts, the TTW revenue will be approximately \$125,124 for the 2023-24 program year.

There will be a Budget Modification #2 at the next meeting. A new Notice of Funding Availability (NFA) was received for the Non-Custodial Parent Employment Program, with a total of \$666,965 in funding. This NFA will cover two full-time positions. Additionally, there were two NFAs received for the Hope Florida Initiative for a total of \$177,000. This grant collaborates with the Department of Children and Families to assist clients receiving assistance to obtain self-sufficiency. The grant will fund one full-time Hope Navigator Position.

As of today, CSS has still not received the FLCommerce financial and programmatic monitoring report from PY2022-2023.

Anthony Gagliano- COO

CSS actively participated in the Annual Workforce Summit in Orlando last week. Anthony Gagliano, James Disbro, Linda Benedict, Alicia Cruz-Otero, Christine Mikolas, and Diane Seavers were all speakers at this year's conference. Sessions focused on rapid response, apprenticeships, the summer youth program, the Crosswalk referral system, and business development.

Last week, Michael Meerman and the team held the first of their five-part series [Pathways to Success \(wfevent.com\)](#) workshop. The next workshop will be held in January 2024.

Videos were shared from the Apprenticeship Florida website featuring CSS Apprenticeship Navigator, Diane Seavers, and the Apprentice of the Year from PGT.

The Hurricane Ian grant team has served forty-four (44) clients, provided one hundred sixty-six (166) service activities, with twenty-three (23) currently active in temporary employment. The team continues to work closely with the United Way of South Sarasota County as it leads the long-term recovery group.

On Wednesday, November 15, 2023, Michael Meerman and his team will be holding the third annual [eRising Conference](#) here at the Sarasota Career Center, focusing on entrepreneurship.

CSS has written twenty (20) Adult scholarships recently and five (5) Youth scholarships.

The Business Services team is actively serving business in the area and making sure CSS provides outreach to the 1,300 businesses we need to serve in the next twelve (12) months to hit our target for the letter grade metric.

Public Comments: Linda Benedict shared with the Board the importance of the TTW program and the work they are doing to help individuals with disabilities return to work.

Next Meeting and Adjournment:

Next Meeting - Strategic Planning October 11, 2023

Location: 3660 N. Washington Blvd, Sarasota, FL

Next Board of Directors Meeting is November 9, 2023

This meeting will be a combined full Board of Directors and Executive Committee Meeting.

Location: 3660 N. Washington Blvd, Sarasota, FL

The meeting was adjourned at 9:13 a.m.

Respectfully submitted,



[Joshua Matlock \(Oct 5, 2023 15:45 EDT\)](#)

Josh Matlock

President, CEO

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CAREERSOURCE SUNCOAST - BOARD MEETING ATTENDANCE

Absent Present	Board Member
P	Jim Bos, MBJ Group
A	Ashley Brown, Women’s Resource Center
P*	Christy Cardillo
A	Jackie Dezelski, Manatee Chamber of Commerce
P	Dr. Ron DiPillo, Sarasota County Schools
P	Lisa Eding, Teak Decking Systems
A	Luis Font, LIUNA, Laborers International Union
P*	Brian Gurucharri, Manatee Memorial Hospital
P*	Roscelyn Guenther, Boys & Girls Club of Sarasota County
P*	Dr. Deborah Hawkes, CAN Community Health
A	Peter Hayes, Tandem Construction
P*	Sharon Hillstrom, Bradenton Area Economic Development Corporation
A	William Zack Holland, Local 123 Plumbers and Pipefitters Union
A	Allison Imre, Grapevine Communications
P*	Heather Kasten, Sarasota Chamber of Commerce
P	David Kraft, Vision Consulting Group
P*	Dr. Tim Novak, LECOM
P	Shaun Polasky, Helios Technologies
P*	Ericka Randall, Vocational Rehabilitation
P	Vaughn Alexander Hendriex, State College of Florida
P*	Walter Spikes, Coldwell Banker Realty
P	Eric Troyer, Kerkering Barberio & Company
P*	Doug Wagner, Manatee County School Board
P*	Craig Warzecha, Bradenton Marauders/Pittsburgh Pirates
P*	Ken Waters, Sarasota Housing Authority
P	Anne LeBaron, Take Stock in Children Manatee
	Staff Present: Josh Matlock, Robin Dawson, Kathy Bouchard*, Anthony Gagliano, Karima Habity*, Linda Benedict, Michael Meerman, Christina Witt, Michelle Snyder, James Disbro, Chet Filanowski*, Cody Soler
P*	Commissioner George Kruse - Manatee County
A	Commissioner Joe Neunder – Sarasota County

26 Board Members – 20 present, 6 absent

CAREERSOURCE SUNCOAST
Approval of Revised Schedule of Operations PY 2023-2024
Board of Directors Summary
November 9, 2023

Background Information:

An agreement has been entered into between CareerSource Suncoast (CSS) and Florida Department of Economic Opportunity (DEO), now FloridaCommerce, effective May 15, 2021 - May 15, 2024, as the Board is a subrecipient of federal funds. The agreement was executed by DEO on May 18, 2021. A provision in the agreement states CSS shall adopt a schedule of operations for the upcoming state fiscal year. The schedule shall include daily hours of operation of career centers and a holiday closure schedule which adopts either federal, state, or county holiday schedule. The schedule must be approved by the Board and posted on the Board's website. The holiday schedule listed below follows the two local county government closures.

On Friday November 3, 2023, [Governor Ron DeSantis Announced State office Closures in Celebration of the Holidays](#). Added office closure dates include November 22, December 29, and January 2 in addition to the current CSS approved Holiday schedule.

Locations:

Palmetto Career Center

600 8th Ave. West, Suite 100
 Palmetto, FL 34221
 Phone: (941) 358-4200
 Fax: (941) 315-2675
[Hours of Operation](#)
 Monday – Thursday
 8:30 a.m. - 5:00 p.m.

Sarasota Career Center

3660 North Washington Boulevard
 Sarasota, FL 34234
 Phone: (941) 358-4200
 Fax: (941) 315-2675
[Hours of Operation](#)
 Monday - Friday
 8:30 a.m. - 5:00 p.m.

Career Center Holiday Closure Schedule for July 1, 2023 – June 30, 2024:

<u>Date</u>	<u>Day of Week</u>	<u>Holiday</u>
July 4	Tuesday	Independence Day
September 4	Monday	Labor Day
November 10	Friday	Veteran's Day(Observed)
November 22	Wednesday	Governors' Closure
November 23	Thursday	Thanksgiving Day
November 24	Friday	Day After Thanksgiving
December 25	Monday	Christmas Eve (Observed)
December 26	Tuesday	Christmas Day (Observed)
December 29	Friday	Governors' Closure
January 1	Monday	New Year's Day
January 2	Tuesday	Governors' Closure
January 15	Monday	Martin Luther King, Jr Day
February 19	Monday	President's Day
May 27	Monday	Memorial Day
June 19	Wednesday	Juneteenth

CAREERSOURCE SUNCOAST
Approval of Revised Schedule of Operations PY 2023-2024
Board of Directors Summary
November 9, 2023

Career Center Closure - Staff Development Training
for July 1, 2023 – June 30, 2024

July 28, 2023

December 15, 2023

Dates to be Determined

Spring 2024, Summer 2024

Requested Action: A motion that the CSS Board approve the revised Schedule of Operations for CareerSource Suncoast locations during July 1, 2023 – June 30, 2024.

Respectfully Submitted,

Kathy Bouchard

CAREERSOURCE SUNCOAST
Policy Approval
Board of Directors Summary Report
November 9, 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 FloridaCommerce (formerly 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. DEO requires local boards to present all local policies to the Board of Directors for review and approval. Outlined below is the CSS Board Policy for your review and approval.

Policy:

Policy # 21-23 Performance Incentive Payments to Staff

This Policy supersedes and replaces Policy #08-04 R4 – Staff Incentive Payments dated 2/10/2014. The Executive Committee made the decision to evaluate the President/CEO and provide performance incentives based on the [CareerSource Florida Letter Grade](#). The policy was updated to adopt the criteria for all CSS staff and provide clarification under what circumstances and by what criteria incentive payments may be issued.

Requested Action:

A motion that the Board of Directors approve Policy # 21-23 Performance Incentive Payments to Staff

Respectfully submitted,

Christina Witt
Organizational Support Director



POLICY# 21-23

Policy: Performance Incentive Payments to Staff	Page 1 of 1
Program: Wagner Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WT), and Supplemental Nutrition Assistance Program (SNAP)	
Section: Program Operations	
Date of Issuance:	Revision Date:
Distribution: CareerSource Suncoast Team Members	

Background

Workforce services and programs are subject to ongoing performance evaluation and measured by both the State and Federal government. Recognizing that successful outcomes and quality service are directly dependent on the performance of staff, both administrative and programmatic, CareerSource Suncoast (CSS) strives to recognize staff for successful performance.

Purpose

The purpose of this policy is to clarify under what circumstances and by what criteria incentive payments may be issued to CSS staff.

Policy

Performance Incentive Criteria

Florida's 2021 Reimagining Education and Career Help (REACH) Act is a comprehensive blueprint for enhancing access, alignment, and accountability across the state's workforce development system. The law called for the Governor's REACH Office to develop criteria for assigning a letter grade to each local workforce development board and for CareerSource Florida to assign and make the letter grades public annually.

The new letter grade system provides a standard, statewide assessment that allows local workforce development boards to identify areas in which they excel and areas that can be strengthened to improve outcomes for all Floridians.

Performance incentives issued to CSS staff will be based the [CareerSource Florida Letter Grades](#).

Budget Availability

The CSS Board of Directors approves an annual operating budget that includes staff salaries and fringe benefits, including the available incentive percentage. Incentives must not exceed the CSS approved budget for staff salaries and fringe benefits; therefore, annual incentives are dependent on the availability of funds.

Staff Incentive Eligibility

Incentive eligibility criteria is as follows:

- Staff must be regular full-time employees.
- Staff who are employed less than the twelve (12) months of the program year covered by the incentive will receive a prorated incentive.
- Staff who are under a performance improvement plan are not eligible to receive an incentive.

President/CEO Performance Incentive:

The CSS Board of Directors Executive Committee has the discretion of determining incentive payment criteria and payment amounts issued to the President/CEO.

CSS Staff Performance Incentive:

The President/CEO of CSS has the discretion of determining incentive payment criteria and payments for staff. All incentive payments must be approved by the President/CEO and submitted to Human Resources.

Attachments:

None

Supersession:

This Policy supersedes and replaces Policy #08-04 R4 – Staff Incentive Payments dated 2/10/2014.

Inquiries:

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

DRAFT

**CAREERSOURCE SUNCOAST
Employee Handbook Approval
Board of Directors Summary Report
November 9, 2023**

Background Information:

FloridaCommerce requires local boards to present all local policies to the Board of Directors for review and approval. Outlined below is the CSS Board Policy for your review and approval.

Employee Handbook:

The Employee Handbook was updated to reflect the following additions/changes.

- Basic Formatting and Structure Updates
- Allowability for an annual PTO Payout
 - This allows staff to cash out unused PTO one time per program year (based on budget availability) to manage PTO balances.
- Increased PTO payout for Terminating employees
 - 10 years + service up to 240 PTO hours payout
- Equal Employment Opportunity Updates
- Addition of the Pregnant Workers Fairness Act

Requested Action:

A motion that the Board of Directors approve the revised Employee Handbook.

Respectfully submitted,

Kathy Bouchard
VP/Chief Talent Officer



CareerSource Suncoast
EMPLOYEE HANDBOOK

Updated 11/09/2023

DRAFT

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Message from CareerSource Suncoast's President/CEO

CareerSource Suncoast (CSS) welcomes you as a valued member of our team! On behalf of your colleagues, I welcome you to CareerSource Suncoast and wish you every success here. We believe that each employee contributes directly to CareerSource Suncoast's growth and success, and we hope you will take pride in being a member of our team.

We believe that outstanding people are the key to success. CareerSource Suncoast's strength and future growth depend on the contributions made by you and each person within the organization. To ensure continued success, we feel it is important that all employees understand CareerSource Suncoast's policies and procedures. This Employee Handbook will familiarize you with the various aspects of working with our organization. We encourage you to use the Handbook as a valuable resource for understanding CareerSource Suncoast.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Joshua Matlock

CAREERSOURCE SUNCOAST EMPLOYEE HANDBOOK

ABOUT THE ORGANIZATION

CareerSource Suncoast (hereafter referred to as CSS) is the state-designated provider of workforce services in Manatee and Sarasota Counties. We are a private, non-profit organization with a diverse Board of Directors. CSS strives to support economic development that improves our community through business growth, career advancement and entrepreneurship. Through education, training and support, CSS helps turn possibilities into opportunities for both employers and job seekers.

CSS is committed to including staff members in the team effort to meet the goals and expectations of the organization. It is important that all employees are guided by common principles:

- 1) Our partners, clients, and the general public deserve prompt, courteous, and competent service.
- 2) We share the responsibility of contributing to the dynamics of the region we serve.
- 3) We should continually strive to improve the quality of life of those we serve.
- 4) Each staff member's work is valuable and necessary for achieving the goals of the organization.

UNIFIED BRAND CHARTER

Created by those who work within the Florida Workforce System – and guided by those for whom the system is designed to serve – the Brand Charter captures the system's brand by articulating its values, vision, mission, essence, position, promise, platform, personality, and pillars.

VALUES are the unswerving core beliefs and spiritual foundation of the system. These values express the things about the Florida Workforce System brand that will not change over time; they are the bedrock and are embraced by the entire system and everyone doing business with it.

- **Business-Driven:** We believe Florida employers – the state's job creators – are essential to our overall success in providing effective, market-relevant workforce solutions that drive economic growth and sustainability.
- **Continuous Improvement:** Driven by our commitment to excellence, we respond to changing market dynamics. We continually strive to improve our performance to better anticipate and address the talent needs of employers and the employment and skills needs of job seekers and workers. We identify, measure and replicate success.
- **Integrity:** We fulfill our mission with honesty and accountability and strive in every decision and action to earn and protect the public trust.
- **Talent Focus:** We believe in the power of talent to advance every enterprise and open the door to life-enhancing economic opportunities for individuals, businesses, and communities. Our commitment is to make talent Florida's key competitive asset.

Purpose-Driven: Our work is meaningful and through it, we can inspire hope, achievement, and economic prosperity in the lives of the customers we serve.

VISION is a "to be" statement for the system. A simple, clear description of our compelling aspiration. The brand vision is intentionally aspirational; it is high-reaching and reflective of a goal not only for the system but for everyone it touches.

Florida will be the global leader for talent.

MISSION is a succinct description of the work we will do to achieve the vision. This is what we get up every day thinking about. It directly informs our structure, staffing and design of our operations and is the most visible to the market.

The mission of CareerSource Suncoast is to recruit, train and retain talent for the Suncoast

PILLARS are solid, defined concepts that support the brand. Action-oriented, these words galvanize the system behind the brand and tell us how to deliver on our promises.

Collaborate – Innovate – Lead

EMPLOYEE HANDBOOK INTRODUCTION

CSS constantly strives to exemplify excellence in public service as we work to meet the needs of the region's workforce and business community. To that end, CSS employs qualified staff of which you are an integral part. This Handbook is provided to assist you by outlining CSS's basic human resource policies, procedures, rules, and benefits.

There are several things that are important to keep in mind about this Handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department.

Business needs are constantly transitioning and changing. CSS reserves the right to modify, revise, revoke, suspend, terminate, or change any or all such plans, policies, procedures, or benefits, in whole or in part, with or without notice at any time. As a result, the content of some items contained in this Handbook may not be current. As policies, procedures, rules, and benefits change, CSS will make efforts to communicate them to you as thoroughly and timely as possible or as required by law.

EMPLOYMENT PRACTICES

Our policies, practices and benefits are continuously reviewed, and we expect to change them from time to time. Therefore, you should always check with your supervisor or with the Human Resources Department for the most current policies and procedures, as the current policies may not be the ones presented here. CSS reserves the right to revise or terminate any or all policies, procedures, and benefits in whole or in part at any time and in accordance with the law.

At-Will Employment:

Employment at CSS is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President/CEO of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act (NLRA). Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. CSS employees have the right to engage in or refrain from such activities.

EQUAL OPPORTUNITY AND COMMITMENT TO DIVERSITY

CSS will maintain an atmosphere free from discrimination, ensuring that all employees and clients are informed about discrimination issues and that incidents are promptly reported and appropriately investigated, without fear of retaliation.

The CSS Equal Employment Opportunity Officer contact information is located on the [CSS SharePoint Page](#).

Equal Employment Opportunity:

CSS provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

CSS expressly prohibits any form of unlawful employee harassment or discrimination against its employees or beneficiaries of services, based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

CSS will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon CSS's business operations.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Equal Opportunity Officer or Human Resources. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Employees who feel they have been subjected to any such retaliation should bring it to the attention of the Equal Opportunity Officer or Human Resources.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

1. Shunning and avoiding an individual who reports harassment, discrimination, or retaliation;
2. Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; or
3. Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Americans with Disabilities Act (ADA) and Reasonable Accommodation:

CSS is committed to the fair and equal employment of individuals with disabilities under the ADA. It is CSS's policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation imposes an undue hardship on the company. CSS prohibits any harassment of, or discriminatory treatment of, employees or applicants based on a disability or because an employee has requested reasonable accommodation.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. An employee or applicant with a disability may request an accommodation from the organization's Equal Opportunity Officer or HR department and should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. The company then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made, or if any other accommodation is appropriate. If requested, the employee is responsible for providing medical documentation regarding the disability and possible accommodations. All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

Pregnant Workers Fairness Act : CareerSource Suncoast will provide reasonable accommodations to employees related to pregnancy, childbirth, or related medical conditions in compliance with the Pregnant Worker Fairness Act (PWFA)

It is the policy of CSS to prohibit harassment or discrimination based on disability or because an employee has requested reasonable accommodations. CSS prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should use the procedures described in the Harassment and Complaint Procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

Harassment, Retaliation and Complaint Procedure:

It is CSS's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated by CSS.

Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. CSS will take all reasonable steps necessary to prevent and eliminate unlawful harassment.

Definition of "unlawful harassment."

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, a hostile, or an offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law.

Definition of "sexual harassment."

