



Finance/Performance Committee Meeting
Thursday, April 25, 2024
8:00 a.m.
Virtual Meeting Only
[Join Teams Meeting](#)
Call-in 1-786-600-3104
Phone Conference ID: 285 067 223 935 #

AGENDA

- | | |
|--|------------------|
| 1. Welcome and Roll Call | Lisa Eding |
| 2. Approval of February 27, 2024 Finance & Performance Meeting Minutes | Lisa Eding |
| 3. Review of Budget to Expenditure Report as of 03/31/2024 | Robin Dawson |
| 4. Summary of Non-Federal Funds Revenue & Expenditures as of 03/31/2024 | Robin Dawson |
| 5. Review of FloridaCommerce PY2022-23 Programmatic Monitoring Review | Anthony Gagliano |
| 6. Performance Update | Anthony Gagliano |
| 7. Next Meeting Date and Time: June 6 th , 2024 @ 8:00 am
This meeting is combined with the Executive Committee Meeting. | Lisa Eding |
| 8. Final Comments and Adjournment | Lisa Eding |



Finance & Performance Committee Meeting Minutes

Virtual TEAMS Meeting
Tuesday February 27, 2024
8:00 a.m.

I. Call to Order- Lisa Eding

Lisa Eding called the meeting to order at 8:03 a.m.

Attendees: Lisa Eding, Jim Bos, Peter Hayes, and CareerSource Suncoast (CSS) staff - Robin Dawson, Joshua Matlock, Anthony Gagliano, Kathy Bouchard, and Christina Witt.

II. Approval of January 23, 2024 Finance and Performance Committee Meeting minutes.

Lisa Eding requested a motion to approve the January 23, 2024 Finance and Performance meeting minutes:

Motion: Jim Boss

Second: Peter Hayes

Motion Passed Unanimously

III. Approval of Budget Modification #3 for PY 2023/24

Robin Dawson reviewed the budget modification #3 for PY 2023-24

Summary of Modification #3:

▪ Modification #2 Funding Available:	\$9,023,957
▪ Increase in Funding:	\$725,000
▪ Adjusted Funding Available:	\$9,748,957
▪ Less Reserve for PY 23-24:	\$689,391
▪ Mod #1 Funding Budgeted:	\$9,059,566

Funding Budgeted for PY 2023/24 Mod #3. Line items requested for an increase for PY 2023-24 Budget total \$725,000.

- Add \$16,000 Salary and Fringe Benefits
- Add \$2,000 Staff Training & Education
- Add \$35,000 Facilities
- Add \$10,000 Office Furniture & Equipment
- Add \$10,000 Accounting & Audit
- Add \$3,000 Office Supplies & Expense



- Add \$639,000 Client Training and Support
- Add \$10,000 Outreach

Robin Dawson requested motion to approve Budget Modification #3 for PY 2023/24.

Motion: Jim Bos Second: Peter Hayes

Motion passed unanimously

IV. Performance Update- Anthony Gagliano

Anthony Gagliano reviewed the PY 2023-24 first quarter WIOA Performance Indicators as of 9/30/202. 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 86.89 as of 09/30/2023. 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.

V. Next Meeting Date: April 25, 2024

VI. Final Comments and Adjournment – Lisa Eding

No final comments. The meeting was adjourned at 8:28 a.m.



Robin Dawson
VP/CFAO
Finance Reports



Anthony Gagliano

VP/COO

Performance Reports



Executive Summary: For the review period of January 1, 2023 to December 31, 2023, programmatic monitoring activities included assessing CSS’s program operations, management practices, system protocols, and internal controls utilizing FloridaCommerce’s programmatic monitoring tools to determine if CSS operated in compliance with each of the programs’ laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed. An acronym list is located following the table below.

Programmatic issues identified in the report are categorized as findings, issues of noncompliance, and observations based on a scale of high, medium, and low risk probabilities. High, medium, and low risk factors are used to separate issues that present more of a threat to program operations including issues that may potentially impact the fiscal integrity or delivery of services within program operations. While no material issues or weaknesses came to the reviewers’ attention other than those contained in the following summary, there is no assurance that other issues do not exist. *NOTE: A voluntary 10-day response period is available following issuance of this summary for CSS to provide additional documentation which may or may not lead to resolution of issues or instances on the final report.*

Preliminary Review Issues Summary:

<i>Program</i>	<i>Cases Reviewed</i>	<i>Findings</i>	<i>Other Non-Compliance Issues (ONIs)</i>
Welfare Transition (WT)	18	1	1
Supplemental Nutrition Assistance Program – Employment & Training (SNAP E&T)	18	2	2
Management Process Review			
Workforce Innovation and Opportunity Act (WIOA) and Special Projects	44	2	
Trade Adjustment Assistance	1		1
Rapid Response			
Wagner-Peyser (WP)	50	2	4
Jobs for Veterans State Grant (JVSG)	30	7	6
Management Information Systems (MIS) & Security			
Complaint System	48		
Migrant Seasonal Farmworker (MSFW)	14	3	
	Totals	17	14

Acronyms					
ABAWD	Abled Bodied Adult without Dependents	FMA	Bureau of Financial Monitoring and Accountability	OST	Occupational Skills Training
AP	Administrative Policy	FY	Fiscal Year	POS	Priority of Service
CAP	Corrective Action Plan	IEP	Individual Employment Plan	PY	Program Year
CFR	Code of Federal Regulations	IRP	Individual Responsibility Plan	RESEA	Reemployment Services and Eligibility Assessment Program
CSS	CareerSource Suncoast	IT	Information Technology	RR	Rapid Response
DCF	Department of Children and Families	ITA	Individual Training Account	SNAP E&T	Supplemental Nutrition Assistance Program Employment and Training
DVOP	Disabled Veterans Outreach Program	IWT	Incumbent Worker Training	SMA	State Monitor Advocate
DWG	Disaster Recovery Dislocated Worker Grant	JPR	Job Participation Rate	S.M.A.R.T	Specific, Measurable, Attainable, Realistic, and Time-Bound
DW	Dislocated Worker	JVA	Jobs for Veterans Act	SYEP	Summer Youth Employment Program
EDP	Employability Development Plan	JVSG	Jobs for Veterans State Grant	TAA	Trade Adjustment Assistance
EEO	Equal Employment Opportunity	LMI	Labor Market Information	TANF	Temporary Assistance for Needy Families
ES	Employment Service	LVER	Local Veterans Employment Representative	TCA	Temporary Cash Assistance
ETA	Employment and Training Administration	LWDB	Local Workforce Development Board	TEGL	Training and Employment Guidance Letter
F.A.C	Florida Administrative Code	MIS	Management Information System	U.S.C.	United States Code
FCDP	Farmworker Career Development Program	MOU/IFA	Memorandum of Understanding & Infrastructure Funding Agreement	WE	Work Experience
FG	Final Guidance	MSFW	Migrant and Seasonal Farmworker	WFS	Workforce Services
FLC	Foreign Labor Certification	MSG	Measurable Skills Gains	WIOA	Workforce Innovation and Opportunity Act
FLSA	Fair Labor Standards Act	ONI	Other Noncompliance Issue	WP	Wagner-Peyser
FloridaCommerce	Florida Department of Commerce	OSPS	Bureau of One-Stop and Program Support	WSA	Work Search Activity
F.S.	Florida Statutes	OSST	One-Stop Service Tracking	WT	Welfare Transition

***This acronym table reflects all acronyms that have been used in the PY 2023-2024 monitoring review cycle. All acronyms may not be used in this report.**

Corrective Action Plan (CAP): The following general CAP requirements will need to be developed, implemented, and an LWDB response is expected post-issuance of the report to address issues identified below for each Finding, Other Noncompliance Issue, and any additional program specific issues identified in the report. The general CAP requirements to be addressed are as follows: copies of updated local operating procedures/policies addressing the requirement; a monitoring schedule showing timeframes activities/services to be monitored; documentation of completed or intended staff training/retraining, including dates, agendas, and roster (as applicable); and written communication to staff regarding the issues.

WT						Total Cases: 18	
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
1. Two participants were not allowed three working days to provide good cause for a second failure within 30 days. Also, two participants were mailed a Failure to Demonstrate Satisfactory Compliance form (WTP-2292) for a second failure in 30 days in error. Additionally, in one instance the pre-penalty sanction process was not initiated or requested in the OSST system timely.	<u>45 CFR 261.10, 12-14; Section 414.065 F.S.; Rule 65A-4.205, F.A.C.; and FG 03-037.</u>	N	Y	N/A	N/A	N/A	Staff must ensure participants are given three full business days to provide good cause when a second failure occurs. If good cause is not provided, the 2292 form must be mailed on the fourth day. Also, CSS must provide an assurance that when a participant is in noncompliance of a required activity, the pre-penalty process must begin within two working days after the first failure. Penalties must be initiated and requested when participants are noncompliant with program requirements.
2. One participant case file had employment dates on documents that did not match the information recorded in OSST.	<u>Section 445.010, F.S.; and Florida's Work Verification Plan.</u>	N/A	N/A	N	Y	N/A	CSS must provide an assurance that employment documentation will be thoroughly reviewed/verified, and the data is accurately recorded in OSST to match documentation maintained in participant case files.
Totals - WT		0	1	0	1	0	

SNAP E&T						Total Cases: 18	
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
1. Engagement: One participant was not enrolled for 80 hours in a required work activity.	<u>7 CFR 273.7; 7 CFR 273.24(a)(1)(i); and State Plan.</u>	N	Y	N/A	N/A	N/A	CSS must provide an assurance that participants are assigned/enrolled to the mandatory work requirement of 80 hours per month.