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" can include all of the above actions, as well as other unwelcome conduct, and is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly as a term or condition of any individual's employment or as a basis for employment decisions.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or an offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual or other harassment and retaliation against individuals for cooperating with an investigation of sexual or other harassment complaints violate CSS's policy.

Complaint Procedure:

CareerSource Suncoast requires the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. If you believe you have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, you may complain directly to your immediate supervisor, the Equal Opportunity Officer, Human Resources, President/CEO or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are required to report this to one of the individuals listed above.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. In many cases, however, CareerSource Suncoast's duty to investigate and remedy harassment, discrimination, or retaliation makes absolute confidentiality impossible. CareerSource Suncoast will try to limit the sharing of confidential information with employees on a "need to know" basis. Employees who assist in an investigation are required to maintain the confidentiality of all information they learn of or provide. A timely resolution of each complaint should be reached and communicated to the parties involved.

If the investigation confirms conduct that violates this policy has occurred, CSS will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

EMPLOYMENT RELATIONSHIP

Classification of Employees:

The Fair Labor Standards Act (FLSA) has provided rules to employers for determining if an employee is eligible to receive overtime. This determination is based on the employee's job classification/position. Employees are classified as either exempt or non-exempt for the purposes of paying overtime. An exempt employee is not paid overtime and/or does not earn an hourly minimum wage, or both. Non-exempt employees are eligible for overtime for all hours worked over 40 hours per week and must be paid the hourly minimum wage set by law.

Regular Full-Time Employee -- An employee whose normal work schedule is for a minimum of thirty (30) hours per week and who maintains continuous regular employment status. Full-time employees are eligible for benefits.

Regular Part-Time Employee -- An employee whose normal work schedule is less than thirty (30) hours per week and who maintains continuous regular employment status. Part time employees are not eligible for benefits, unless required by federal or state law.

Temporary Employment -- An employee whose services are intended to be of limited duration (i.e., filling in for illness, vacations, summer months, short-term program support, etc.) and whose employment is not expected to exceed six (6) months in duration, or 1,040 payroll hours within a twelve (12)-month period. Temporary employees are not eligible for benefits.

Non-Exempt Employee -- An employee who is not exempt from the provisions of the Fair Labor Standards Act. Non-Exempt employees receive overtime pay at the rate of time and one-half of their regular earnings for all hours worked in excess of forty (40) in any payroll week.

Exempt Employee -- An employee who is Executive, Administrative, Outside Sales, or Professional and is exempt from the overtime provisions of the Fair Labor Standards Act.

Executive Employment -- This is an employment category where an employee is appointed by the CSS Board of Directors and serves at its pleasure in accordance with the rules and policies of the organization.

Open Door Policy/Transparency:

CSS welcomes open communication between employees, supervisors, management, and the Executive Team. CSS provides an open-door policy to encourage the exchange of information. Employees are invited to share their concerns and provide input with their supervisor at any time. It is your supervisor's responsibility to address any employee concerns and provide appropriate follow-up with you. If, however, your immediate supervisor cannot adequately address your questions or solve your problem, you may contact the Human Resources Department.

Introductory Period (First 90 Days):

An Introductory Period of ninety (90) days applies to all new employees or employees who move to new positions. A formal performance evaluation may be conducted at the end of ninety (90) days to determine if you are meeting the requirements for the position. At that time, your Introductory Period may be extended, removed, or separation from CSS may occur.

If at any time during this process you have questions, you are encouraged to talk to your supervisor or follow CSS's Open Door Policy. All employment both during and after the introductory period is at-will, and the completion of the introductory period does not confer any rights for continued employment.

Employment of Staff:

The President/CEO is designated as the hiring authority for CSS. No employment shall be made without the approval and action of the President/CEO of CSS, or his/her designee

The applicant screening and employee selection process is the responsibility of Human Resources, with oversight from the President/CEO, when there is an approved opening. Current employees are given first consideration for positions that are consistent with their ability to perform the higher-level job and their performance in their present position. Employees must be in good standing with a performance rating of average or higher and no disciplinary actions within the prior three (3) months in order to be considered for promotion/transfer.

All necessary staffing procedures relating to applications, interviewing, and job offers shall be reserved as the responsibility of Human Resources to ensure conformance with CSS policies and government standards, criteria, and practices relating to employment.

Employment of Relatives and Domestic Partners:

Relatives and domestic partners of employees will be considered for employment on an equal basis with other applicants for those positions where neither relative would be directly or indirectly supervising or checking the work of the other. Family members/domestic partners of employees who have access to payroll or personnel records need approval from the President/CEO of CSS prior to being considered for employment.

For the purposes of all portions of this Handbook and Board Policy a relative is defined as: Spouse, child, stepchild, parents/stepparents, siblings (including step/half siblings), mother/father-in-law, brother/sister-in-law, grandparent, grandchildren, aunts, uncles, nieces, and nephews, and first cousins. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

- The President/CEO has the responsibility to review all employee promotions, transfers and offers of employment when the individual considered is related to a CSS employee.
- If employees become related through marriage after employment, the President/CEO and the appropriate supervisor(s) will review their job assignments for conformance with this policy. Depending upon the scope of the respective job assignments, one or both of the relatives may be required to transfer to another department, or, if that is not possible, one of the relatives may be asked to resign. In the unusual situation where this might become necessary, the decision as to which employee must transfer or resign will be made entirely by CSS.
- It is the responsibility of the related employees to inform the appropriate supervisor and President/CEO of such situations. Failure to do so may result in discipline including termination.

Children in the Workplace:

Children shall be supervised by their parent or guardian at all times when they are in the facilities and buildings maintained by CareerSource Suncoast, including the Career Centers and Board offices. No childcare will be provided for children of clients or staff in these locations. Board, provider, and partner staff shall not bring their children to the workplace during working hours, with the exception of the "Bring your Child to Work Day" initiatives, as approved by CSS President/CEO. Any exceptions to this policy must be approved in advance by CSS President/CEO. Failure to comply with this policy will result in disciplinary action.

WORK/HOURS/ATTENDANCE

The Work Week:

The standard workweek for CSS employees shall be a five (5) day, forty (40) hour week and shall generally be scheduled Monday through Friday.

The Workday:

The normal office hours for CSS shall be from 8:00 a.m. to 5:00 p.m. Individual work schedules may fluctuate depending upon organizational needs. Employees will be expected to work at least eight hours on each regularly scheduled workday. Any modification of the hours of work requires the approval of the staff's Direct Supervisor.

CSS staff approved for remote work are still expected to maintain normal working business hours, unless otherwise approved by their Direct Supervisor.

Recording Hours Worked:

It shall be the responsibility of each CSS staff member to keep a record of his/her own time worked. Time worked must be recorded in Paylocity (located on the CSS Intranet page) and submitted for approval to their supervisor. Supervisors must approve time sheets no later than 9 A.M. on the Monday following the end of the pay period unless otherwise directed. Any overtime reported must be accompanied by pre-approved written authorization by the President/CEO or his/her designee. Leave Without Pay reported in Paylocity must have a completed LWOP Form (found on CSS home page) submitted to Human Resources. Electronic signatures are allowable.

Lunch and Break Periods:

Employees shall receive a one (1)-hour unpaid lunch break each workday. The scheduling of the lunch periods shall be coordinated with other department employees and approved by the supervisor. Employees may take one fifteen (15) minute break in the morning and one fifteen (15) minute break in the afternoon. Breaks shall not be added to lunch hours. Any modification of the lunch and break periods must be approved by your supervisor.

Overtime Pay:

In compliance with the Fair Labor Standards Act, "Non-Exempt Employees" shall receive time and one-half pay for hours worked in excess of forty (40) in one work week. "Exempt Employees" are expected to perform such additional services and hours of work as are required and receive no additional compensation. **All** overtime must be pre-approved in writing by the President/CEO or his/her designee. If an employee engages in unapproved overtime, the Employee will always be paid for such time worked, regardless of the employee's failure to obtain prior approval, but the employee could also be subject to disciplinary measures, up to and including termination

If a non-exempt employee receives an email outside of normal working hours, the non-exempt employee is instructed not to read or respond to emails sent outside of normal working hours. After hours emails are to be opened, reviewed, and responded to during normal business hours on the next business day after receipt of the email. If an immediate or urgent response to an after-hours email is necessary, the person sending the urgent email or text will call the employee to advise the employee of the need for immediate attention to an email or text, or use "URGENT" in the subject line. The employee must document the time spent responding to an urgent email or text in Paylocity.

Pay Period:

CareerSource Suncoast pay period covers two (2) complete work weeks, beginning on a Sunday and ending on a Saturday. Paychecks shall be distributed through direct deposit to employees' bank accounts every two (2) weeks on the Friday immediately following the end of each two (2)-week pay period. Employees can access their earnings statements on Paylocity, the link is located on the CSS Team Site SharePoint page, or can be accessed from home at: www.paylocity.com

Payroll Procedures:

Paychecks will be issued twenty-six (26) times per year. Pay periods and pay dates will be established and published prior to the start of the year. Should a payday fall on a holiday, paychecks will be issued on the prior working day. To ensure timely and accurate pay, the following payroll procedures shall be followed:

- Each employee shall be responsible for submitting a bi-weekly electronic time sheet to his/her supervisor on the date specified by the Payroll Office. Payroll Schedule for the calendar year is posted on the CSS Team Site SharePoint page.
- Hours worked each day, overtime hours, PTO, and holidays shall be recorded and allocated to the appropriate department. After making any required entries, the employee must electronically approve their time sheet, through the pay period end date, for approval by their immediate supervisor. The supervisor shall verify the information on the employee's time sheet, such as regular hours worked, leave time, holiday time, and department charged, and then submit the employee's time sheet for payment by electronically approving in the electronic payroll system.
- Employees shall be paid on the regularly established pay date.
- Any salary adjustment will be paid in the next subsequent payroll period, provided proper documentation has been filed in the Payroll Office.
- The final paycheck to any person whose services have been terminated will be issued on the next regular payroll cycle.
- The Payroll Office will maintain a list of authorized paycheck deductions, some which are required by law and some from which the employee may choose.
- The Payroll Office will require written authorization from an employee prior to withholding any deduction that is voluntary on the part of the employee.
- The Payroll Office shall make no payroll advances to employees.

Personal Attendance Standards:

CSS expects each of its employees to work every day the Organization is open for business and to begin and end each workday at the times established for his/ her schedule, except when the employee's absence is covered by other Board Policy. Maintaining acceptable standards for employee attendance are critical to the efficiency, productivity, and effectiveness of the organization. To assure high morale, build an atmosphere of teamwork, and develop mutual trust, every employee must bear a regular and reasonable share of the workload.

Staff with excessive unexcused absences, an absence that is not authorized in advance or has not been approved by the immediate supervisor, may result in disciplinary action, up to and including termination.

Consecutive days of unexcused absence will be considered as one occurrence of unexcused absence for the purpose of disciplinary action. **Being late for work or leaving early**, without approval, shall be defined as unexcused absence for the purpose of disciplinary action.

Reporting of Absence:

When an employee knows in advance, they will be absent or late for work, or if they need to leave early, the supervisor must be notified as early as possible. Failure to call-in, except in cases of emergency, will result in disciplinary action including termination.

PERSONNEL RECORDS

Personnel/Employee Files:

Employee files are maintained by the Human Resources Department. Managers and supervisors other than the Human Resources Department may only have access to personnel file information on a need-to-know basis. Employees shall have reasonable access to their personnel records during business hours. The Human Resource Director must accompany the employee during the review. Prior written request to the HR department is required.

Personnel files are generally treated as confidential records. However, these records are open to public inspection and subject to the Public Records Laws of the State of Florida (Chapter 119, Florida Statutes). Any personally identifying information on publicly requested documents will be redacted to protect the confidentiality of the staff's information.

References:

All written or verbal requests for references or employment verifications regarding current or former employees must be referred to Human Resources. Employees are prohibited from supplying any information in response to such requests. In addition, it is CSS's policy to only furnish or verify an employee's name, dates of employment, and job title. No other information regarding a current or former employee will be provided unless the individual first provides written authorization.

Personal Information Changes:

For the purpose of maintaining complete and accurate personnel records, it is your responsibility to report any changes in personal status to the Human Resource Department within fifteen (15) days of the change occurring. This includes name or address change, any change affecting tax status (including marriage/divorce), emergency contact information, or any other qualifying event that may affect health insurance or other benefits.

Resignation from Employment:

A staff member who wishes to resign his/her position with CSS shall submit a letter of resignation. The letter of resignation should state the reason(s) and effective date (generally a two (2) week notice is required). All resignations must go through Human Resources. An exit interview will be scheduled to review the employment termination checklist, which includes determining any PTO payout, last effective date of insurance coverage, 401K and Cobra information, and a list of any CSS property to be returned.

Upon termination, employees are required to return CSS issued property, such as computers, phones, etc. to a member of management on or prior to the last date of employment.

In the case that the CSS issued equipment/property is not returned in the designated time, CSS has the right to delay final payments until the equipment is proven to be successfully returned.

Retirement:

Any staff member of CareerSource Suncoast who plans to retire should submit his/her intention in the form of a letter of retirement (resignation). The letter should be submitted at least thirty (30) days in advance of the date of retirement to ensure that the Human Resources Department can complete and process any required paperwork prior to the staff member's last day of service.

BENEFITS**Insurance:**

Eligibility for group insurance shall be the first day of a month after thirty (30) days of full-time employment. Benefits shall be offered to regular, full-time employees. Insurance offerings may include:

Employee Group Medical Insurance Coverage – CSS will provide group medical insurance to employees that comply with all the requirements of the Affordable Care Act.

Employee Dental Insurance

Dependent Medical and/or Dental Insurance - Employees may elect to receive health and/or dental insurance coverage for their dependents. The cost of such coverage is the responsibility of the employee and will be made through payroll deduction. CSS could contribute up to twenty-five percent (25%) of dependent premiums based on available funding.

Other insurance offerings may include:

- Employee Life / AD & D Insurance
- Optional Dependent Life Insurance
- Long Term Disability Insurance
- Short Term Disability Insurance

Retirement Plan:

This plan provides for an employer contribution of seven- and one-half percent (7.5%) of the employee's salary for all eligible full-time regular employees who have six months (180) days employment with CareerSource Suncoast. Contributions begin on the first payday of the month following the six-month anniversary. Employees may contribute an optional amount of their annual salary. Vesting schedule: Please refer to CSS 401(k) summary plan description located on the intranet home page.

Educational Reimbursement:

As an organization whose goal is to upgrade the skills of the workforce of the region, CareerSource Suncoast shall provide to its own employees the opportunity to enrich and enhance their value to themselves and to CareerSource Suncoast by providing them with assistance for educational expenses. CareerSource Suncoast will reimburse up to \$1,000 per year toward tuition costs, laboratory fees, and textbook rentals or purchases to non-introductory, full-time employees who enroll in accredited college, university, or continuing education courses provided:

- A. The employee has one (1) year of service with the Organization unless the training is required for the employee to fulfill job duties and is approved by the President/CEO.
- B. Credit courses are directly related to the employee's current work assignment or count toward a formal degree program that relates to the mission of the organization.
- C. Non-credit courses are directly related to the employee's current work assignment.
- D. At the completion of a course or courses, the employee submits an official grade report indicating completion of the course with a grade of C or better. A receipt for expenditures must be submitted.
- E. The employee has received prior approval from the President/CEO that the course(s) to be taken is eligible for reimbursement. A request for educational assistance shall be submitted in writing. Requests will be honored on a first come, first served basis, based on available funding. All requests must be submitted within the first quarter of the program year for budgeting purposes.
- F. The course is not to be taken during the employee's work duty hours.
- G. When tuition, fees, and textbooks can be paid by other financial aid sources, CareerSource Suncoast will reimburse only the difference between the actual cost and the financial assistance.
- H. Employees who receive educational assistance in any fiscal year but resign from employment prior to the end of that fiscal year, shall reimburse a pro rata share of the funds received based on the number of pay periods (26) remaining in the fiscal year after their last day worked.
- I. When reimbursement for educational assistance is to be for specialized training for the benefit of CareerSource Suncoast and/or will exceed \$1,000 a contractual agreement between the employee and CareerSource Suncoast (by its President/CEO) will be developed which delineates-
 - A commitment of the employee to remain in employment with CareerSource Suncoast for a finite time, and/or
 - A provision for repayment of the reimbursement.

Holidays:

Regular full-time Employees of CareerSource Suncoast are entitled to the paid holidays recorded below. The Organization will be closed for business on these days and no employee is expected to report for duty.

New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Varies
Christmas Eve	December 24
Christmas Day	December 25

If any holiday falls on a Saturday, the preceding Friday shall be observed as a holiday.

If any holiday falls on a Sunday, the following Monday shall be observed as a holiday.

In the event a recognized holiday is observed while an employee is on approved paid leave, such day shall not be charged against the employee's leave.

Employees must work their last scheduled day before and after the holiday in order to receive payment for the holiday unless the time has been approved in advance or a doctor's note (documentation) is provided. Part-time, temporary, and employees on leave of absence are not eligible to receive holiday pay.

Leave:

All leaves taken by an employee (paid or unpaid) must be documented in the Organization's payroll and work duty time records; therefore, all leave requests and absence reports shall be submitted by electronically accessing Paylocity's website and clicking on Web Timesheet. Click on "Request Time Off" for authorization and/or approval to take leave time. Planned leave requests must be submitted on the timesheet and by e-mail to the supervisor in advance. When a leave is an emergency, upon returning the employee must report on their time sheet the type of leave taken with a note on the electronic time sheet. The Paylocity time off request does not allow time requested after the date has passed. If the leave requested/taken is unpaid, either due to exhausting your PTO or ineligible to use PTO in introductory period, you must submit a LWOP request form, located under the HR section on the home page.

Personal Time Off:

CareerSource Suncoast recognizes the need to provide employees with time off with pay in order to maintain employee health, morale, and efficiency. Therefore, CSS hereby establishes **Personal Time Off (PTO), which combines time off for vacations, sick leave, and time off for personal reasons.** Such combined leave will provide employees with maximum flexibility in planning for and taking time off.

PTO hours shall be accrued according to the number of hours worked each pay period (to a maximum of 80). The accrual schedule is as follows:

<u>Length of Service</u>	<u>Maximum Annual Accrual of Hours</u>	<u>Hours Accrued per 80 Hours Worked</u>
Years 0-3	168 hours	6.4615 hours
Years 3-5	184 hours	7.0769 hours
Years 5-7	200 hours	7.6923 hours
Years 7-10	220 hours	8.4615 hours
Years 10-15	240 hours	9.2307 hours
Years 15+	264 hours	10.15 hours

Guidelines for Use of PTO

Because CareerSource Suncoast strives to maintain a positive work/life balance, employees can carry a maximum balance and can roll over a maximum of four hundred and eighty (480) hours a year in PTO. Any pay period an employee has 480 hours of accrued time, they will not be eligible to accrue additional time until they fall below the 480-hour maximum. Employees need to work with supervisors to coordinate time off throughout the fiscal year.

- Requested time off for vacations cannot exceed two (2) weeks unless preapproved by the President/CEO and will be approved only when arrangements can be made to assure required staff coverage, and time off for vacation must be requested in accordance with departmental procedures. The employee’s supervisor must approve other scheduled absences at least twenty-four (24) hours in advance.
- Employees are not eligible to use PTO during the first ninety (90) days of their employment.
- PTO must be used in one half (1/2) hour increments.
- PTO may be taken at any time as long as the employee’s supervisor approves. When there is a conflict, scheduling will be at the supervisor’s discretion. Preference in scheduling will normally be given to the employee who requested the time off first.
- Employees may use PTO hours down to a zero (0) balance. Employees may not take PTO that has not yet been earned. The President/CEO or his/her designee can approve an employee to take leave without pay prior to the end of their introductory period.
- PTO shall be charged according to the actual number of hours used by the employee for the days that the employee would normally work.
- PTO hours used during a pay period shall not be counted as hours worked for the purpose of computing overtime.
- PTO shall be paid at the employee's current hourly rate plus differentials and other premiums if applicable, at the time that it is taken.

- PTO shall be paid to terminating employees with one (1) year or more of service on a prorated basis. Note: There will be no PTO payout if terminated for gross misconduct.

The pro-rated payout is as follows:

- Up to one year of service - No PTO payout
- 1-2 years of service - up to 40 hours paid
- 2-3 years of service - up to 80 hours paid
- 3-4 years of service - up to 120 hours paid
- 4-5 years of service - up to 160 hours paid
- 5- 10 years - up to 200 hours paid
- 10 years and over - up to 240 hours paid

Total pay-out of unused PTO upon termination will not exceed two hundred (240) hours.

Annual PTO Payout:

Annually employees **may** receive the option to elect to cash out a portion of their unused PTO. Employees may cash out up to a **maximum** of 80 hours providing that the following criteria outlined below have been met. All PTO payouts are based on budget availability. The Chief Financial and Administrative Officer (CFAO) will determine when available (January – June) and the maximum number of hours available for PTO payouts per fiscal year. The cash out will be paid at the employee's current base rate of pay and must be approved by the President/CEO.

Employees may request a PTO payout if they meet the following criteria:

- Employee has accrued and has a minimum of 160-hour balance; and
- Employee has taken 80 hours of PTO within the previous calendar year; and
- Employee will have a remaining balance of 80 *unscheduled hours* of PTO after payout;

Employees requesting a PTO payout must complete a PTO Payout Form and submit it to Human Resources during the designated time frame announced for the current fiscal year (January – June).

Leave Donation Policy:

CareerSource Suncoast has a formal leave transfer plan which allows an employee to donate PTO/sick leave to another employee. Participation in the plan shall at all times be voluntary on the part of both the donating and receiving employees. An employee may participate in the plan by voluntarily transferring leave provided that a minimum of eighty (80) unscheduled hours of leave remain in the donating employee's account after the transfer. The minimum transfer amount for each transaction shall be four (4) hours. The employee cannot cancel the donation once the transfer is complete.

To be eligible to receive leave credits under the plan, an employee must meet the following conditions:

- The employee has used all accrued PTO
- Maternity leave does not qualify for leave donations.
- The employee has not used more than one hundred and sixty (160) hours of transferred sick leave credits in the preceding twelve (12) month period.

- Leave will be transferred hour per hour without regard to the rate of pay of individuals involved.
- The employee has suffered a documented illness, accident, or injury, and requires, as certified by the treating physician, absence from the workplace for a minimum of five (5) consecutive workdays. Transferred leave credits shall be used for absences associated with such documented conditions beginning with the sixth (6th) missed workday or partial workday or on the first day the employee has exhausted all leave credits, whichever is later. Donated leave may be used consecutively, intermittently, or in increments of one half (½) hour as needed.

Employees are credited with only the amount of leave needed to bring the employee's total number of compensable hours up the minimum number of hours for the pay period. All hours donated under the plan shall be credited to the receiving employee on a first in-first out basis. Upon documented cessation of the qualifying illness, accident, or injury, any unused transferred leave credits shall be returned to the employees whose donated leave credits have not yet been drawn upon under the first-in, first-out method. Recipients of donated leave will not accrue leave time while receiving donations under the plan.

Recipients must complete a LEAVE DONATION REQUEST FORM, which can be obtained through Human Resources. Once the request has been approved by the President/CEO or his/her designee, Donors will complete a LEAVE DONATION FORM. Human Resources will be responsible for determining eligibility for both the donors and recipients.

Bereavement Leave:

Bereavement Leave of Absence shall be granted to a full-time employee as follows:

Up to three (3) consecutive workdays following the death of an immediate family member or one (1) day for extended family members.

This paid leave is in addition to, not in place of, accrued PTO

- For the purposes of this policy, immediate family is defined as the employee's spouse, domestic partner, child, parent, stepparent, sister, brother, stepsister, stepbrother, mother-in-law, father-in-law, sister-in-law, brother-in-law, or immediate grandparent.
- Extended family is defined as the employee's aunt, uncle, niece, nephew, or cousin.
- Employees on layoff or unpaid leave of absence when the death occurs are not eligible for bereavement leave.
- Employees who are on paid leave of absence when the death occurs will be eligible for bereavement leave and not have that time counted against their paid leave of absence.

Jury/Witness Duty Leave:

Jury/Witness Duty Leave shall be available to provide salary protection for full-time employees who must be absent from work because they are legally obligated to serve as jurors or subpoenaed to serve as witnesses.

- Employees who are summoned and perform jury duty are eligible for a paid leave up to a maximum of fifteen (15) workdays every twelve (12) months.
- Employees who are subpoenaed and serve as witnesses are eligible for paid leave for the time that they miss work because of witness duty.

- Employees will receive pay at their regular pay rate (excluding overtime) for the time spent on jury or witness duty.
- A copy of the summons or subpoena must be submitted by the employee to his/her supervisor and forwarded to the Human Resource Department.
- Employees are expected to report to work if they are excused from jury duty, during any time of postponement, or other delay while serving as a juror.
- Absence due to jury/witness duty is not considered as time worked in computing overtime pay. Absence for jury/witness duty is treated as an authorized absence on the attendance records of the employee.
- In no case shall pay be granted for court attendance when an employee is engaged in personal litigation. In such cases, an employee may request personal leave.

Military Leave:

CSS supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the HR department and the employee's supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Family Medical Leave (FMLA):

CareerSource Suncoast complies fully with the Family and Medical Leave Act of 1993 ("FMLA") and recognizes certain conditions under which an employee may request time off without pay for a limited period with certain job protection provided the employee returns to work.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the HR department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools) to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type of leave.

Basic leave entitlement:

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military family leave entitlements:

Eligible employees with a spouse, child, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to 7 days of leave); (2) attending certain military events and related activity; (3) arranging child care and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to 5 days of leave); (7) attending post deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.

Benefits and protections during FMLA leave:

During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations. A "key" employee is an eligible salaried employee who is among the highest-paid 10 percent of the company's employees within 75 miles of the worksite. Employees will be notified of their status as key employees, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.

Employee eligibility:

The FMLA defines eligible employees as employees who (1) have worked for the company for at least 12 months; (2) have worked for the company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite that has 50 or more employees or is within 75 miles of company worksites that, taken together, have a total of 50 or more employees.

Definition of “serious health condition”:

A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least 2 visits to a healthcare provider or 1 visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of “continuing treatment.”

Use of leave:

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations. Leave due to qualifying exigencies also may be taken on an intermittent or a reduced work schedule basis.

Use of Paid Time Off Benefits:

If you are entitled to paid time off (PTO) or other personal leave under another CareerSource Suncoast benefit plan or policy, then you must use your accumulated paid leave benefits under such plan or policy as part of your FMLA leave. Using your paid leave benefits does not add to the total length of your FMLA leave. CareerSource Suncoast may designate the paid leave as FMLA leave and count the paid leave days against your twelve (12) week FMLA entitlement. Upon exhausting all available PTO, the remainder of an employee’s FMLA leave time will be unpaid.

Employee Responsibilities:

Employees must provide 30 days’ advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days’ notice is not possible, employees must provide notice as soon as practicable and must comply with the company’s normal call-in procedures. The company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. Employees also must inform the company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees are also required to provide a certification and periodic recertification supporting the need for leave. The company also may require a second and, if necessary, a third opinion (at the company’s expense) and, when the leave is a result of the employee’s own serious health condition, a fitness-for-duty report to return to work. The company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities:

The company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required, as well as the employees’ rights and responsibilities. If employees are not eligible, the company will provide a reason for the ineligibility.

The company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employees' FMLA leave entitlement. If the company determines that the leave is not FMLA-protected, the company will notify the employees.

Other Provisions:

Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the company has approved the employment under its Outside Employment policy and the employees' reason for FMLA leave does not preclude the outside employment.

Unlawful Acts by Employers:

The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Unpaid Leave of Absence/Leave Without Pay:

In certain circumstances upon request, CSS may provide leave without pay for a personal reason. CSS reserves the right to review and approve the circumstances on a case-by-case basis. Approval/disapproval depends on any number of factors including, but not limited to, business needs, the requesting employee's overall standing with CareerSource Suncoast, seniority, severity of the situation, and/or other factors.

Employees on unpaid personal leave do not accrue PTO during the leave nor are they eligible to receive pay for CareerSource Suncoast holidays. Employees on unpaid personal leave are responsible for any required benefit premiums that may occur.

Domestic Violence Leave:

CareerSource Suncoast provides up to three (3) days leave for certain activities connected with domestic violence. Employees who have worked for CareerSource Suncoast for three months or longer are eligible. This paid leave is in addition to, not in place of, accrued PTO. The three-day leave will be paid at the employee's regular rate by CareerSource Suncoast Inc.

Activities covered by this leave include but are not limited to:

- Seeking an injunction for protection against domestic violence.
- Obtaining medical care or mental health counseling or both for the employee or a family or household member to address injuries resulting from domestic violence.
- Obtaining services from victims' services organizations such as a domestic violence shelter or rape crisis center.
- Making the employee's home secure from the perpetrator of domestic violence or finding a new home to escape the perpetrator.

- Seeking legal assistance to address issues arising from domestic violence or attending or preparing for court-related proceedings arising from the act of domestic violence.

Employees are required to provide CareerSource Suncoast with appropriate advance notice of the need for leave unless the employee is prevented from doing so because of imminent danger to the health or safety of the employee or a family member. Any information received or provided to CareerSource Suncoast Inc. relating to this leave will be kept confidential.

CODE OF ETHICS

Ethical Standards/Conflict of Interest:

CareerSource Suncoast believes in conducting business activities with integrity, fairness, and in accordance with the highest ethical standards possible. As an employee, you enjoy the benefits of CareerSource Suncoast's reputation in the community and are obligated to uphold CareerSource Suncoast's ethical standards in every business activity. All CSS staff are expected to follow CSS Conflict of Interest Policy #06-21.

All affairs of CareerSource Suncoast should be conducted within the spirit and intent of high business ethics, honesty, and integrity. To those ends, there are requirements, restrictions, and prohibitions placed on employees. While it is not possible to list all ethical standard requirements, CSS staff are expected to abide by the following standards:

- Employees shall not solicit or accept anything of value, which is based on the understanding that any subsequent work-related action or judgment would be influenced by such a gift. Generally, employees should not accept any gifts or gratuities from those with whom they do business.
- Neither an employee nor members of his/her immediate household shall accept any compensation, payment, or other thing of value when he/she knows or reasonably should know, that it is given to influence the employee's official action.
- Employees are prohibited from using or attempting to use their positions with the Organization to obtain special privileges for themselves or others.
- Employees shall not use information which is not available to the general public and obtained by reason of their employment, for personal benefit of themselves or others.
- Employees, acting in a private capacity, shall not rent, lease, or sell any goods, property, or services to CareerSource Suncoast.
- Employees shall not hold an employment or contractual relationship with any business or client that is doing business with or is regulated by CareerSource Suncoast (In certain circumstances, the President/CEO may grant exceptions).
- Employees shall not hold an employment or contractual relationship that will pose a recurring conflict between their work duties and private interests, or which will impede the full and faithful discharge of their work duties.
- An employee may not be a member of the Board of Directors of CareerSource Suncoast.

- Employees shall not seek any employment, appointment, or promotion for a relative with CareerSource Suncoast. This does not preclude a relative from working for the Organization.
- Employees shall not appropriate Organization property or funds for their personal use.
- Employees shall be committed to the highest standards of personal integrity, honesty, and competence.
- Employees shall provide responsive service to all citizens equally.
- Employees shall disclose or report any actual or perceived conflicts of interest.
- Employees shall comply with all laws and regulations applicable to the Organization and impartially apply them to everyone.
- Employees shall use Organization funds and resources efficiently, including materials, equipment, and time.
- Employees shall respect and protect the privileged information to which they have access in the course of our duties, never using it to stir controversy, to harm others or for private gain.

Whistle-Blower Protection:

Staff, board members, consultants, and volunteers are encouraged to report suspected fraudulent or dishonest conduct pursuant to the procedures set forth in the CSS Whistleblower Policy #13-01 R3, this includes any revision or policies adopted by the CSS Board of Directors in the future.

Whistle-Blower:

CSS staff, board members, contractors, customers, or volunteers who inform any supervisor, director, executive leadership, or the CSS Board of Directors Chair, about an activity relating to CSS which that person believes to be fraudulent or dishonest.

Background:

Sections 112.3187 – 112.31895, Florida Statutes (F.S.) are known as the “Whistle-Blower’s Act.” The Sarbanes-Oxley Act, signed into law on July 30, 2002, also deals with this issue as it applies to non-profit corporations. The intent of this legislation is to prevent agencies or independent contractors from taking retaliatory action against an employee who reports to an appropriate agency violations of law on the part of a public employer, as well as to prevent agencies or independent contractors from taking retaliatory action against any person who discloses information to an appropriate agency alleging improper use of governmental office, gross waste of funds, or any other abuse or gross neglect of duty on the part of an agency, public officer, or employee.

CSS will protect whistle-blowers as defined below:

- CSS will use its best efforts to protect whistle-blowers against retaliation. Whistle-blowing complaints will be handled with sensitivity, discretion, and confidentiality to the extent allowed by the circumstances and the law. Generally, this means that whistle-blower complaints will only be shared with those who have a need to know so that CSS can conduct an effective investigation, and in appropriate cases, with law enforcement personnel. Should disciplinary or legal action be taken against a person or persons as a result of a whistle-blower complaint, such persons may also have right to know the identity of the whistle-blower.

- Staff, contractors, and volunteers of CSS may not retaliate against a whistle-blower for informing management about an activity which that person believes to be fraudulent or dishonest with the intent or effect of adversely affecting the terms or conditions of the whistle-blower's employment, including but not limited to, threats of physical harm, loss of job, punitive work assignments, or impact on salary or fees. Whistle-blowers who believe that they have been retaliated against may file a written complaint with the Human Resources, the Executive Leadership team, or the CSS Board of Directors Chair. Any complaint of retaliation will be promptly investigated, and appropriate corrective measures taken if allegations of retaliation are substantiated. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.
- Whistle-blowers must be cautious to avoid baseless allegations as described below.

Baseless Allegations:

Baseless allegations are defined as allegations made with reckless disregard for their truth or falsity. People making such allegations may be subject to disciplinary action by CSS and/or legal claim by individuals accused of such conduct.

Fraudulent or Dishonest Conduct:

Fraudulent or dishonest conduct is defined as a deliberate act or failure to act with the intention of obtaining an unauthorized benefit. Examples of such conduct include, but are not limited to:

- Forgery or alteration of documents;
- Unauthorized alteration or manipulation of computer files;
- Fraudulent financial reporting;
- Management override of internal controls;
- Pursuit of a benefit or advantage in violation of CSS's Conflict of Interest policy;
- Misappropriation or misuse of CSS resources, such as funds, supplies, or other assets;
- Authorizing or receiving compensation for goods not received or services not performed; and
- Authorizing or receiving compensation for hours not worked.

Reporting:

A person's concern about possible fraudulent or dishonest use or misuse of resources or property should be reported to his or her supervisor or, if suspected by a volunteer, to the staff member supporting the volunteer's work. If for any reason a person finds it difficult to report his or her concerns to a supervisor or staff member supporting the volunteer's work, the person may report the concern directly to the Human Resource, or any member of the Executive Leadership team. Alternately, to facilitate reporting of suspected violations where the reporter wishes to remain anonymous, a written statement may be submitted to one of the individuals by mailing to:

CareerSource Suncoast
3660 N. Washington Blvd.
Sarasota, FL. 34234

CSS staff can contact the Board Chair to leave a confidential voicemail message regarding the concern on the **Integrity Hotline at 941-479-6321**.

Supervisor Duties:

Supervisors are required to report suspected fraudulent or dishonest conduct to the Human Resource Director, CSS Executive Leadership, or the CSS Board of Directors Chair.

Reasonable care should be taken in dealing with suspected misconduct to avoid:

- Baseless allegations;
- Premature notice to persons suspected of misconduct and/or disclosure of suspected misconduct to others not involved with the investigation; and
- Violation of a person's rights under law.

Due to the important yet sensitive nature of the suspected violations, effective professional follow-up is critical. Supervisors, while appropriately concerned about "getting to the bottom" of such issues, should not in any circumstances perform any investigative or other follow up steps on their own. Accordingly, a supervisor who becomes aware of suspected misconduct:

- Should not contact the person suspected to further investigate the matter or demand restitution.
- Should not discuss the case with attorneys, the media, or anyone other than Human Resource, CSS Executive Leadership, or the CSS Board of Directors Chair.