<p>2. Complaints/Grievance Two participants did not have updated signed and dated Grievance/Complaint/EEO forms as well as the Opportunity and Obligations form retained in the participant's case file.</p>	<p><u>FG 00-004 rev. 06/08/07; 7 CFR 273.7(c)(8); State Plan.</u></p>	<p>N</p>	<p>Y</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>CSS must provide an assurance all Grievance/Complaint/EEO and Opportunities and Obligations forms are signed and dated at the time of completion and maintained in the case file.</p>
<p>3. Initial Engagement: Four participants did not have their initial appointment code 590 or 594 status codes ended within two business days of initial appointment date.</p>	<p><u>Memorandum Supplemental Nutrition Assistance Program Employment and Training Able-bodied Adults without Dependents Initial Engagement Process Changes dated January 5, 2017.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>Y</p>	<p>N/A</p>	<p>CSS must provide an assurance that the 590 or 594 status codes are ended in OSST within two business days of completion of the appointment or no-show.</p>
<p>4. Case Management: In eight instances, case management was not provided in accordance with the state plan. (i.e., timeliness, monitoring of files, etc.).</p>	<p><u>State Plan; and 7 CFR 273.7(c)(6)(ii).</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N</p>	<p>Y</p>	<p>N/A</p>	<p>CSS must provide an assurance that case management services such as case monitoring and timelines of services are provided to all SNAP E&T participants.</p>
<p>5. Work Activity: Five participants were assigned to job search as an activity; however, the hours scheduled were not less than half of the total time spent in an allowable component. Job search is a subsidiary activity and no longer a component for SNAP E&T.</p> <p>**It should be noted that this issue will be listed as a FINDING or ONI going forward. **</p>	<p><u>State Plan; and The Supplemental Nutrition Assistance Program Employment and Training Updates Memorandum Dated February 3, 2023.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSS must provide an assurance that when scheduling a job search activity, the case manager must ensure that the activity comprises less than half of the total time spent in an allowable component. Additionally, job search is a not a standalone component, and has been replaced with “supervised job search”.</p>
<p>6. In several instances, the LWDB utilized obsolete forms.</p> <ul style="list-style-type: none"> • Opportunities and Obligation Form. • Job Search Form 	<p><u>State Plan; and The Supplemental Nutrition Assistance Program Employment and Training Updates</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSS must ensure updated forms are used in accordance with FloridaCommerce memorandum issued Feb 3, 2023. Contact Florida Commerce’s OSPS Policy unit for the various updated/new forms</p>

	<u>Memorandum Dated February 3, 2023.</u>						and provide a copy of the updated forms when revision is completed.
7. Local operating procedures must be revised to reflect current SNAP E&T program processes. Areas requiring revision: <ul style="list-style-type: none"> • Must include Supervised Job search and Job Search processes and definitions • Removal of FSR cap and any language pertaining to such. • All auto-generated forms need to be updated to display Department of Commerce in place of Department of Economic Opportunity 	<u>State Plan; and The Supplemental Nutrition Assistance Program Employment and Training Updates Memorandum Dated February 3, 2023.</u>	N/A	N/A	N/A	N/A	Y	CSS must provide an updated copy of LOP's and contact Policy and Guidance for any necessary training on new forms and/or policies and procedures as needed.
Totals - SNAP		0	2	1	2	3	
GENERAL PROGRAM COMMENT							
Several forms being utilized (O&O and Grievance) contain Department of Economic Opportunity information. CSS should ensure all forms being utilized contain current information for Florida Department of Commerce.							