Code of Conduct:

CareerSource Suncoast has adopted a "Code of Conduct" to provide the supervisor with a set of corrective discipline guidelines to ensure the employee is afforded objective, consistent, and equitable treatment. Each employee of CareerSource Suncoast is expected to:

- Give willingly a full day's effort as demonstrated by punctual and regular attendance; apply individual skills, training, abilities, and conscientious care in avoiding the waste of time, effort, facilities, or materials in both scheduling and performing work.
- Deal fairly, reasonably, considerately, and honestly with all engaged in CareerSource Suncoast activities or associated with it in any way -- fellow employees, including supervisors and subordinates, as well as customers, suppliers, and the general public.
- Comply fully with the principles, policies, and instructions that are established for conducting the activities of CareerSource Suncoast, as well as the approved methods and procedures provided to assure that standards of quality and accuracy are met.
- Act with the recognition that CareerSource Suncoast was organized for the purpose of serving the customers of the organization, and that the success of the individual employee and that of the organization are determined and measured by the extent to which the customer is served.
- Abide by the established ethical, moral, and legal codes, which govern the behavior of both individuals and associations of people in business or private life.

With the "Code of Conduct" as a framework, rules, and regulations (see section related to discipline) are set forth as an attempt to assure fair practices for all employees.

Standards of Conduct:

When groups of people work together, reasonable rules are necessary to conduct an orderly business and make working conditions more pleasant for everyone. As an employee, it is expected that you will adhere to all policies and practices of CareerSource Suncoast. It is further expected that you will conduct yourself in a professional manner at all times and exhibit the highest level of integrity in performing your job. It is equally important to maintain a positive work environment through good working relationships with our customers, visitors, and your co-workers, which emphasizes our commitment to good customer service. Any violation of these standards of conduct, or other employment policies, or any inappropriate conduct whatsoever may result in immediate discipline up to and including discharge.

The list below is not intended to be all-inclusive, but merely illustrates the various types of prohibited conduct. Policies governing CareerSource Suncoast's Standards of Conduct are listed below and may be subject to change, modification, or determined on a case-by-case basis.

Prohibited Behavior:

Prohibited behavior includes, but is not limited to:

- Failure to carry out a direct order from a superior, except where the employee or another person's safety may be jeopardized or is in direct violation of any CSS policy.
- Engaging in a conflict of interest or unethical activity.
- Conviction of a crime, including convictions based on a plea of nolo contendere or of a misdemeanor involving moral turpitude.
- Violence or use of force, with or without weapons.
- Knowingly falsifying, removing, or destroying information related to employment, payroll, or work-related records or reports.
- Discourteous treatment of the public or other employees, including, but not limited to, harassing, coercing, threatening, or intimidating others.
- Violation or neglect of safety rules, policies, work instructions, procedures, and devices.
- Failing to report a hazardous condition to a supervisor.
- Unauthorized removal or use of any CareerSource Suncoast property or that of a client.
- Violation of the equal employment opportunity policy or the policy against discrimination, harassment, and retaliation.
- Smoking on CSS properties.
- Injuring a co-worker, vendor, customer, supplier, or visitor due to an act of gross misconduct.
- Failing to maintain personal appearance standards.
- Falsifying CareerSource Suncoast records, furnishing false or misleading information, or withholding any information on CareerSource Suncoast records or pursuant to any investigation by CareerSource Suncoast or any government agency; failure to cooperate in an investigation involving any employee's compliance with employment policies and procedures.
- Misrepresenting time on a timesheet or falsifying someone else's timesheet.
- Theft, misappropriation, defacing, or damaging of CareerSource Suncoast's or another's property including cash or merchandise.
- Horseplay, scuffling, throwing things, or creating other unnecessary confusion.

- Using, possessing, or selling alcohol or drugs on CareerSource Suncoast property or during working time.
- Tape recording any conversations of co-workers or supervisors without express permission of all parties to the conversation.
- Any verbal threats, or use of abusive language and/or profanity.
- Reporting to work or being under the influence of alcohol or drugs while on duty or on CareerSource Suncoast property.
- Sleeping on the job.

Unacceptable Performance:

Unacceptable performance includes, but is not limited to:

- Inefficiency, incompetence, or negligence in the performance of duties, including failure to perform assigned tasks or training, or failure to discharge duties in a prompt, competent, and reasonable manner.
- Refusal or inability to improve job performance in accordance with written or verbal direction after a reasonable trial period.
- Suspension of driver's license or lack of insurability where job duties require driving.
- Careless, negligent, or improper use of CareerSource Suncoast property, equipment, or funds, including unauthorized removal, or use for private purposes, or use involving damage or unreasonable risk of damage to property.
- Unauthorized release or possession of confidential information or business records.
- Violating any employment policy or procedure, whether contained in this Handbook or not.

No Copying or Removal of Files:

All CSS files must be maintained electronically in the CSS electronic filing system. All documentation related to client or staff records must be scanned and uploaded through an approved secured method to the CSS electronic filing system. Paper files should **not** be maintained by CSS staff.

Employees may never copy (including pictures), e-mail, delete, fax, forward, remove, distribute, or otherwise duplicate any document, file, or compilation of documents or files of any sort, whether stored or maintained electronically, on paper, or otherwise, for any reason that is not specifically related to CareerSource Suncoast official business. This paragraph includes but is not limited to placing computer files of any kind on a flash drive, a personal cell phone, in an e-mail, over the internet, through any upload format, or on any other recording medium and causing or allowing them to be removed from or accessed anywhere outside of the CSS office or CSS software applications.

Dress Code:

It is especially important for employees of CareerSource Suncoast to present a professional appearance when conducting business on behalf of CSS. The descriptions set out below are meant to be general guidelines and may not address every question about appropriate dress in the workplace. If questions arise, the employee should consult his or her immediate supervisor.

There are two main categories of dress that are appropriate for employees – Business Casual and Business Formal. Staff will follow one or the other, depending on the job duties, work environment, and activity involved.

Business Casual is a dress code which recognizes the need to exhibit a professional appearance which is comfortable, neat, and practical. For most Career Center and Administrative staff, business casual is appropriate. While more relaxed than formal business attire, it should never be distracting or offensive to others.

- Examples of appropriate business casual attire include Dress slacks, cotton trousers or khakis, tailored pants or capris, polo shirts, modest knit tops, blouses, collared shirts, dresses, and skirts that fall at most 2 inches above the knee, shirts/polos with CSS or CareerSource Suncoast logo, loafers, flats, boots, and sandals.
- Examples of unacceptable attire include: Tight, ripped, baggy, faddish jeans, shorts, halters, tops with spaghetti straps, tee-shirts, flip-flops, crocs, clothing that reveals the mid-section, excessive cleavage, clothing with words or pictures that may be offensive to other employees or the public, clothing that is torn, dirty, or frayed.

Business Formal recognizes the need for more formal attire when visiting certain business clients, attending community events and business development meetings such as chamber of commerce events, or other professional meetings. Senior management staff and other Career Center staff doing community outreach or participating in events will follow this dress code when appropriate. Career Center staff should ascertain their audience, when in the community, and dress appropriately to their audience.

- Examples of appropriate business formal attire include: Dress shirt, tie, slacks, jacket, business suit or dress and appropriate shoes.

Friday Casual Day denim jeans are allowed provided they do not meet the “unacceptable” standards outlined above.

There may be times when an employee needs to wear more casual clothes or shoes due to injury or illness. The Employee should discuss this with the HR Department.

Confidential Nature of Work Policy:

All CareerSource Suncoast records and information relating to CareerSource Suncoast or its customers are confidential and employees must therefore treat all matters accordingly. No CareerSource Suncoast related information, including, without limitation, documents, notes, files, records, oral information, computer files, or similar materials (except in the ordinary course of performing duties on behalf of CareerSource Suncoast) may be removed from CareerSource Suncoast’s premises without permission from a CareerSource Suncoast Director. Additionally, the contents of the CareerSource Suncoast’s records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the organization except in the following cases:

- To prevent a clear and immediate danger to a person or persons;
- Where an employee of CareerSource Suncoast is a defendant in a civil, criminal, or disciplinary action arising from the service provided (in which case client confidences may only be disclosed in the course of action); or,
- If there is a waiver previously obtained in writing, then such information may only be revealed in accordance with the terms of the waiver.

Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Employees shall, upon their termination, maintain client and co-worker confidentiality, and shall hold as confidential any information about sensitive situations that occurred during employment with CareerSource Suncoast.

Performance Management:

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, formal performance reviews may be conducted annually. These reviews may include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

Disciplinary Process:

CSS expects employees to comply with the company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, CSS endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees at will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

The following steps are suggested in the discipline procedure. All steps should be documented in the employee's personnel file.

Step 1: Informal Discussion. When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee.

Step 2: Counseling. If a private informal discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present information regarding the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action that may include discharge, and (e) issue a counseling notice to the employee.

Step 3: Reprimand. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor and a representative from the HR department should meet with the employee in private and proceed via (a) through (d) above and issue a reprimand notice to the employee.

Step 4: Suspension. Supervisors have the authority to temporarily remove employees from the workplace, with or without pay, if approved in advance by Human Resources. An exempt employee may not be suspended without pay for less than a full day, and the suspension must be related to written workplace conduct rules applicable to all employees, such as a written policy prohibiting sexual harassment or workplace violence.

Step 5: Failure to improve. Failure to improve performance or behavior after the written warning or suspension may result in termination.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should suspend the employee immediately (with or without pay), and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

Employees of CareerSource Suncoast are expected to adhere to all CareerSource Suncoast policies, rules, and regulations, as well as all local, county, state, and federal laws while performing duties for or representing the organization.

Any employee known to be violating a local, state, and/or federal law while on property used for the business of CareerSource Suncoast or at any function where the employee is representing the Organization will be subject to referral for prosecution to the appropriate law enforcement organization. The referral process will be subject to Florida Statutes.

Any employee of CareerSource Suncoast who willfully violates any Organization policy, rule, or regulation may be subject to discipline up to and including dismissal.

CareerSource Suncoast respects its employees' right to privacy; however, for security purposes, CareerSource Suncoast reserves the right, when there is reasonable suspicion as determined by the President/CEO, to inspect personal belongings of employees, such as briefcases, lunch boxes, purses, and vehicles parked on Organization premises. CareerSource Suncoast further reserves the right to inspect its property assigned to employees, such as desks, computer files, filing cabinets, and other such areas.

EMPLOYEE SAFETY AND SECURITY

Drug Free Workplace:

Substance abuse poses a serious threat to the Organization's goal of providing a safe and productive workplace for all employees; therefore, CareerSource Suncoast complies with the Drug-Free Workplace Act of 1988 and all other relevant legislation regarding controlled substances in the workplace. In order to provide a workplace free of drugs, Directors of CareerSource Suncoast prohibit the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance and the abuse of legal drugs and alcohol while on CareerSource Suncoast owned, leased, or supervised property, and while on Organization business. Employees are also prohibited from using alcohol while on CareerSource Suncoast owned, leased, or supervised property at any time, except where authorized by the President/CEO for approved Organization functions. Employees are further prohibited from reporting to work while under the influence of alcohol or illegal drugs.

Applicants for employment may be subject to drug testing after an offer of employment has been extended, but before starting work. In the event of a drug test, the applicant must pass the test (negative results) as a condition of employment.

Employees will be subject to drug testing guidelines established by government agencies and by CareerSource Suncoast, based on the reasonable suspicion of drug use or working under the influence of drugs. An employee will be subject to drug testing when there is reasonable suspicion the employee has abused drugs or alcohol as evidenced by –

- Behavior abnormal from the employee's normal behavior and consistent with behavior of a person under the influence of drugs and/or alcohol; and
- An organization supervisor and at least one other employee witnessing the employee's behavior, with both signing a written statement which describes behavior; or
- An employee has been involved in an on-the-job accident that results in lost work time or an automobile accident, which occurs during the employee's work hours.
- An employee's refusal to take the drug test will result in disciplinary action up to and including termination. CareerSource Suncoast will bear the cost of the drug test.

Further, all employees are required to notify their supervisor of any criminal drug statute conviction no later than five (5) days after such conviction.

An employee who violates any aspect of this Policy Statement will be subject to disciplinary action up to and including discharge and referral for legal prosecution. Additionally, if deemed appropriate by CareerSource Suncoast under the particular circumstances, an employee who violates this Policy Statement may be required to participate in and complete a substance abuse assistance or rehabilitation program to the satisfaction of the Organization.

Healthy Work Environment:

CareerSource Suncoast is committed to providing a safe and healthy environment for our staff and customers. In keeping with this philosophy, we maintain a drug, alcohol, and tobacco-free work environment. Going forward we will only hire non-tobacco users who share this commitment and are dedicated to being role models for the individuals we serve.

This policy also applies to any customers of or visitors to CareerSource Suncoast property.

Smoking and/or the use of tobacco is not permitted anywhere on CareerSource Suncoast property at any time. The definition of CareerSource Suncoast property for the purpose of this policy includes all land, buildings, structures, parking lots and means of transportation owned by or leased to CareerSource Suncoast.

Failure to comply with this policy may lead to disciplinary action up to, and including, termination.

Workplace Safety:

General Safety Rules:

It is expected that all workers that use any of the Career Centers as a place of business will adhere fully to this policy.

Employees shall exercise due care in the course of their work to prevent injuries to themselves or other workers and loss of material resources. Each employee shall:

- Report all unsafe conditions to one's supervisor.
- Keep work areas clean and orderly at all times.
- Report all accidents immediately to one's supervisor and Human Resources.
- Avoid engaging in any horseplay and avoid distracting others.
- Obey all safety rules and follow work instructions. If any doubt exists about the safety of a job, work shall be stopped until further instructions are received from a supervisor.
- Operate only machines and equipment for which they have been trained and authorized to use.
- Use only the prescribed equipment for the job.
- Wear the required protective equipment if working in hazardous areas.

Possession of Weapons:

CareerSource Suncoast has a strong commitment to its employees to provide a safe, healthy, and secure work environment. The possession of weapons in the workplace without the necessary licensure or permitting, and occurrences of violence in the workplace is contrary to our objective and will not be tolerated. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

CareerSource Suncoast has the right to search any areas on CareerSource Suncoast premises for weapons, including but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, personal bags, personal toolboxes or tool kits, parking lots, CareerSource Suncoast vehicles, and personal vehicles parked on CareerSource Suncoast premises. You, as an employee of CareerSource Suncoast, agree to these searches. Failure to permit such searches may result in discipline, up to and including termination.

Workplace Violence:

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting. It includes, but is not limited to, threats, obscene language, intimidating presence, menacing gestures, and harassment of any nature such as being followed, sworn at, or shouted at. Inappropriate behavior includes unwelcome name-calling, obscene language, and other abusive

behavior, intimidation through direct or veiled threats, physically touching another person in a malicious or sexually harassing manner, and physically intimidating others.

All CSS employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or HR department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

CareerSource Suncoast's zero tolerance policy towards violence will always apply and employees are encouraged to report employees with potential or actual violent behavior to the Human Resources Department.

Violence in the workplace is but a symptom of the pressure resulting from numerous other social issues and trends. Our business brings us in contact with the public at large, and, in many cases, with specific populations that are, by their situation, under severe stress. We must also recognize that stress can also affect fellow employees and partners and, under extreme conditions, can turn violent.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Safety Precautions:

CSS expects that the following safety precautions are adhered to by all CSS staff to greatly enhance the safety of the workplace and the people in it. They include:

1. CSS staff are prohibited from going to customers' homes and from providing transportation to customers in their personal vehicles.
2. No one who is exhibiting violent or otherwise inappropriate behavior is entitled to be served at the CareerSource Suncoast Career Centers until such behavior is appropriately dealt with by supervisory or law enforcement personnel.
3. Any employee that has placed a restraining order on another individual is to report that to the CareerSource Suncoast Career Center Supervisor.

Safety While Driving:

CSS is committed to promoting highway safety by encouraging the safe use of cellular phones by its employees while they are on organizational business. While CSS recognizes that there is often a business need to use cellular phones, safety must be the first priority.

Employees should refrain from using handheld cell phones while driving on company business.

Employees while driving on company business must refrain from distracting activities, including but not limited to:

- Using an electronic wireless communications device to write, send, or receive a text-based communication (e.g., text messaging, email);
- Accessing the internet or working on a computer, PDA, cell phone or similar electronic device; or

- Any other activity unrelated to the operation of the motor vehicle that jeopardizes an employee's safety or the safety of others while driving.

Employees should remember that while driving on organizational business, they are expected to follow all Florida State operation of a motor vehicle laws.

On-The-Job Injuries/Workers' Compensation:

All workplace injuries must be reported immediately to your supervisor, the Human Resources Department, or Chief Financial and Administrative Officer. No matter how small the injury or accident, it must be reported. Failure to follow this reporting policy may result in discipline, up to and including termination.

A modified duty position may be offered to employees that suffer an occupational injury/illness. Employees that are released by their physician to return to work less than full-time or with physical work restrictions may be eligible for a modified duty position. Modified duty positions may be a temporary reassignment to another position within CareerSource Suncoast or your current position may be reviewed to determine if reasonable accommodations can be made within your work restrictions. Reasonable accommodations may be considered for your current position pursuant to the "Reasonable Accommodations" section of this Handbook. Pay will be at the rate of the new job classification, if applicable.

Reassignment to Modified Duty or Reasonable Accommodation to your current position will require compliance with the following procedures:

- When you are released to work from a work-related injury, you must provide written authorization to return to work for full or light duty. You cannot return to work without written authorization from your physician.
- Tell your supervisor immediately if you have any difficulty with assigned work. Never do work beyond what your physician has determined is safe for you.
- Reassignment to a modified duty position may require you to change your regular days off or work hours.
- You are required to schedule doctor's appointments around your work schedule, whenever possible.

If your physician releases you to work and modified work is offered, your refusal to participate in the modified duty program may result in the reduction or discontinuation of wage benefits from Workers' Compensation.

Severe Weather Policy:

CareerSource Suncoast will make every effort to maintain normal work hours even during inclement weather. If a hurricane or other natural disaster causes any office of CareerSource Suncoast to be closed for more than a week, CareerSource Suncoast will compensate the employees assigned to that office in the normal manner at their regular rate of pay for the first week. After the first week, those employees may be reassigned to other offices. If reassignment is not possible, the President/CEO will use his/her discretion to determine ongoing pay status. Employees should contact the Human Resources Department or their immediate supervisor for further details about the expected date for the reopening of the office.

Provisions of Severe Weather Policy:

- A. Prior to normal business starting time, when it is announced that state and/or federal government offices will be closed due to inclement weather, the office of CareerSource Suncoast will be closed. All full-time employees will be paid for such time off. Part-time employees will only be paid if normally scheduled to work that day and only for those hours that the employee would normally work.
- B. Time absent from work under "A" above shall not be counted as hours worked when computing weekly overtime.
- C. On days when weather conditions worsen as the day progresses, CareerSource Suncoast may decide to close early. In such cases, a decision and an announcement will be made at CareerSource Suncoast. Employees will be expected to remain at work until the appointed closing time, unless their normal workday ends prior to that time, or unless they receive permission from their supervisor to do otherwise.

PUBLIC COMMUNICATIONS

To ensure continuity and correctness of dissemination of information to the constituencies of CareerSource Suncoast:

- Staff of the Organization will not address the media directly without first conferring with the Communications and Marketing Manager or the Director of Workforce Education
- Only the Communications and Marketing Manager, if directed by the President/CEO, shall issue any official statement from CareerSource Suncoast.
- Any contact with staff from the media should be referred to the Communications and Marketing Manager or the Workforce Education Director. They will notify the President/CEO of all media contacts.

Use of Social Media:

At CareerSource Suncoast, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities.

Carefully read the guidelines found in the CareerSource Suncoast Social Media Policy (11-04), and the following sections of this Employee Handbook: Code of Conduct, Code of Ethics, and Equal Employment and Commitment to Diversity. Please ensure your postings are consistent with these policies. All Policies are located on the CSS SharePoint Folder [Policies and Procedures](#). Inappropriate postings that may include discriminatory remarks, poorly chosen humor, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Political Activities:

Employees whose principle employment is in connection with an activity which is financed in whole or in part by loans or grants, made by the United States or a Federal Organization, are subject to the provision of the Hatch Act.

No employee of CareerSource Suncoast shall take any active part in a political campaign while on duty or within any period of time during which the employee is expected to perform services for which compensation is received from CareerSource Suncoast. This prohibition against employees taking an active part in any political campaigns shall include but not be limited to circulation of or seeking signatures to any petition provided for by any charter or law or distributing badges or other such materials indicating the favoring or opposing of a candidate for election or nomination to a federal, state, county, or municipal public office during duty hours or while on CareerSource Suncoast premises.

Employees may not engage in discriminating political/religious communication that may offend other coworkers on the premises. Employees who engage in such communication are subject to discipline, including termination.

COMMUNICATIONS / E-MAIL/ INTERNET / INTELLECTUAL PROPERTY POLICIES

All Information Technology (IT) policies are located in the [Policies and Procedures- IT](#) SharePoint folder on the CSS Team SharePoint site. The policies and the standards established by CareerSource Suncoast are designed to minimize the potential exposure to CareerSource Suncoast from damages that may result from unauthorized use of CareerSource Suncoast resources. Damages may include but not be limited to the loss of sensitive or confidential information and/or intellectual property, damage to public image, damage to critical CareerSource Suncoast systems, computer virus infections and others.

This policy applies to all CareerSource Suncoast employees, contractors, vendors, and agents. The policy also applies to all CareerSource Suncoast owned or personally owned computers or workstation used to connect to the CareerSource Suncoast network or systems. This policy also applies to any remote connections used to do work on behalf of CareerSource Suncoast (if otherwise allowed, in accordance with this handbook) including but not limited to reading or sending e-mail and viewing web and system resources. Any employee found to be in violation of any CSS IT policy or procedure may be subject to discipline, up to and including termination.

CareerSource Suncoast Employee Handbook

ACKNOWLEDGEMENT OF RECEIPT

I _____, an employee of CareerSource Suncoast, hereby acknowledge that I have received an “Employee Handbook”, read and understand the contents, and agree to abide by them. I understand that the policies, rules, and regulations contained in the “Employee Handbook” can be changed at the discretion of CareerSource Suncoast and that nothing inconsistent with the document is binding on CareerSource Suncoast unless it is in writing from its President/CEO. I further understand that CareerSource Suncoast reserves the right to change, delete, or amend any statement contained in its “Employee Handbook” unilaterally and without notice. Signed this _____ day of _____, _____.

Employee’s Printed Name _____

Employee’s Signature _____ Date _____

DRAFT



Budget Modification

CareerSource Suncoast
 Summary of Funds Available - All Programs **Modification #2**
 Program Year 2023-2024
 July 1, 2023 - June 30, 2024

Funding Streams	Mod #1 Funding Avail PY 23-24	Increase or (Decrease) in Funding	Adjusted Funding Avail PY 23-24	Less Reserve for PY 24-25	Mod #2 Funding Budgeted For PY 23-24	Notes
Temporary Assistance for Needy Families (TANF) exp 6/30/24	\$1,195,514	\$0	\$1,195,514	\$0	\$1,195,514	
Temporary Assistance for Needy Families (TANF) exp 8/31/23	\$359,681	\$0	\$359,681	\$0	\$359,681	
Total Temporary Assistance for Needy Families	\$1,555,195	\$0	\$1,555,195	\$0	\$1,555,195	
WIOA-Adult & Dislocated Worker expires 6/30/25	\$1,649,440	\$0	\$1,649,440	\$247,416	\$1,402,024	
WIOA-Adult & Dislocated Worker Carry Fwd expires 6/30/24	\$235,633	\$0	\$235,633	\$0	\$235,633	
Total WIOA Adult & Dislocated Worker	\$1,885,073	\$0	\$1,885,073	\$247,416	\$1,637,657	
WIOA-Youth expires 6/30/25	\$644,356	\$0	\$644,356	\$131,813	\$512,543	
WIOA-Youth Carry Fwd expires 6/30/24	\$393,013	\$0	\$393,013	\$0	\$393,013	
Total WIOA Youth	\$1,037,369	\$0	\$1,037,369	\$131,813	\$905,556	
WIOA State Rapid Credentialing expires 6/30/24	\$363,533	\$0	\$363,533	\$0	\$363,533	
WIOA Rapid Response expires 6/30/2024	\$125,000	\$0	\$125,000	\$0	\$125,000	
WIOA Hope Florida expires 6/30/2025	\$0	\$104,687	\$104,687	\$81,666	\$23,021	New NFA for Hope FL activities for DCF referrals
WP Hope Florida expires 6/30/2025	\$0	\$73,281	\$73,281	\$30,591	\$42,690	New NFA for Hope FL navigator & activities for DCF referrals
NEG Dislocated Wkr Opioid-3 Fostering Recovery expires 8/31/24	\$305,537	\$0	\$305,537	\$0	\$305,537	
NEG Dislocated Worker- Hurricane Ian expires 9/30/24	\$1,628,583	\$0	\$1,628,583	\$70,000	\$1,558,583	
Apprenticeship Navigator	\$62,500	\$0	\$62,500	\$0	\$62,500	
Non-Custodial Parent Employment Program expires 6/30/24	\$0	\$689,208	\$689,208	\$0	\$689,208	New NFA \$666,965 & extend prior yr funds \$22,243 to 9/15/23
Wagner Peyser (WP) expires 9/30/24	\$553,620	\$0	\$553,620	\$28,004	\$525,616	
Wagner Peyser (WP) Carry Fwd expires 9/30/23	\$46,552	\$0	\$46,552	\$0	\$46,552	
Total Wagner Peyser	\$600,172	\$0	\$600,172	\$28,004	\$572,168	
Veteran's Programs (DVOP & LVER) estimate	\$116,868	\$0	\$116,868	\$0	\$116,868	
Reemployment Svcs & Eligibility Assess (RESEA) estimate	\$261,695	\$144,250	\$405,945	\$99,901	\$306,044	New NFA issued ending 9/30/24 and inc reserve \$99,901
Supple Nutrition Asst Prog Emplmnt & Trng (SNAP) estimate	\$71,006	\$0	\$71,006	\$0	\$71,006	
Total	\$8,012,531	\$1,011,426	\$9,023,957	\$689,391	\$8,334,566	Increase for Budget Mod #2 \$799,268

\$9,023,957
 Reserve Orig Bal \$331,852
 Reserve Mod 1 inc \$145,381
 Reserve Mod 2 inc \$212,158
 Total Res Mod 2 \$689,391
 \$8,334,566 ck fig
 \$8,334,566 Funding Budgeted Mod #2
 \$7,535,298 Funding Budgeted Mod #1
 \$799,268 Increase for Budget Mod #2
 \$6,399,042 Orig Funding Budgeted

CareerSource Suncoast
Budget Mod #2
Program Year 2023-2024

	Mod #1 Funding Budgeted PY 23-24	Increase or (Decrease)	Mod #2 Funding Budgeted PY 23-24	Notes
Funding Available Less Reserves	\$7,535,298	\$799,268	\$8,334,566	For details of increase see Summary of Funds Available Mod #2 worksheet
Personnel Costs:				
Salaries & Fringe Benefits	\$4,030,933	\$251,798	\$4,282,731	Additional FTEs NCPEP 2, Hope Navigator 1
Staff Training & Education	35,000	10,000	45,000	Additional staff costs
Total Personnel Costs	\$4,065,933	\$261,798	\$4,327,731	
Facility Costs	\$517,974	\$38,695	\$556,669	Additional staff costs
Office Furniture & Equipment	\$11,502	\$15,000	\$26,502	Computer equipment for new staff & replacement
Operating Costs-Career Ctrs & Adm:				
Accounting & Audit	\$65,657	\$8,000	\$73,657	Increase cost for additional staff
Consultants & Legal	60,000	0	60,000	
General Insurance	61,550	0	61,550	
Office Supplies & Expense	38,759	7,000	45,759	Increase cost for additional staff
Travel & Meetings	70,182	13,375	83,557	
Total Operating Costs	\$296,148	\$28,375	\$324,523	
Program Services:				
Client Training & Support	\$2,445,544	\$430,400	\$2,875,944	NCPEP Trng \$300,000, NCPEP Supp \$130,400
Employer & Client Services	80,329	15,000	95,329	Covey soft skills NCPEP
Outreach	117,868	10,000	127,868	NCPEP & Hope Florida
Total Program Services	\$2,643,741	\$455,400	\$3,099,141	
Totals	\$7,535,298	\$799,268	\$8,334,566	



CEO Report



TO: Eric Troyer - Board Chair
Josh Matlock - President & CEO

FROM: Neal Watkins – Director of Emerging Opportunities
Kerry A. Bartlett, CFRE, MBA – Managing Director

RE: 2023 Board Retreat – Synopsis and Recommendations

DATE: November 6, 2023

Thank you for inviting Carter to facilitate the CareerSource Suncoast (CSS) Board Retreat. It was an honor to support CSS's volunteer leadership in important progress towards maximizing regional impact over the next two years. This memo is a synopsis of the discussion and high-level recommendations.

In preparing for the retreat, Carter worked in partnership with Eric Troyer, Josh Matlock, Christina Witt, Anthony Gagliano, Kathy Bouchard and Robin Dawson to conduct a Before Action Review, establish retreat objectives and craft a detailed agenda for the meeting on October 11, 2023 (APPENDIX B). The three and a half-hour retreat sought to evaluate the current strategic framework and work toward consensus on what goals and priorities are necessary to guide the organization towards a successful completion of CSS's current five-year strategic plan.

The retreat began with a video testimonial from Ciliana Jean, owner of "The Barnyard" restaurant. While discussing the exciting growth her business has experienced, Jean also shared that CSS's services and staff empowered her to focus while simultaneously striving to "Think bigger. Think wider." This testimonial illuminated an example of CSS's impact and prompted the Board to think bigger and wider while envisioning the future of CSS.

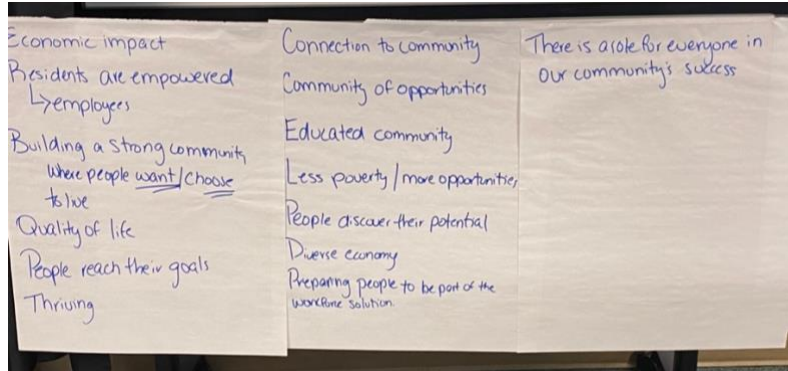
The Vision (and Mission) of CSS

After reviewing findings from the Board Member Survey, Carter shared the necessary differences between an organization's mission and vision as it relates to the foundation for strategies, goals and plans. Making a distinction between the mission of CSS and its vision allowed for robust conversation around optimizing each piece of the strategic framework and clarified how to effectively utilize a vision that inspires programs, ideas and stakeholders to the fullest potential.

Board members were asked:

1. How does this (current) vision impact your region?
2. As you dream, what will the community/region look like when you achieve your mission?

Their responses were charted:



The mission of CSS is *“to recruit, train, and retain talent for employers on the Suncoast.”*

After conversation, there was consensus that the Board would prioritize revisiting discussion around the mission and vision of CSS, particularly as it relates to the impact it seeks to continue in the region. The Board also decided to add the topic of organizational values to the “Parking Lot,” meaning they will address them more in depth at future meetings.

Two-Year Goals

Carter shared with the Board that goals are defined as “broad, general results we will achieve by the end of the planning period.”

Board members were asked individually to write down one programmatic goal, infrastructure goal, financially-oriented goal, and partner-related goal on a post-it note. Josh Matlock gave examples of previous goals in each of the four categories. Following individual reflections, participants were split into breakout groups to reach consensus on one goal in each of the four categories. Each group's responses were recorded and shared.

The group reached consensus on the following goals within each of the four categories:

Program

- Enhanced customized employer-focused solutions
- Promote outplacement services
- Access programs to help job seekers and employees address benefits/financial gaps

- Package employee retention programs

Infrastructure

- Strategic communications plan (Dashboard reporting, storytelling, success stories, etc.)
- Leverage communications-related technology

Financial

- Develop plan to utilize/diversify unrestricted funds

Partner

- Collaborations that address barriers to employment
- Optimize partnerships w/ area Chambers

18-Month Priorities

The final session of the retreat was designed to reach consensus on 18-month priorities to ensure the fulfilment of the goals discussed and a successful completion of the 2020–2025 Strategic Plan.

Each breakout group was asked to discuss and agree upon priorities for each of the strategic goals the participants reached consensus on, write their priorities on post-it notes and report out to the larger group.

The following priorities were shared (as transcribed):

Program

- Identify smaller under-served orgs. Market message to service orgs., prof. orgs. Reach out to educate and determine needs. Board can reach out to groups.
- Enhance employer impact. Reach out to employers (we're) not reaching (to) identify their needs.
- Retention – communicate to employer services and resources.
- Inventory what is available already by CSS (training, tech, etc.).
- What can we piece together?
- Board can tell the story and promote.
- Enhance and communicate
 - Did you know?
 - Designed to educate employers, employees, and job seekers
 - Be specific about our capabilities
 - Create understanding

Infrastructure

- How can we utilize AI/ We have it in a narrow scope
 - Outreach (auto)

- Overall safeguarding info
- Access to funding sources for those needs

Financial

- Unrestricted Funds Policy
- Increased sponsorships at events
- Enhance ticket to work
 - Incentives
- Start talking soon about how to strategically utilize unrestricted funds

Partner

- Identify Regional Planning Partner
- Education Fairs
- Setting up bi-annual meetings with Chambers/EDC
- Asking Chambers/EDC to help with collaborations.

Board Priorities

In addition to discussing organizational priorities, each breakout group was asked to discuss priorities for the Board over the next 18 months to move toward the strategic goals. Strategies discussed were:

- Re-establish sub-committees to identify/research/create collaborations
- Develop and communicate a succinct message about the work CSS does in the region
- Share insight, feedback and connections beyond scheduled meetings
- Explore a Communications Committee
- Proactively speak about CSS and your role as Board member with peers, colleagues and friends

CARTER'S RECOMMENDED NEXT STEPS

1. Share the retreat synopsis.

It is important the Board members who were unable to attend the retreat are brought together in a small group setting to review and discuss the topics, outcomes and priorities from the retreat. Allow each Board member the opportunity to gain understanding, ask questions, and express their buy-in instead of sending the document to them for their own review. This provides an opportunity for strengthened Board engagement.

2. Revisit the mission, vision and values.

During the retreat, there was consensus more inspiration can be articulated in the organization's vision, particularly as it relates to CSS's impact in the region. Further, there was a strong sense the "work has evolved" beyond what is

conveyed in the organization's mission. Reimagining the HOW (mission) and WHY (vision) will ensure the impact made by CSS is effectively articulated to current and future partners, service recipients, and stakeholders.

Carter recommends the Executive Committee review the current mission, vision, and values of the organization, considering discussion at the retreat, and draft suggested revisions for Board consideration. An inclusive and strategic discussion with the Board can be facilitated to illicit feedback moving toward general consensus. The Executive Committee will finalize for review and approval by the Board.

3. Finalize two-year goals and 18-month priorities.

The retreat participants came to general consensus; however, additional discussion may be necessary before Board approval.

- a. Carter recommends the Leadership Team review the goals and priorities Carter suggested based on the discussion at the retreat (Appendix A) and gain clarity on the intended end-result before presenting to the Board for approval.
- b. Should the Board make changes to the organization's mission, vision, or values (a potential outcome of recommendation #2), these changes will need to be reflected in the strategic framework prior to the Boards approval.

4. Align the annual operational plan(s).

- a. Once the Board approves the two-year strategic framework, Carter advises meeting with leaders and managers within the organization to receive insight and provide direction to best align the annual operating plan to the approved goals and priorities.
- b. Carter recommends developing Key Performance Indicators (KPIs) that will guide and measure progress towards approved goals and priorities.
- c. Carter advises ensuring the current dashboard includes the KPIs to track progress toward two-year goals and 18-month priorities.