Management Process Review							
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
Local Board Governance / Merit Staffing Structure / Ethics / Financial Disclosure / Sector Strategies / Collection of Demographic Data							
The review did not reveal any Findings, ONIs, or Observations.							
Totals – Management Process Review		0	0	0	0	0	

WIOA						Total Cases: 44	
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
Adult/Dislocated Worker (DW)						Cases: 22 (14 Adult/8 DW)	
1. In two instances, documentation outlining the introduction of new technology for the Customized Training activity was missing from case files.	<u>20 CFR 680.770-840, WIOA Sec. 134(c)(3)(A), WIOA Local Workforce Plan, and Administrative Policy 100.</u>	N	Y	N/A	N/A	N/A	CSS must provide documentation supporting there was new technology, production and/or service procedures introduced. Also, CSS must provide an assurance that staff understand the requirement and intent of CT as it relates to upgrading jobs, introducing new skills and workplace literacy.
2. Documentation of the training gap determination was missing from one participant's case file.	<u>20 CFR 680.700-840, WIOA Sec.3(44), and 134(c)(3), TEGL 13-15 and WIOA Local Workforce Plan, and Administrative Policy 009.</u>	N	Y	N/A	N/A	N/A	CSS must provide documentation supporting the training gap determination and the information must be maintained in the participant's case file.
3. Documentation to support the MSG attainment recorded in Employ Florida was missing from two participant's case file.	<u>20 CFR Part 677.155 (a)(v); WIOA Section 116; and TEGL 10-16 Change 2 and 14-18.</u>	N/A	N/A	N/A	N/A	Y	CSS must provide documentation to support the MSG as recorded in Employ Florida if the case is still open and active. The documentation must be available upon request and match what is recorded in Employ Florida.
Youth						Cases: 13 Out-of-School	
The review did not reveal any Findings, Other Noncompliance Issues, or Observations.							
Special Projects						Cases: 9	
<ul style="list-style-type: none"> • COVID-19 Public Health Emergency (2) • 814 - Fostering Opioid Recovery DWG • Commercial Driver's License 2022 - Statewide Adult • Hurricane Ian DWG (2) • Rapid Credentialing 2023- Adult (3) 							
4. Measurable skills gain was not recorded for the participant's OJT.	<u>20 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 2 and 14-18.</u>	N/A	N/A	N/A	N/A	Y	CSS must provide documentation to explain why there is no MSG. A case note will suffice for said documentation.
Totals - WIOA		0	2	0	0	2	

TAA							Total Cases: 1
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
1. Four expenditures/invoices were not uploaded in Employ Florida.	<u>PIRL; USDOL TAA Data Integrity Requirement; and AP 107.</u>	N/A	N/A	N	Y	N/A	CSBD must provide documentation that all information supporting the trainings is uploaded into Employ Florida documents (staff) section under the participant's General Profile. Additionally, CSBD provide an assurance that all future documentation supporting training will be uploaded to Employ Florida for transactions that occurred after June 4, 2020.
Totals - TAA		0	0	0	1	0	

Rapid Response							
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
1. The informational packet distributed to affected workers did not include the following information: <ul style="list-style-type: none"> a. Information and support for filling out unemployment insurance claims. b. Information on the impact of layoff on health coverage and other benefits. c. Information on and referral to career services, reemployment-focused workshops, services, and training. d. Information on community services. 	<u>20 CFR 682.300(b)(1); TEGL 19-16; and AP 114.</u>	N/A	N/A	N/A	N/A	Y	CSS must develop and distribute informational material identified under the provision of information requirement for affected workers. The information provided may help minimize the impact of the dislocation.

<p>2. The informational packet distributed to employers did not address the needs of businesses in transition across the business lifecycle to include layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment.</p> <p>Note: This is a combined Issue: Infrastructure-question 2b and Required Activities-question 1.</p>	<p><u>20 CFR 682.300(b)(2);</u> <u>TEGL 19-16; and AP 114.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSS must ensure that informational material is made available and provided to employers to include reactive and proactive strategies and activities as needed across the business cycle. Although the types of layoff aversion strategies are left to the discretion of the local Rapid Response program, pre-planned strategies will maximize the LWDB's ability to deploy the appropriate solution for the various challenges faced by employers.</p>
<p>3. CSS has not developed a local Early Warning Network system.</p>	<p><u>20 CFR 682.330 (g); and</u> <u>TEGL 19-16.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>The Early Warning Network is a proactive measure to develop connections and partnerships for the purpose of establishing quick alerts of potential dislocations and to address the impeding needs of employers and affected workers. It is strongly recommended that CSS develop an early warning network system by cultivating strong partnerships with external partners such as their local Economic Development Council, Chamber of Commerce and Small Business Development Centers. It is also recommended that language be added to the Rapid Response policy/procedure identifying the Early Warning Network system requirement and the notification process for communicating quick alerts of potential dislocations to include internal and external stakeholders.</p>
<p>4. CSS did not provide documentation to confirm that the required steps were taken when a WARN notice is received from the Department of Commerce.</p>	<p><u>20 CFR</u> <u>682.330 (b).</u> <u>and Administrative Policy</u> <u>114.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSS must submit documentation to support the date the rapid response event took place, event attendee list, a copy of the case notes documenting the employer's plans and the information provided to the affected worker.</p>
<p>5. CSS did not provide a list of partnerships with elected officials to</p>	<p><u>20 CFR 682.330 (e) and</u> <u>TEGL 19-16.</u></p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>Y</p>	<p>CSS must submit a plan and timeline for establishing the required partnerships</p>