5. Design Board meeting agendas to allow time for generative conversation around the strategic framework.

Once solidified, Carter recommends continuing to allow for generative conversations around the organization's mission, vision and values. This can be done through shared success stories or discussion around current and future programming. This iterative process fosters a sense of ownership and accountability among Board members, empowering them to be most proactive in contributing to and advocating on behalf of the organization's success.

6. Continue to educate board members about CSS services.

In the pre-retreat Board Member survey, there was a request for more information about the services CSS provides and the impact on the region. These continued to be strongly expressed themes during the retreat. Carter encourages the Leadership Team and Executive Committee to continue to evaluate different ways to provide Board education on these topics and to invite feedback on new and most effective ways of educating and sharing.

Given the breadth of services provided, one idea discussed during the retreat was to offer a "menu" of CSS services to equip Board members for opportunities to discuss CSS with the connections they have in the region.

Similarly, making a practice of sharing a testimonial of impact at every Board meeting will give Board members language to express the inspiration and impact behind CSS's strategic framework and over time, they will be more comfortable speaking to the depth of services provided.

7. Continue to strategically plan in two or three-year cycles.

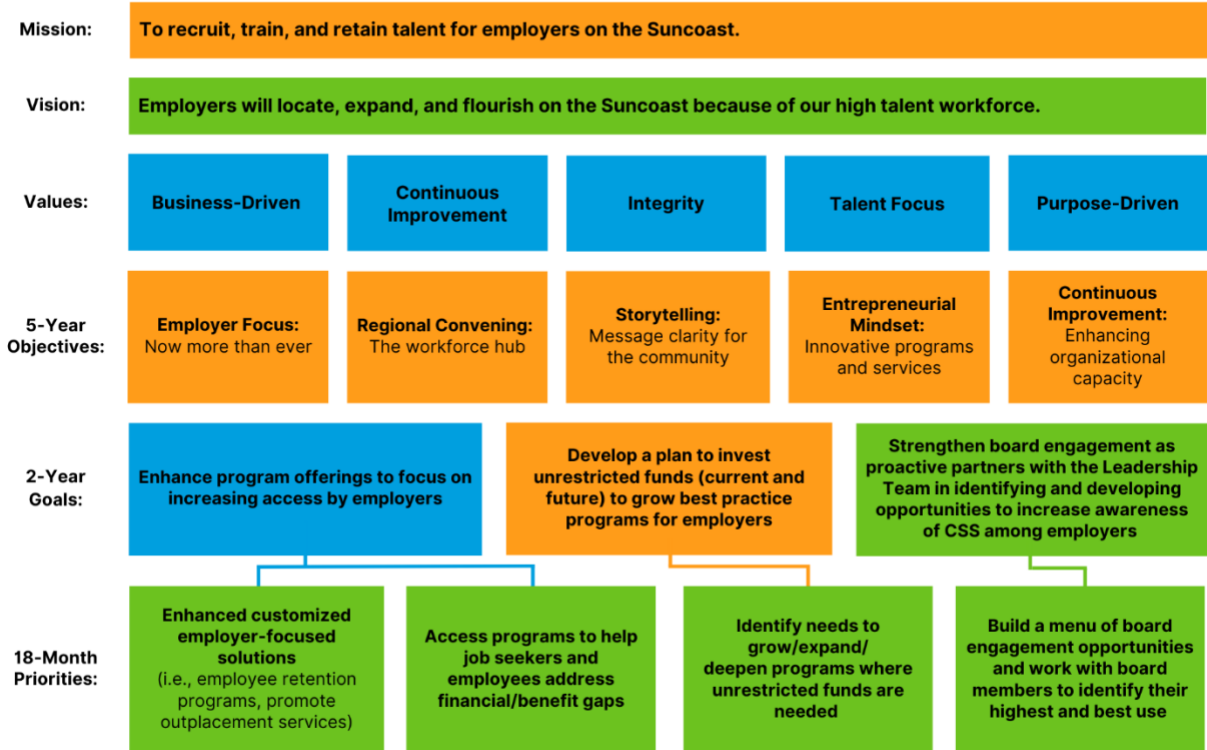
Opportunities, needs and trends are developing within the region CSS is serving at a pace considerably faster than ever before. To constantly optimize and evaluate objectives, goals, and priorities, Carter recommends continuing to strategically plan in two or three-year cycles (as opposed to five).

Carter is grateful for the opportunity to partner with CareerSource Suncoast. We are excited to see the future of your region which will undoubtedly be impacted by your leadership.

APPENDIX A: STRATEGIC FRAMEWORK



WORKING DRAFT
Strategic Framework
November 6, 2023



APPENDIX B: BEFORE-ACTION-REVIEW & FRAMING DOCUMENT

Before Action Review

CareerSource Suncoast

August 17, 2023

Framing Question: What will it take to engage the CareerSource Suncoast Board of Directors and leadership to co-develop an effective and inspirational strategic plan?

Before Action Review (BAR)

What are our intended results?

- Adaptation of the '20-'25 Strategic Plan to a two-year framework that inspires Board ownership and engagement and reflects current reality
- Potential regional/area partners identified
- A plan for the unrestricted funds is developed in alignment with strategic framework
- Clear and concise plan

What will success look like? (specific words)

- Board members are engaged in strategic conversation
- Collaboration between Board members and staff to create a nimble, clear and concise strategic plan that will inspire stakeholders and partners
- Board is aligned as to what services are provided by CareerSource, what needs CareerSource seeks to solve/support in the community, and the stipulations/expectations attached with federal funding so that they are able to inform possibilities for expanded services and revenue diversification
- Increased systemization of supporting individuals/employers towards the solving of community need(s)
- Increased consideration of "letter grades" within strategic plan

What challenges might we encounter?

- Large Board, which allows newer Board members to be passive in discussions
- Executive Committee is very engaged so there is a tendency to defer to those leaders
- Economic changes are occurring fast

- Perception that all workforce-related challenges should be addressed by CareerSource but the restricted funding does not allow for flexibility in all areas.

What have we learned from similar situations and how will we be successful this time?

- Having everybody in the same room is critical.
- Carter should use the Executive Committee as champions and peer resources



October 2, 2023

TO: Board of Directors
FROM: Eric Troyer, Chairman
Josh Matlock, President & CEO
RE: Board Retreat – October 11, 2023

Dear CareerSource Suncoast Board Member,

As you know, the CSS Board will engage in a Strategic Visioning Retreat on Wednesday, October 11th. We are pleased all of you can participate. The day begins at 8:00 a.m. with coffee and refreshments. Please arrive prepared to share your energy, passion, and perspective. Our facilitators will give everyone a chance to engage, but you alone can ensure your active participation – the true key to our success. Please arrive no later than 8:15 a.m. so that we can get settled and start promptly at 8:30 a.m.

As we reflect upon the five-year [2020-2025 Strategic Plan](#), CSS is proud of the impact made in our community.

- Supporting entrepreneurship through our THRIVE initiative
- Expanding Registered apprenticeship programs by becoming the first local Board becoming a Registered Apprenticeship sponsor serving local employers.
- Increased revenue diversification of non-federal funds
- Becoming the states leader in convening and connecting services through the development and implementation of the Crosswalk referral system.

This affirms that now is the right time for our Board to gather to determine key priorities that will ensure the fulfilment of our current strategic plan and leave us well-positioned for the future!

Before you arrive on Wednesday, please take a few moments to:

1. Review our [2020-2025 Strategic Plan](#), the synopsis of our Board Member WebSurvey (attached) provided by Carter, and the Crafting Local Talent Lightcast report relating to emerging workforce trends in our area provided by CSS leadership (attached).
2. Be prepared to dig into the possibilities of what could be, dream bigger than ever before and engage in each of the conversations accessing your unique perspectives and experiences

Our Carter consultants, Neal Watkins and Kerry Bartlett, have designed a process to draw out your perspective and wisdom that began with the WebSurvey that you completed just a couple weeks ago. We know you will arrive with an open mind, ready to participate and share constructively throughout our discussions.

To fully prepare, please reflect on what inspires you most about the work and future potential of CareerSource Suncoast. What does CareerSource's impact in your region look like?

Please keep in mind:

- The role of our Carter consultants is to share best practices and create a safe environment.
- Do your part to ensure robust conversation. If you have a different perspective or opinion from others, trust that you will be welcomed with respect.
- Listen carefully to others when they speak and keep an open mind to new ideas.
- Be fully engaged in the discussions and exercises.
- No votes or approvals will be taken. We are striving for consensus. No one person's opinion carries more weight than anyone else's.
- We will not wordsmith a mission or vision statement. We are looking for consensus around themes that emerge from discussion and break out groups.

If you have any questions, please call either of us. Thank you again for your time and ongoing commitment to CareerSource Suncoast.

Sincerely,

Eric Troyer and Josh Matlock



Board Retreat Agenda

Wednesday, October 11, 2023

8:30 a.m. – 12:30 p.m.

3660 N. Washington Blvd.

1. Welcome and Opening Remarks	Eric Troyer Board Chair Josh Matlock President and CEO
2. The Vision of CareerSource Suncoast	Carter
3. Sharpening Five Objectives into a Two-Year Direction	Facilitated Discussion
4. Two-Year Priorities & Opportunities	Small Group Breakout
5. Action Steps, Gots/Wants/Needs	CSS Board
6. Next Steps & Closing Remarks	Eric Troyer & Josh Matlock



Memorandum

To: Eric Troyer, Board Chair
Josh Matlock, Executive Director
Members of the Board Retreat Steering Committee

From: Neal Watkins and Kerry Bartlett

Date: September 28, 2023

Re: WebSurvey Key Findings

In preparation for the upcoming Board Retreat, Carter circulated a WebSurvey to engage Board members for feedback relative to the mission, vision, impact and potential of CareerSource Suncoast. The WebSurvey was completed by 26 Board Members.

Key Findings

1. Mission
The CareerSource Suncoast mission is: "To recruit, train and retain talent for employers on the Suncoast."
While the Board of Directors conceptually agrees that the organization provides workforce opportunities and solutions, there is room for greater alignment in how the mission is achieved with a focus on employer support. Several respondents indicated employee-focused solutions or a mixture of career-seeker/employer foci. Later in the survey, Board members indicated (by over 80%) "Employer focused" as the top objective within the 2020-2025 strategic plan.
2. Vision
50% of the Board indicated being "inspired" by the Vision of CareerSource Suncoast – "Employers will locate, expand and flourish on the Suncoast because of our growing, skilled talent base." More than 25% indicated being "somewhat inspired." Clarifying the "why" that drives the vision will be a key focus of the upcoming Board Retreat.
3. Impact
Board members shared first-hand stories of impact and experience with the services of CareerSource Suncoast. The width of industries represented in impact testimonials reflect the wide potential of CareerSource Suncoast. 25% of the Board expressed the desire to understand/hear more impact stories and several of those indicated an awareness of general impact but not necessarily an individual example.
4. Industries
 - a. Sectors where the Board believed CareerSource Suncoast was having the highest impact were (in order)

- i. Manufacturing,
 - ii. Healthcare
 - iii. Construction/Building.
 - b. The sectors most frequently mentioned as having the highest growth potential were
 - i. Healthcare (named by over 33% of the Board) (
 - ii. Manufacturing,
 - iii. Hospitality,
 - iv. Technology
5. Understanding Emerging Trends and Challenges
- When asked what information Board members wanted to discuss or receive during our retreat, 25% said they wanted information regarding either emerging workforce trends/predictions or the anticipated challenges/needs ahead.

Board Retreat

Based on the outcomes of this WebSurvey, we are excited to co-create space where Board members can engage in conversation and shared creative visioning to greater embrace and articulate the impact and potential of CareerSource Suncoast with specific focus on the next two years.

We will facilitate discussion leading to consensus in the following areas:

1. Vision – What does the Suncoast region look like when CareerSource Suncoast fulfills its mission? Again, we will not be writing a vision statement; rather dreaming what our community will look like because of CSS's work.
2. Two-Year Direction & Priorities – In order to move closer to the vision and achieve the objectives laid out in the five-year strategic plan, what should CareerSource's top four goals be over the next two years? What are the strategic priorities that the organization and the Board must emphasize in order to fulfill the completion of the 2020-2025 strategic plan?
3. Potential (Expanding Partnerships) -- What impact are current partnerships having within the work of CareerSource Suncoast? How can CSS leverage future partnerships to achieve its vision?

Appendix C: Feedback Form Responses



2023 Board Retreat - October 11, 2023 - Feedback Form 9 Responses Received

Thank you for your outstanding participation in today's Board Retreat! The effort and enthusiasm invested by each board member is invaluable to CareerSource Suncoast's further growth and development. Please take 5 minutes to complete this anonymous survey; share your input on what worked well and opportunities for improvement.

The purpose of the retreat was well-defined and the intended results were clear.

Strongly Agree - 7 **Agree - 2** Neutral Disagree Strongly Disagree

I am excited about building on the ideas expressed by board members during the retreat.

Strongly Agree - 9 Agree Neutral Disagree Strongly Disagree

I have a clearer understanding of the vision towards new opportunities/solutions.

Strongly Agree - 6 **Agree - 2** **Neutral - 1** Disagree Strongly Disagree

I understand the role I can play in developing key partnerships that will impact the future of CareerSource Suncoast.

Strongly Agree - 7 **Agree - 2** Neutral Disagree Strongly Disagree

The facilitators ensured everyone had a voice and the opportunity to participate in the discussions.

Strongly Agree - 9 Agree Neutral Disagree Strongly Disagree

I suggest the Board have discussion on the following topic(s) at a future meeting.

- Vision/Mission Refinement
- This was an amazing process
- Continued Education
- Specifics on our roles to assist the staff + mission

GOTS:

- Understanding of the mission and vision of CSS
- Need to deal w/ all chgs.
- Better understanding of CareerSource.
- 5 year plan/actions!
- Glimpse of some great ideas & alignment.
- Education and great discussion.
- Renewed enthusiasm
- Learned a lot more about CSS and the future.

WANTS:

- Continued collaboration with CSS
- More stories. Education.
- More in-depth education on the programs + CareerSource in general.
- Stories tell the story of CareerSource
- To see adjustments in the mission and vision to get good alignment.
- Easier way to communicate CSS mission/services, etc.
- To know how the BoD can do more to support.

Burning Questions (????):

- Excellent! Excellent!! Excellent!!!
- Further role of CareerSource
- Community involvement + leaders sharing the mission
- How did my group use THAT MUCH TIME? 😊
- Regional partner planning



FINANCE
AND
PERFORMANCE
COMMITTEE
REPORT

CAREERSOURCE SUNCOAST
Finance & Performance Committee
Board of Directors Summary
November 9, 2023

The Finance & Performance Committee met on November 7, 2023.

Review of Budget to Expenditure Report PY 23-24 as of 9-30-2023:

A copy of the report was included in the meeting materials. This report covers the period July 1, 2023 – September 30, 2023 for PY 23-24. The overall burn rate as of 9-30-2023 was 24%. A Budget to Expenditure Report by Fund source was also shared with the committee to report on burn rates by grant.

State and federal expenditure requirements reported as of 9-30-2023:

- Admin expenditure rate – 9.07%; max allowed 10%
- Individual training accounts (ITAs) – 35.81%; min requirement 35%
- Youth paid internships PY22 – 10.3%; min requirement 20%
- Youth out of school expenditures PY22 – 96.27%; min requirement 50%

Review of Non-Federal Funds Revenue & Expenditures as of 9-30-2023:

Balance of Non-Federal Funds \$844,426

Budget Modification #2 for PY 2023-2024:

The Summary of Funds Available and Budget Modification #2 reports were included in the meeting packet. The Committee approved the modification to go before the Full Board of Directors and Executive Committee on November 9, 2023. Below is a summary of the modification:

- | | |
|---------------------------------------------|-------------|
| ▪ Budget Modification #1 Funding Available: | \$8,012,531 |
| ▪ Increase in Funding: | \$1,011,426 |
| ▪ Adjusted Funding Available: | \$9,023,957 |
| ▪ Less Reserve for PY 24-25: | \$689,391 |
| ▪ Modification #2 Funding Budgeted: | \$8,334,566 |

Budget line items requested for an increase in Budget of \$799,268 for PY 23–24:

- Add \$251,798 Salary and Fringe Benefits
- Add \$10,000 Staff Training & Education
- Add \$38,695 Facilities
- Add \$15,000 Office Furniture & Equipment
- Add \$8,000 Accounting & Audit
- Add \$7,000 Office Supplies & Expense
- Add \$13,375 Travel and Meetings
- Add \$430,400 Client Training and Support
- Add \$15,000 Employer & Client Services
- Add \$10,000 Outreach

CAREERSOURCE SUNCOAST
Finance & Performance Committee
Board of Directors Summary
November 9, 2023

Performance Update:

Anthony Gagliano reviewed the CSS WIOA Performance Indicators as of 06/30/2023. A copy of the performance results were provided in the agenda packet.

CSS PY22/23 final letter grade was an "A-" with a score of 92.50%. A copy of the current letter grade was provided in the agenda packet. [CareerSource Florida Letter Grades](#) are updated on a quarterly basis, being available approximately 45 days from the end of the quarter.

Anthony Gagliano shared success stories from the CSS Veteran Services team.

General Comments & Updates:

Next meeting of the Finance & Performance Committee is scheduled for Tuesday January 30, 2024 at 8:00 a.m.

Respectfully Submitted,

Lisa Eding
CSS Treasurer

CareerSource Suncoast
 Expenditure To Budget Report - Summary
 Program Year July 1, 2023 thru June 30, 2024
 As Of 09/30/2023 (with accruals)

MOD 1

	PY TOTAL BUDGET	RESTRICTED EXPENSES YTD	BUDGET BALANCE	% OF BUDGET EXPENDED	NOTES
PERSONNEL COSTS					
SALARIESFRINGE BENEFITS	\$4,030,933	\$975,019	\$3,055,914	24%	
STAFF TRAINING & EDU	\$35,000	\$27,870	\$7,130	80%	
TOTAL PERSONNEL COSTS	\$4,065,933	\$1,002,889	\$3,063,044	25%	
FACILITY COSTS	\$517,974	\$225,555	\$292,419	44%	Maintenance renewals began in July - percentage will level out over next quarter. Moving costs were needed in July to wrap up closing out Bradenton location.
OFFICE FURNITURE & EQUIP	\$11,502	\$2,250	\$9,252	20%	
OPERATING COSTS:					
ACCOUNTING/AUDIT	\$65,657	\$15,397	\$50,260	23%	
CONSULTANTS/LEGAL	\$60,000	\$10,011	\$49,989	17%	Exp & oblig 65% - OSO contract
GENERAL INSURANCE	\$61,550	\$46,158	\$15,392	75%	Policies began July 1
OFFICE EXP & SUPP	\$38,759	\$5,197	\$33,562	13%	
TRAVEL & MEETINGS	\$70,182	\$6,855	\$63,327	10%	Staff Summit exp will be reflected in October
TOTAL OPERATING COSTS	\$296,148	\$83,617	\$212,531	28%	
PROGRAM SERVICES:					
CLIENT TRAINING/SUPPORT	\$2,445,544	\$414,797	\$2,030,747	17%	Exp & oblig 61%
CLIENT & EMPLOYER SERVICES	\$80,329	\$60,777	\$19,552	76%	Renewals labor market tool, virtual conf platform, and metrix job skills assessments began in July
OUTREACH	\$117,868	\$7,798	\$110,070	7%	Exp & oblig 70% - EDC & LCAN contracts
TOTAL PROGRAM SERVICES	\$2,643,741	\$483,373	\$2,160,368	18%	
TOTALS	\$7,535,298	\$1,797,684	\$5,737,614	24%	Rates below as of 09/2023: Admin 9.07% Max 10% ITA 35.81%. Min Req 35% Paid Internships Exp: PY22 10.3%, Min Req 20% Yth Out of Sch Exp: PY22 96.27%, Min Req 50%.

Expected burn rate as of 09/30/23

25%



**Budget to Expenditure Report
By Fundsource
PY 23-24
7/1/2023 - 09/30/2023**

Revenue:	Annual Budget Mod #1	TANF	WIOA Adult	WIOA Dis Wkr	WIOA Youth	WIOA Rap Resp	NEG Opioid Foster Rec	NEG Hurr Ian	Wag Pey WP	Wag Pey App Nav	SNAP	RESEA	Rap Cred	Others	Total Expenditures	% of Budget
Carry Forward Funds from PY 22-23	\$3,598,193	\$359,681	\$0	\$235,633	\$393,013	\$0	\$305,537	\$1,628,583	\$46,552	\$0	\$3,966	\$261,695	\$363,533	\$0		
Allocation Awards PY 23-24	\$4,414,338	\$1,195,514	\$790,880	\$858,560	\$644,356	\$125,000			\$553,620	\$62,500	\$67,040			\$116,868		
Total Available Funding	\$8,012,531	\$1,555,195	\$790,880	\$1,094,193	\$1,037,369	\$125,000	\$305,537	\$1,628,583	\$600,172	\$62,500	\$71,006	\$261,695	\$363,533	\$116,868		
LESS: Planned Carry Forward (Reserve) for PY 24-25	-\$477,233			-\$247,416	-\$131,813			-\$70,000	-\$28,004					\$0		
Total Revenue Budgeted PY 23-24	\$7,535,298	\$1,555,195	\$790,880	\$846,777	\$905,556	\$125,000	\$305,537	\$1,558,583	\$572,168	\$62,500	\$71,006	\$261,695	\$363,533	\$116,868	\$7,535,298	
		√	√	√	√	√	√	√	√	√	√	√	√	√		
Budgeted Expenditures:		Expenditures To Date:													Total Expenditures	% of Budget
Salaries & Benefits	\$4,030,933	\$267,205	\$76,599	\$193,558	\$98,871	\$24,481	\$14,036	\$51,945	\$102,745	\$15,229	\$24,871	\$64,383	\$0	\$15,280	\$975,013	24.2%
Staff Training & Education	\$35,000	\$6,520	\$5,814	\$1,963	\$3,057	\$735	\$17	\$141	\$5,551	\$359	\$701	\$929	\$0	\$1,681	\$27,870	79.6%
Facility Costs	\$517,974	\$51,042	\$15,965	\$37,887	\$26,102	\$2,335	\$114	\$3,441	\$54,910	\$87	\$5,678	\$8,518	\$0	\$14,721	\$225,555	43.5%
Furniture & Equipment	\$11,502	\$2,250	\$0	\$7	-\$1	\$1	\$0	\$0	-\$6	\$0	\$0	\$0	\$0	\$1	\$2,250	19.6%
Operating Costs	\$296,148	\$24,537	\$1,835	\$15,370	\$7,965	\$543	\$352	\$2,955	\$15,969	\$1,227	\$2,113	\$2,881	\$0	\$6,399	\$83,617	28.2%
Program Services	\$2,643,741	\$157,759	\$22,701	\$21,512	\$30,931	\$10	\$15,992	\$198,501	\$33,768	\$0	\$16	\$24	\$0	\$255	\$483,380	18.3%
Total Expenditures	\$7,535,298	\$509,313	\$122,914	\$270,297	\$166,925	\$28,105	\$30,511	\$256,983	\$212,938	\$16,902	\$33,379	\$76,736	\$0	\$38,337	\$1,797,684	23.9%
Remaining Available Funds		\$1,045,882	\$667,966	\$576,480	\$738,631	\$96,895	\$275,026	\$1,301,600	\$359,230	\$45,598	\$37,627	\$184,959	\$363,533	\$78,531	\$5,737,614	
% of Funds Expended by Grant		32.7%	15.5%	31.9%	18.4%	22.5%	10.0%	16.5%	37.2%	27.0%	47.0%	29.3%	0.0%	32.8%	23.9%	

Note:
(23-24) NFA-DW Funding Used for Adult Activities \$185,837

CareerSource Suncoast

Summary of Non-Federal Funds Revenue & Expenditures

as of 09/30/2023 (with accruals)

	Unrestricted Business Support - 707	Unrestricted Tobacco Free - 719	Restricted Consolidated Workforce Educ - 720	Unrestricted Ticket to Work - 724	Restricted Misc Client Supp - 730	Totals
Wells Fargo Operating Account #10001						
Fund Balance as of 7/1/2023	\$48,324	\$380	\$128,384	\$331,344	\$344	\$508,775.81
Revenue						
Current Year	\$0	\$975	\$15,000	\$32,112	\$3,000	
Bank Interest Income	\$0	\$0	\$0	\$747		
Inter Transfer	\$0	\$0	\$0	\$0	\$0	
Revenue Total	\$0	\$975	\$15,000	\$32,859	\$3,000	\$51,834
Expenditures - Current Year	\$0	\$0	\$30,455	\$25,592		\$56,046
Increase/(Decrease) in Cash - Current Year	\$0	\$975	(\$15,455)	\$7,267	\$3,000	(\$4,212)
Transfer Excess Cash to CD				(\$200,000)		
Wells Fargo Cash Balance as of 09/30/2023	\$48,324	\$1,355	\$112,930	\$138,611	\$3,344	\$304,564

cash bal per wk sheet

	Unrestricted SWB Misc - 901
Truist Bank - Unrestricted #10002	
Money Market Fund Balance	\$63,482
Certificate of Deposit - matures 01/16/2024	\$100,000
Truist Balance as of 09/30/2023	\$163,482

	Unrestricted SWB Misc - 901
Edward Jones - Unrestricted #10003 & 10006	
Certificates of Deposits (CD) -	
CD - Baroda Bank matures 03/28/2024	\$175,000
CD - Comerica Bank (Ticket 2 Work) matures 05/03/2024	\$200,000
10006 - CD account balance	\$375,000
Savings:	
10003 - BMO Harris Bank (savings account) balance	\$1,381
Edward Jones Balance as of 07/31/2023	\$376,381

Summary Non-Federal Funds Restricted and Unrestricted by Account Type	Total CDs & Bank Accts	Total CDs CDs	Total Bank Accts	1 Mth Oper Exp Req Reserve 23-24	Available Unrest 23-24
Total Non-Federal Funds Restricted	\$116,274	\$0	\$116,274		
Total Non-Federal Funds Unrestricted	\$728,153	\$475,000	\$253,153	\$377,000	\$351,153
Total Non-Federal Funds	\$844,426	\$475,000	\$369,426		



Performance &
Monitoring Reports
Anthony Gagliano

Performance

Annual Letter Grades

The [Reimagining Education and Career Help \(REACH\) Act](#) calls for each local workforce development board in Florida to be assigned a letter grade annually based on performance criteria developed by the Governor's REACH Office. The CareerSource Florida Board of Directors assigns and makes public a letter grade for each local workforce development board. Letter grades are assigned annually by Oct. 15, following the close of the program year.

PY 2022-2023 Letter Grades

Letter grades are assigned to local workforce development boards annually by Oct. 15, following the close of the program year. Below are the letter grades by local workforce development board for program year 2022-2023.

For performance by local workforce development board, click on the local board name below. You will need to register and log in to access the data for each local board.

Local Workforce Development Board	Annual Score (%)	Letter Grade
01 - CareerSource Escarosa	94.76	A
02 - CareerSource Okaloosa Walton	89.18	B+
03 - CareerSource Chipola	98.51	A+
04 - CareerSource Gulf Coast	93.14	A
05 - CareerSource Capital Region	89.51	B+
06 - CareerSource North Florida	91.76	A-
07 - CareerSource Florida Crown	85.50	B
08 - CareerSource Northeast Florida	103.36	A+
09 - CareerSource North Central Florida	85.98	B
10 - CareerSource Citrus Levy Marion	93.92	A
11 - CareerSource Flagler Volusia	102.41	A+
12 - CareerSource Central Florida	99.97	A+
13 - CareerSource Brevard	88.50	B+
14 - CareerSource Pinellas	96.73	A
15 - CareerSource Tampa Bay	95.91	A
16 - CareerSource Pasco Hernando	92.66	A-
17 - CareerSource Polk	95.40	A
18 - CareerSource Suncoast	92.50	A-
19 - CareerSource Heartland	99.56	A+
20 - CareerSource Research Coast	90.58	A-
21 - CareerSource Palm Beach County	95.16	A
22 - CareerSource Broward	96.85	A
23 - CareerSource South Florida	97.02	A+
24 - CareerSource Southwest Florida	98.61	A+

Letter Grades Scale:

- A+ : ≥ 97
- A : 93 to < 97
- A- : 90 to < 93
- B+ : 87 to < 90
- B : 83 to < 87
- B- : 80 to < 83
- C+ : 77 to < 80
- C : 73 to < 77
- C- : 70 to < 73
- D : 60 to < 70
- F : < 60

Visit the [Resources](#) page of this website to view or download informational documents related to letter grades, including a metric cohorts timeline, lists of the Employ Florida service codes included in the metrics, and previous letter grades.

Local Board Performance



CareerSource Suncoast Program Year 2022-2023 Grade

A-

Letter Grade

92.50%

Annual Score

Metrics Data

The table below shows the data used in the letter grade calculation. Visit the [Methodology](#) page of this website for more information on each metric including numerator and denominator definitions. Visit the [Resources](#) page to view or download a methodology desk reference document, metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met ¹ (%)	Weighted Performance ² (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	1,112	2,265	49.09	-	45.00	100.00	25.00
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	657	1,295	50.73	-	35.00	100.00	25.00
3. Employment and Training Outcomes	Employment and Training Services	0.20	16	18	88.89	-	100.00	88.89	17.78
4. Participants in Work-Related Training	Training Services	0.10	319	2,201	14.49	-	25.00	57.96	5.80
5. Continued Repeat Business	Business Services	0.05	1,300	3,539	36.73	-	35.00	100.00	5.00
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	7.42	100.00	100.00	5.00
PY 2021-2022 Business Penetration		-	979	13,522	7.24	-	-	-	-
PY 2022-2023 Business Penetration		-	2,051	13,992	14.66	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	2.14	2.70	79.26	-	100.00	79.26	7.93
Exiters: Local Board (N) / Statewide (D)		-	1,717	80,318	2.14	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$4,262,617	\$157,813,605	2.70	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	925	2,213	41.80	-	-	-	1.00
								ANNUAL SCORE	92.50

¹ Percentage of Target Met for the Business Penetration metric is based on year-over-year percentage point difference as follows:

- ≥ 4 = 100%
- 2 to < 4 = 90%
- 0 to < 2 = 80%
- 2 to < 0 = 70%
- 4 to < -2 = 60%
- 6 to < -4 = 40%
- 8 to < -6 = 20%
- < -8 = 0%

² Weighted Performance for the Extra Credit Metric are extra credit points awarded based on the rate as follows:

- ≥ 50% = 5 points
- 46% to < 50% = 4 points
- 44% to < 46% = 3 points
- 42% to < 44% = 2 points
- 40% to < 42% = 1 point

#VALUE!

Measures	PY2021-2022 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2022-2023 2nd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q2	PY2022-2023 3rd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q3	PY2022-2023 4th Quarter Performance	PY2022-2023 % of Performance Goal Met For Q4	PY2022-2023 Performance Goals
Adults:												
Employed 2nd Qtr After Exit	90.00	94.74	95.00	88.00	97.13	84.30	93.05	85.90	94.81	85.30	94.15	90.60
Median Wage 2nd Quarter After Exit	\$12,636	127.64	\$9,900	\$11,996.00	128.29	\$11,066	118.34	\$11,768	125.85	\$9,926	106.15	\$9,351
Employed 4th Qtr After Exit	90.30	95.05	95.00	91.70	105.40	88.30	101.49	88.00	101.15	86.50	99.43	87.00
Credential Attainment Rate	71.40	85.00	84.00	84.50	108.33	67.30	86.28	66.40	85.13	60.20	77.18	78.00
Measurable Skill Gains	71.10	129.27	55.00	76.00	103.54	78.30	106.68	75.00	102.18	86.00	117.17	73.40
Dislocated Workers:												
Employed 2nd Qtr After Exit	71.60	75.37	95.00	71.70	92.40	71.30	91.88	73.70	94.97	77.10	99.36	77.60
Median Wage 2nd Quarter After Exit	\$9,615	114.46	\$8,400	\$9,692.00	96.17	\$10,025	99.47	\$10,400	103.20	\$10,613	105.31	\$10,078
Employed 4th Qtr After Exit	85.70	95.22	90.00	100.00	149.25	68.70	102.54	70.70	105.52	71.30	106.42	67.00
Credential Attainment Rate	18.80	26.86	70.00	25.00	42.81	25.90	44.35	36.10	61.82	38.80	66.44	58.40
Measurable Skill Gains	80.60	164.49	49.00	76.90	108.16	56.50	79.47	86.70	121.94	83.30	117.16	71.10
Youth:												
Employed 2nd Qtr After Exit	62.50	69.44	90.00	57.50	69.28	54.10	65.18	62.50	75.30	77.30	93.13	83.00
Median Wage 2nd Quarter After Exit	\$7,625	125.00	\$6,100	\$7,065.00	159.48	\$7,001	158.04	\$6,936	156.57	\$5,727	129.28	\$4,430
Employed 4th Qtr After Exit	75.00	78.95	95.00	75.00	108.70	70.00	101.45	75.00	108.70	75.70	109.71	69.00
Credential Attainment Rate	77.80	101.70	76.50	87.50	108.43	87.00	107.81	81.80	101.36	80.00	99.13	80.70
Measurable Skill Gains	66.70	121.27	55.00	61.90	91.03	66.70	98.09	72.20	106.18	88.90	130.74	68.00
Wagner Peyser:												
Employed 2nd Qtr After Exit	62.50	83.33	75.00	64.50	99.23	63.60	97.85	69.00	106.15	71.10	109.38	65.00
Median Wage 2nd Quarter After Exit	\$6,930	126.00	\$5,500	\$7,079.00	118.97	\$6,768.00	113.75	\$7,773	130.63	\$7,693	129.29	\$5,950
Employed 4th Qtr After Exit	62.60	86.94	72.00	64.50	101.57	61.00	96.06	67.30	105.98	67.90	106.93	63.50

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)

VETERANS QUARTERLY MANAGER'S REPORT

Fiscal Year:	2023 - 2024
Federal Quarter:	July, August, September (Q4)
Local Workforce Development Board:	LWDB 18- Suncoast
Report Prepared By:	Sean Zubyk
Report Submitted By:	Sean Zubyk

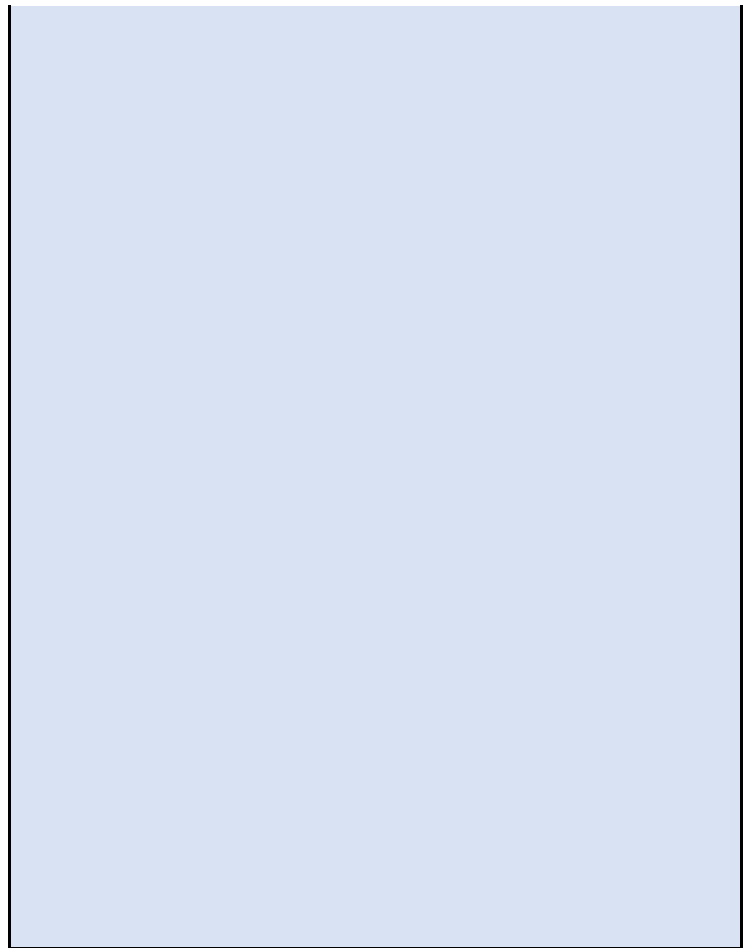
DISABLED VETERANS OUTREACH PROGRAM (DVOP) SPECIALIST ACTIVITIES	
Veterans Served	16
Veterans who received an ICS	16
ICSR (%)	100.00%
Case Management (205/V04)	14
Case Management Rate (%)	87.50%
Ch 31 Veterans Served	1
Ch 31 Veterans in CM >180 Days	1
Veterans Referred to LVER(s) - Case Conference (V11)	6
SBE Placements for QTR	3
Outreach Activities	40
Non-Veterans Served	0
Post Employment Consistent Contact	0