ensure a coordinated response to potential dislocation events.							with elected officials. If partnerships are currently established, CSS must provide the name and title of each elected official they are currently in partnership with.
6. The provision of emergency assistance was not identified nor confirmed by CSS.	<u>20 CFR 682.330 (f) and TEGL 19-16.</u>	N/A	N/A	N/A	N/A	Y	The local Rapid Response program is required to carry out the provision of emergency assistance that is adapted to a particular layoff, disaster, or other emergency situation. CSS must develop or provide a list of each emergency assistance organization and describe how each organization will assist during anticipated layoffs and/or disasters.
7. CSS did not provide a strategy or plan that maximizes the role of the Rapid Response program regarding continued repeat business and business penetration accountability measures under the REACH Act.	<u>REACH Act.</u>	N/A	N/A	N/A	N/A	Y	CSS must establish a strategy/plan on how the Rapid Response program intent to enhance their alignment and accountability for serving businesses more effectively. Additionally, it is suggested that the CSS develop a method to track repeat business if the business is not managed in Employ Florida.
Totals – Rapid Response		0	0	0	0	7	

WP							Total Cases: 50
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
WP - General							
Cases: 45							
1. Three job seekers had assessments recorded in Employ Florida but had missing, incomplete, and/or inaccurate documentation to support the provision of the service.	<u>20 CFR 651.10; UI Handbook -NO. 401-ETA 9048; 20 CFR 680.170; TEGL 19-16; and Employ Florida Service Code Guide.</u>	Y	Y	N/A	N/A	N/A	CSS must provide documentation of attempts to attain and record the missing information in the assessment if the case file is still open. CSS must also provide an assurance that CSS staff will

							document initial and/or objective assessments in case notes, the Employ Florida wizard, or with a paper copy, as well as conduct the assessments jointly with customer to address their specific needs. Additionally, CSS must also provide an assurance that the initial assessment documentation will include all required elements,
2. One job seeker's I-9 documentation was not completed according to federal requirements. The source of verification of work authorization for the individual was misidentified in Section 1.	<u>Immigration Reform and Control Act of 1986; 8 CFR 274a.6; I-9 Employer Handbook; FG 071.</u>	N	Y	N/A	N/A	N/A	CSS must provide an assurance that all elements of any future I-9s are completed per the federal employee handbook and guidelines.
3. A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".	<u>AP 099.</u>	N/A	N/A	Y	Y	N/A	CSS must provide documentation of the updated job order description containing the correct language if the job order is open and available. CSS must also provide an assurance that CSS staff will review all job orders by private/employment staffing agencies to ensure the phrase "Position offered by a no-fee agency" is contained prior to the approval and display of the job order to job seekers.
4. A job order with multiple placements did not have case notes identifying the individual wage at which each job seeker was hired.	<u>AP 099.</u>	N/A	N/A	Y	Y	N/A	CSS must provide documentation of verification of the placement and wage rate, as well as the entry of case notes on the job order in Employ Florida, if the job order is still open and active. CSS must also provide an assurance that verification case notes of placement and the starting wage rate will be recorded on the job order in Employ Florida when multiple placements are made.
5. Documentation of a new employer verification was missing the title of the employer contact.	<u>AP 099.</u>	N/A	N/A	N	Y	N/A	CSS must provide documentation of attempted contact of the employer and a case note indicating the title of the employer staff notified for

							verification if the employer is still open and active. Additionally, CSS must provide an assurance that all required elements will be included in new employer verification documentation.
6. Services automatically recorded on four participants' service plans were referrals to online learning modules with limited to no staff interaction. The services recorded in Employ Florida did not meet the definition of staff-assisted, individualized career service that initiated or continued participation and therefore, should not have been recorded in Employ Florida as such (code 156 – Soft Skills Workshop).	<u>AP 096 & 110; and Employ Florida Service Code Guide.</u>	N/A	N/A	N	Y	N/A	CSS must provide documentation of an evaluation and accurate and corrected case note for participants if the cases are open and active. CSS must also provide an assurance that correct service codes will be entered, the service codes will be documented completely and adequately by CSS, and the services entered meet the definition of individualized career services as identified in the service code guide.

RESEA							Cases: 5
The review did not reveal any Findings, Other Noncompliance Issues or Observations.							
Credentialing							
The review did not reveal any Findings, Other Noncompliance Issues or Observations.							
Totals - WP		1	2	2	4	0	

MIS & Security							
The review did not reveal any Findings, Other Noncompliance Issues or Observations.							
Totals – MIS and Security		0	0	0	0	0	

JVSG							Total Cases: 30
Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
JVSG Participants							Cases: 15

1. Two participants did not have an automated 089, nor did they receive a manual 189 (Priority of Service) activity code. Also, one participant was missing the required case note associated with the 189 Priority of Service activity code.	<u>Administrative Policy 096, 102, and 111.</u>	Y	Y	N/A	N/A	N/A	CSSC must provide documentation of the provision of priority of service in a case note for the participant if the participant's application is still open and active. CSPB must also provide an assurance that if there is no automatic priority of service notification on the current WP application activity history/service plan screen, staff must verbally provide priority of service, record the code 189 in Employ Florida and case note the provision.
2. One participant was not contacted by the DVOP within the required 2 business days following the recording of Activity Code 168 – Referral for DVOP Follow-Up	<u>Administrative Policy 117; and Employ Florida Service Code Guide</u>	Y	Y	N/A	N/A	N/A	CSSC must ensure DVOPs are contacting SBE veterans or eligible spouses are contacted within 2 business days following a referral. If there is no possible way for DVOP to follow up within the 2 business days, or a delay occurred, the DVOP is responsible for recording case note documentation with an explanation as to the delay.
3. Three participants did not indicate in the Objective Assessment Summary overall note that they were referred to the DVOP by an eligible partner program. There were no other separate case notes identifying that the participant was referred by an eligible partner program or through the VA VRE program.	<u>Administrative Policy 117; 102.</u>	N	Y	N/A	N/A	N/A	CSSC must provide documentation of case notes or indication within the overall note on the OAS if a participant is referred to the DVOP by an eligible partner program. CSPB must provide an assurance that DVOPs will include this information within the overall note on the OAS.
4. One participant did not have an Individual Employment Plan (205) recorded in Employ Florida and created using the Employ Florida Individual Employment Plan/Service Strategy wizard.	<u>Administrative Policy 117</u>	N	Y	N/A	N/A	N/A	CSSC must provide documentation (code 205) of development of the IEP for each case managed veteran. CSSC must provide assurance that DVOPs will complete a new IEP for each case managed veteran.
5. Three participants did not have a JVSG – Individual Employment Plan Update (service code V04) within the first 30 days following the initial IEP. One participant did not have case note documentation	<u>Administrative Policy 117</u>	N	Y	N/A	N/A	N/A	CSSC must ensure DVOPs are maintaining consistent contact regarding the participants IEP and documenting updates, closures and

required for the V04 service code documented in Employ Florida.							additions based on the participant's needs utilizing the service code V04.
6. One participant did not have any consistent pre-employment contacts or attempted contacts documented by use of service code V09.	<u>Administrative Policy 117</u>	N	Y	N/A	N/A	N/A	CSSC must ensure DVOPs are documenting all pre-employment contacts and contact attempts using service code V09 – Pre-Employment Consistent Contact. Consistent contact is one third of case management framework and must be documented.
7. One participant attached case note documentation to Activity Code V11, Work Readiness Case Conference are missing required information.	<u>Administrative Policy 117; and Employ Florida Service Code Guide</u>	N	Y	N/A	N/A	N/A	CSSC must provide assurance that DVOPs document the required elements within the V11 case notes to include date, time, location, salary expectation that determined work readiness of the participant.
8. Eight participants have incomplete Employ Florida Objective Assessment Summaries. Three OAS have no employment and/ or education history documented in the required location, one OAS has only "N/A" in all summary boxes and everything else blank, four participant's OASs' are blank or incomplete.	<u>Administrative Policy 117.</u>	N/A	N/A	N	Y	N/A	CSSC must ensure DVOPs are completely and accurately documenting the OAS to include entering/adding required information in the employment history and education history tabs. DVOPs must also ensure they are completing the entirety of the OAS.
9. One participant's IEP was missing an objective addressing barriers identified on the OAS.	<u>20 CFR 651.10; and Administrative Policy 117</u>	N/A	N/A	N	Y	N/A	CSSC must provide an assurance that DVOPs will create an IEP using the S.M.A.R.T. principle to create specific, measurable, attainable, relevant, and time-bound goals and objectives. CSPB must assure that DVOPs address all barriers identified on the participant's OAS on the IEP.
10. Two participants did not have proper case note documentation for service code V07 – Work Experience.	<u>Administrative Policy 117; and Employ Florida Service Code Guide</u>	N/A	N/A	N	Y	N/A	CSSC must ensure DVOPs are properly documenting services provided as outlined in reference material.
11. Four participants who had a case closure to employment did not receive service code V13 – Post-Employment Consistent Contact.	<u>Administrative Policy 117; and Employ Florida Service Code Guide</u>	N/A	N/A	N	Y	N/A	CSSC must ensure DVOPs are providing and documenting post-employment consistent contact to participants that have been closed to employment.