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) ACTIVITIES	
Employer Outreach	6
Job Development	0
Veteran Advocacy - Veteran	8
Veteran Advocacy - Employer	0
DoD SkillBridge	2
Job Order	2
Job Order Follow-Up	0
Job/Career Fairs	1
Mass Recruitment Services	4
Hire Vets Medallion Program (HVMP)	1
Developed DOD SkillBridge Opportunity	0
Non-SBE Placements (referrals from Career Center Staff)	0

DVOP OUTREACH ACTIVITIES		
Homeless Shelters Visited	Prisons Visited	Transitioning Workshops Visited
4	2	0
Summarize outreach efforts made to locate veterans and other eligible persons with SBEs and the results of those efforts.		
<p>Region 18 DVOPs (G. Humphrey and A. Schutte): Conducted a total of 40 DVOP Outreach engagements at the following organizations: Bradenton VFW Post 10141, Jewish Family and Children's Services, Turning Points, Veteran's Village Homeless Shelter, Manatee County Veterans Services Office, Manatee Technical College (Job Fair), University of Southern Florida, Sarasota Fairgrounds (Homeless Veterans Stand Down), and the Manatee County Jail (job fair planning). Most outreach engagements were conducted by both DVOPs together for A. Schutte's orientation. All engagements included introductions, familiarization, and inter-staff discussions of services provided, common interests, and present and future collaboration plans and opportunities. A. Schutte continues individual outreach efforts at VFW Post 10141, advertising CareerSource/JVSG employment</p>		

LVER OUTREACH ACTIVITIES		
Employer Seminars / Workshops	Job Search Workshop (Veteran Training)	Job Search Groups (Veteran Training)
1	0	0
Summarize outreach efforts to local employers to assist veterans and other eligible persons with SBEs in gaining employment.		
<p>LVER Employment Activities for CareerSource Suncoast 7-1-23 thru 9-30-23: Veteran Advocacy for Employer - 8, Veteran Advocacy Veteran - 8 Employer Seminar: Pathway to Success a five-part series that CareerSource Suncoast is conducting with Employers and new entrepreneur within our region. The first series was on 9/20/2023 at the CareerSource Suncoast in Sarasota, Fl. The seminar was in person and virtual. We had 35 employers that participated in the event, the next session will be in January 2024.</p>		

programs and registering veterans in the JVSG program while collaborating towards future joint efforts with the Post Chaplain. Results from these activities resulted in 3 SBE referrals. The strengths in the relationships developed with organizations resulted in helping veterans finding places to live, food to eat, rental assistance, utility assistance, and health needs. Participated in the Sarasota County Veterans Standdown that resulted in 5 veterans asking for information about Career Source and 1 SBE referrals. Homeless Outreach Activities: Veterans Village in Sarasota and Turning Points in Manatee County. Prison Visited: Manatee County Jail (MCJ) in Palmetto FL.



CAREER FAIRS/RECRUITING EVENTS FOR VETERANS

Date of Event	# of Employers	# of Veterans	Type of Event	Summary of Career Fair or Recruiting Event
8/1/2023	1	0	Recruiting Event	Onin Staffing Agency we had (2) job seekers to attend and get hired.
8/17/2023	1	1	Recruiting Event	Onin Staffing Agency we had (13) job seekers and Veteran (1). The veteran got hired
8/31/2023	1	0	Recruiting Event	Onin Staffing Agency we had (10) job seekers and Veteran (0).
9/14/2023	1	6	Recruiting Event	United States Postal Service (USPS) Job Seekers (43) Veterans (6).

LVER TRAINING

Date of Training	Training Type	Audience	Topic	Summary of Training
7/12/2023	Virtual	Veteran	DEO Training-LVER's Service Codes/Monitoring Tools	Greg Tudor provided training on the new LVER's codes and Monitoring tools to LVER's staff, DVOP's, and Management. 7 staff attended training
8/9/2023	In-Person	Staff	Veteran Intake form and Servicee codes 189, 159, and 168	Training was on how to fill out the veteran intake form with the veteran, The following service codes and case notes that should be entered in Employ Florida 189, 159 and 168 if the DVOP is not present in the center.

8/22/2023	Virtual	Staff	How to Serve veteran clients and spouses, veteran intake Form, Service Codes: 189, 159, and 168 in EF, and how to enter the case notes in	Veteran training was provided for staff and management. On How to serve our Veterans Clients and Spouses, Veteran Intake Form, Service Codes: 189,159 and 168. How to enter the Case notes for the service codes in Employ Florida. Attendees: 31
9/29/2023	Virtual	Staff	What Service Code to use for Organizations and Community Outreach visits	Training was provided to the new DVOP on how service code E-49 is to be used for veterans and community organizations visit.

STAFFING CHANGES

Gain(s) / Loss(s)	Effective Date	Position Number	Title	Name

VACANCIES

Number of Days Vacant	Effective Date	Position Number	Title	Status

SUCCESS STORIES

Teamwork: SBE veteran , a married man and father of two was an at-risk homeless veteran. Under stress because of no employment and at risk of losing his home. The Veteran reached out to Career Source Suncoast for help. Veteran received intensive employment and supportive services from DVOP Gilbert Humphrey and LVER Wil Collazo; furthermore, Kim Gonzalez, "Employment Support Coordinator" provided mortgage relief for Veteran in the amount of \$1,669 dollars. Veteran landed a job at JMI as a recruiter. The surprise was running into Veteran as an employer at the Manatee County Job Fair hosted by CareerSource.

Quick Turn Around: Veteran was a homeless veteran with service-connected disabilities living in his car throughout Manatee County. Already under case management of St Vincent DePaul, Veteran's move in date to an apartment was in the final stages, but he was still experiencing extreme food insecurity, shortage of funds for automobile gasoline, and lack of employment opportunities. In addition, he had no resume and no basic knowledge of how to properly write one. He requested veteran services and was registered as a JVSG client only three days before an upcoming hiring event that coincidentally focused on careers that met his background and skill set in logistics and warehouse labor and management. Due to the highly restricted timeline, both DVOPs, with Manatee County LVER Deborah Phelps, modified their schedules to assist Veteran in building a resume from scratch and undergoing intense, multi-session interview preparation. Also prior to the event DVOP Aaron Schutte coordinated with VFW Post 10141 Chaplain Lucas Haney to provide Veteran with food and gas cards to assist him while he prepared. Veteran attended the event fully prepared and well dressed and was officially hired that next morning. Within a week of his hiring, he moved from his car to his new apartment, provided by St. Vincent DePaul.☑

TRAINING PLAN TO IMPROVE PERFORMANCE MEASURES

DVOP Gilbert Humphrey: Spent the Quarter training new DVOP Aaron Schutte in familiarization with EF, Policy and Procedures, and VQMR Reports. Will continue training Aaron Schutte on Chapter 31 reporting. Further training has been provided for Aaron through Jill Lanier, "Regional Program Coordinator" for Florida Commerce. We will be scheduling NVTI training for Aaron as soon as possible. The team will be reviewing all of the activity/service codes to make sure we are accurately putting in all of the information and providing more services to Veterans and Employers.

BEST PRACTICES

DVOP Gilbert Humphrey: Will add to SBE Progress Report EXCEL Spreadsheet: Digital Navigation Services, Gas Cards, Rental Assistance, Housing, and number of homeless veterans assisted to help capture numbers that are not captured but of importance.

COMMENTS / SUGGESTIONS

Case Management Rate at 87.7%:

A client from former DVOP Jim Chestnut (CareerSource Suncoast) was passed to DVOP Gilbert Humphrey. The IEP was still open and DVOP Gilbert Humphrey was under the impression that open IEP could be used from former DVOP if it was still open. In the future, when taking in clients from former DVOP's, OAS and IEP will be redone.

A client from former DVOP Wil Collazo (CareerSource Suncoast) was passed to DVOP Gilbert Humphrey. The IEP was still open and DVOP Gilbert Humphrey was under the impression that open IEP could be used from former DVOP if it was still open. In the future, when taking in clients from former DVOP's, OAS and IEP will be redone.☒



STAFF REPORTS

Kathy Bouchard- CTO

Robin Dawson - CFAO

Anthony Gagliano- COO



Full Board Meeting
Adjourned -

Executive
Committee
Meeting Continued



ACTION ITEMS

**CareerSource Suncoast
Executive Committee
Meeting Minutes
Teams Virtual Meeting
Thursday, September 14, 2023
8:00 a.m.**

Absent Present	<u>Committee Members</u>
P*	Eric Troyer, CPA, Kerkering, Barberio & Company
P*	Christy Cardillo, Partner, Carr, Riggs & Ingram, LLC
P*	David Kraft, Vision Consulting Group
P*	Sharon Hillstrom, Bradenton Area Economic Development Corporation
P*	Lisa Eding, Teakdecking Systems
P*	Peter Hayes, Tandem Construction
*	Virtual
	Staff Present: Josh Matlock*, Robin Dawson*, Anthony Gagliano*, Kathy Bouchard*, Christina Witt*, Linda Benedict*, James Disbro*, Michael Meerman*, Karima Habity*, Chet Filanowski*, Michelle Snyder*

I. Call to Order

Eric Troyer, Chair, called the meeting to order at 8:00 a.m. Attendance was recorded, and quorum established.

II. Action Items

Approval of June 8, 2023, Executive Committee Meeting Minutes

Eric Troyer asked for a motion to approve the August 10, 2023, Executive Committee meeting minutes.

Motion: David Kraft Second: Christy Cardillo

The motion passed unanimously.

Approval of Budget Modification #1 for PY2023-24

Lisa Eding introduced the budget modification approved by the Finance and Performance Committee on August 29, 2023. Robin Dawson reviewed the budget modification #1 for PY 2023/24.

Summary of Modification #1:

- Initial Funding Available: \$7,251,971
- Increase in Funding: \$760,560
- Adjusted Funding Available: \$8,012,531
- Less Reserve for PY 23-24: \$477,233
- Reserve Increased: \$145,381
- Budget Increase Less Reserve: \$615,179
- Mod #1 Funding Budgeted: \$7,535,298

Funding Budgeted for PY 2023/24 Mod #1. Line items requested for an increase for PY 2023/24 Budget total \$615,179:

- Add \$174,726 Salary and Fringe Benefits.
- Add \$10,071 Facilities
- Add \$4,917 Accounting & Audit
- Add \$300 Office Supplies & Expense
- Add \$10,182 Travel and Meetings
- Add \$388,350 Client Training and Support
- Add \$8,633 Employer & Client Services
- Add \$18,000 Outreach

Lisa Eding requested a motion to approve Budget Modification #1 for PY 2023/24 was made.

Motion: Sharon Hillstrom Second: David Kraft

III. **CEO Report – Joshua Matlock**

Josh Matlock reviewed the strategic planning process and timeline with the executive Committee. There is currently an 80% response rate on the Board survey portion of the process. Once the survey responses are completed, the task force consisting of the CSS leadership team and Eric Troyer will meet to review the survey results. The survey will be used as a framework for the strategic planning session agenda. The planning session will be held in person, at the Sarasota Career Center on October 11th, 2023, at 8:00am. The final report from the Carter Group consultant will be completed by October 31, 2023, and shared with the Board at the next meeting.

Josh Matlock and Kathy Bouchard notified the committee of a complaint received from the Department of Labor (DOL), Civil Rights Center regarding a disability-based discrimination investigation. CSS is in the process of responding to the complaint and has consulted with an attorney. The initial notification was sent to former CSS President/CEO, Ted Erlichman in 2021. The current request received is a request to respond to the complaint and provide documentation of the services provided. DOL is unable to provide what the specific complaint was, the notification simply stated the complainant was discriminated against based on their disability and denied job placement assistance and/or other employment-related services. CSS has kept good records and provided the client with services, being served through the Ticket-to-Work program, which provides services to persons with disabilities.

The committee recommended notifying the insurance company in the event the claim went to litigation and consulting with a public relations consultant in the event the claimant went public.

IV. **Other Board Business**

Finance and Performance Committee Report – Lisa Eding

Lisa Eding provided an overview of the Finance & Performance Committee meeting.

Robin Dawson, VP/CFAO, reviewed the following reports.

1. Review of Budget to Expenditure Report as of June 30, 2023
 - a) Overall burn rate of 73%
 - b) YTD Federal and State requirements:
 - Admin: 9.30%; max allowed 10%
 - ITAs: 38.66%; minimum requirement 30%
 - Youth Paid Internships/Work Experience: PY21 is 24.2%; PY22 9.03%; minimum requirement 20%,
 - Youth Out of School: PY21 is 98.5%; PY22 is 95.86%; minimum requirement 50%
2. Budget to Expenditure Report by Fundsource as of June 30, 2023
3. Summary of Non-Federal Funds Revenue & Expenditures as of June 30, 2023

Anthony Gagliano reviewed the CSS WIOA Performance Indicators as of 3/31/2023. A copy of the performance results was provided in the agenda packet.

CSS currently has a CareerSource Florida (CSF) letter grade “B” with a score of 84.45 as of 03/31/2023. A copy of the current letter grade was provided in the agenda packet. CSF updates the letter grade on a quarterly basis, being available approximately 45 days from the end of the quarter. CSS anticipates the official letter grade for PY22-23 to be available in October.

Nominating Committee Report

Christy Cardillo reported on the Nominating Committee meeting held on August 16, 2023. The Ad-hoc nominating committee members included: Chisty Cardillo-Chair, Jim Bos, and Dr. Timothy Novak. The committee discussed the slate of officers and unanimously agreed to present the following nominations to the Board of Directors:

- Program Year 2023-2024 slate of officers beginning September 2023
 - Chairman of the Board: Eric Troyer, Kerkering Barberio, CPA
 - Chair Elect: David Kraft, Vision Consulting Group
 - Treasurer: Lisa Eding, Teak Decking Systems

Nominations will be taken from the floor at the September 28, 2023, Board meeting. If there are no nominations from the floor, a motion will be requested to approve the Nominating Committee’s recommended Slate of Officers for PY 2023-2024.

V. Staff Reports

Kathy Bouchard

Kathy provided an update on the Ticket-to-Work program (TTW). Last year the program generated \$188,000 in revenue, which is more than the previous three years combined. There is approximately \$32,000 coming in for this quarter. CSS has fifty-five (55) of the ninety-nine (99) ticket holders working, CSS can anticipate approximately \$10,000 monthly

in generated revenue. This success is contributed to the great work done by the TTW Coordinator, Kim Gonzalez and Linda Benedict, the Business Development Director.

The Fostering Opioid Grant that runs through August of 2024 received additional funding. September is recovery Awareness month. Ginger Swanson, the Grant Coordinator, is a member of the Live Tampa Bay organization, whose mission is to reduce opioid deaths in our community was asked to do an interview with them on WTSB-10. The interview also included an employer that went to the CSS Sponsored I-Care training on opioid addiction in the workplace. The interview will air on Friday, September 15th. She also conducted an employability workshop at the Manatee County jail for the women's unit.

The Non-Custodial Parent Employment program was extended until September 15, 2023. CSS has approximately twenty-six clients enrolled in the program to date. CSS does anticipate that the grant will be extended longer.

David Kraft, Vision Consulting Group, has been providing a pro-bono service to CSS, the Connective Workplace, focusing on organizational culture. David has interviewed every single staff person and will be providing CSS with a report once he has analyzed the data. David Kraft provided the Board with an overview of the process for the Connective Workplace.

Robin Dawson

CSS received two Notice of Funding Awards this week related to the hope Florida initiative, which is a collaborative effort between CSS and Department of Children and Family working with the workforce system expansion of the states Hope Florida initiative and these two NFA's are two different funding sources, Wagner-Peyser and WIOA. A budget modification #2 will be presented for approval in a future meeting.

The CPA firm, James Moore & Co., will be conducting CSS's annual financial audit.

Next week, Robin will be attending the annual workforce summit, leading the statewide Financial Officers Group meeting.

Anthony Gagliano

CSS will have sixteen (16) attendees at the upcoming workforce summit in Orlando. Anthony Gagliano, James Disbro, Linda Benedict, Alicia Cruz-Otero, Christine Mikolas, and Diane Seavers will be speakers at this year's conference. Sessions will focus on Hurricane Ian efforts, rapid response, apprenticeships, the summer youth program, the Crosswalk referral system, and business development.

CSS applied for State Veterans program incentive. CSS places forty-six (46) disabled veterans in jobs in the 2022-23 program year. Deborah Phelps was recognized as Vet of the quarter. She attended the national state workforce agency Veteran conference in Washington, D.C. Deborah works on the employer side of the Veterans team. This past year CSS had twenty-nine (29) job fairs or hiring events. CSS assisted twenty-six (26) Veterans through the Digital navigation initiative. CSS helped Veeran's receive more than \$44,000 in support funds through referrals to other local agencies. Additionally, CSS

nominated a Veteran for the USAA car giveaway, and they were selected as the recipient of a 2019 Kia Sorento.

The Hurricane Ian grant team has served fifty-three (53) clients through temporary work providing some type of humanitarian aid and hurricane recovery efforts. There are currently twenty (20) currently active in temporary employment. The team continues to work closely with the United Way south county long term recovery group.

Michael Meerman and the team will the first of their five-part series [Pathways to Success \(wfevent.com\)](#) workshop on Wednesday, September 20, 2023. The next workshop will be held on January 31, 2024.

On Wednesday, November 15, 2023, Michael Meerman, and his team will be holding the third annual E-Rising conference here at the Sarasota Career Center focusing on entrepreneurship.

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

None

VII. Adjournment – Eric Troyer, Chair

The next meeting is the strategic planning meeting scheduled for October 11, 2023

Next Executive Committee Meeting on November 9, 2023 combined with full Board meeting

There being no further business, Eric Troyer adjourned the meeting at 8:57 a.m.

Respectfully submitted,

Joshua Matlock

[Joshua Matlock \(Oct 31, 2023 07:30 EDT\)](#)

Josh Matlock
President & CEO



OTHER COMMITTEE BUSINESS -

President/CEO
Performance
Evaluation