12. Two participants did not have a corresponding E53 – Veteran Advocacy recorded on the employer account for each V12 entered.	<u>Administrative Policy 117.</u>	N/A	N/A	N	Y	N/A	CSSC must ensure LVERs are providing proper documentation in case notes when advocating for veterans to include employer name, position title, date of contact and veteran name. CSSC must also ensure that LVERs are recording and documenting both veteran and employer profile for veteran advocacy.
13. Four veteran’s experience was not captured to indicate a smooth journey or transition between services and/or departments.	<u>Administrative Policy 102</u>	N/A	N/A	N	Y	N/A	CSSC must provide assurance that staff are correctly documenting the intake process with all DVOP eligible/referred participants. DVOPs must document all partner agency referrals via indication on the overall note within the OAS or record activity code V10 for participants gained through outreach efforts when services are provided.

Local Veteran Employment Representative (LVER) Cases: 15

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

Totals - JVSG		2	7	0	6	0	
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ES Complaint System Total Reviewed: 48

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

Totals – ES Complaint System		0	0	0	0	0	
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MSFW Total Cases: 14

Issue	Applicable References	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation	Compliance Actions
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MSFW Applications Cases: 10

1. Service codes for MSFW referrals to supportive services were not documented in Employ Florida.	<u>20 CFR 653; and FG 03-040.</u>	N/A	Y	N/A	N/A	Y	CSSC must provide an assurance that staff will review all MSFW applications recorded subsequent to the review and ensure all service
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							codes are properly documented in Employ Florida.
2. MSFW Service Level Indicators: The Bradenton significant office did not meet the Equity Ratio Indicators and Minimum Service Level Indicators during the review period. The Equity Ratio Indicators not met were received staff-assisted career guidance services, received staff-assisted job search activities, referred to federal training and received individualized career services. In addition, the office did not meet the Minimum Service Level Indicators of median earnings of MSFWs in unsubsidized employment and individuals placed in a job.	<u>20 CFR 653; FG 03-040; Desk Aid; and FloridaCommerce Agricultural Outreach Plan.</u>	Y	Y	N/A	N/A	N/A	CSSC must provide documentation of a system or plan to provide MSFWs with the full range of career center services, employment assistance and referrals. The documentation must also include a process for placing MSFWs in jobs. Additionally, CSSC must provide an assurance the MSFW Service Level Indicators Report will be monitored regularly to identify service gaps.
3. MSFW Outreach Services- Outreach staff did not conduct especially vigorous outreach activities during the review period. Additionally, outreach and quality contact goals were not met during the review period.	<u>20 CFR 653; FG 03-040; and WIOA Unified Plan.</u>	Y	Y	N/A	N/A	N/A	CSSC must provide an assurance that as a significant office, it will increase outreach activities to locate and contact MSFWs in the service areas.
Totals - MSFW		2	3	0	0	1	

LWDB 18

Measures	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	PY2023-2024 1st Quarter Performance	PY2023-2024 % of Performance Goal Met For Q1	PY2023-2024 2nd Quarter Performance	PY2023-2024 % of Performance Goal Met For Q2	PY2023-2024 Performance Goals
Adults:														
Employed 2nd Qtr After Exit	88.00	97.13	84.30	93.05	85.90	94.81	85.30	94.15	90.60	87.30	96.36	88.10	97.24	90.60
Median Wage 2nd Quarter After Exit	\$11,996.00	128.29	\$11,066	118.34	\$11,768	125.85	\$9,926	106.15	\$9,351	\$10,452	111.77	\$10,030	107.26	\$9,351
Employed 4th Qtr After Exit	91.70	105.40	88.30	101.49	88.00	101.15	86.50	99.43	87.00	87.00	100.00	83.60	96.09	87.00
Credential Attainment Rate	84.50	108.33	67.30	86.28	66.40	85.13	60.20	77.18	78.00	61.30	78.59	67.00	85.90	78.00
Measurable Skill Gains	76.00	103.54	78.30	106.68	75.00	102.18	86.00	117.17	73.40	72.70	99.05	59.80	81.47	73.40
Dislocated Workers:														
Employed 2nd Qtr After Exit	71.70	92.40	71.30	91.88	73.70	94.97	77.10	99.36	77.60	75.00	96.65	72.70	93.69	77.60
Median Wage 2nd Quarter After Exit	\$9,692.00	96.17	\$10,025	99.47	\$10,400	103.20	\$10,613	105.31	\$10,078	\$12,811	127.12	\$12,811	127.12	\$10,078
Employed 4th Qtr After Exit	100.00	149.25	68.70	102.54	70.70	105.52	71.30	106.42	67.00	72.70	88.66	81.30	99.15	82.00
Credential Attainment Rate	25.00	42.81	25.90	44.35	36.10	61.82	38.80	66.44	58.40	39.60	67.81	54.50	93.32	58.40
Measurable Skill Gains	76.90	108.16	56.50	79.47	86.70	121.94	83.30	117.16	71.10	50.00	70.32	75.00	105.49	71.10
Youth:														
Employed 2nd Qtr After Exit	57.50	69.28	54.10	65.18	62.50	75.30	77.30	93.13	83.00	80.00	94.01	81.00	95.18	85.10
Median Wage 2nd Quarter After Exit	\$7,065.00	159.48	\$7,001	158.04	\$6,936	156.57	\$5,727	129.28	\$4,430	\$3,813	86.07	\$3,573	80.65	\$4,430
Employed 4th Qtr After Exit	75.00	108.70	70.00	101.45	75.00	108.70	75.70	109.71	69.00	77.50	90.12	81.80	95.12	86.00
Credential Attainment Rate	87.50	108.43	87.00	107.81	81.80	101.36	80.00	99.13	80.70	78.90	97.77	63.60	78.81	80.70
Measurable Skill Gains	61.90	91.03	66.70	98.09	72.20	106.18	88.90	130.74	68.00	75.00	110.29	60.00	88.24	68.00
Wagner Peyser:														
Employed 2nd Qtr After Exit	64.50	99.23	63.60	97.85	69.00	106.15	71.10	109.38	65.00	71.30	109.69	70.20	108.00	65.00
Median Wage 2nd Quarter After Exit	\$7,079.00	118.97	\$6,768.00	113.75	\$7,773	130.63	\$7,693	129.29	\$5,950	\$7,952	133.65	\$7,864	132.16	\$5,950
Employed 4th Qtr After Exit	64.50	101.57	61.00	96.06	67.30	105.98	67.90	106.93	63.50	68.40	107.72	68.90	108.50	63.50

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

Select program year ▾

Local Board Performance



CareerSource Suncoast Program Year 2023-2024, Quarter 2

Letter grades are assigned to local workforce development boards on an annual basis once the program year has ended and all program year data is finalized. The information displayed on this page is preliminary until all program data is complete and deemed final for the program year.

CareerSource Florida, in collaboration with the REACH Office and the Florida Department of Commerce, updates this website on a quarterly basis as the data is made available.

Metrics Data

The table below shows the preliminary data on a rolling four-quarter basis. 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 methodology desk reference documents, a metric cohort timeline spreadsheet and lists of the Employ Florida service codes included in the metrics.

Data as of: 12/31/2023

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	810	1,714	47.26	-	50.00	94.52	23.63
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	600	1,208	49.67	-	50.00	99.34	24.84
3. Employment and Training Outcomes	Employment and Training Services	0.20	13	18	72.22	-	100.00	72.22	14.44
4. Participants in Work-Related Training	Training Services	0.10	326	2,095	15.56	-	25.00	62.24	6.22
5. Continued Repeat Business	Business Services	0.05	1,293	3,681	35.13	-	35.00	100.00	5.00
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	6.74	100.00	100.00	5.00
PY 2022-2023 Business Penetration		-	1,025	13,777	7.44	-	-	-	-
PY 2023-2024 Business Penetration		-	2,008	14,157	14.18	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	1.65	2.65	62.26	-	100.00	62.26	6.23
Exiters: Local Board (N) / Statewide (D)		-	1,339	81,026	1.65	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$3,922,117	\$148,251,985	2.65	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	1,042	2,384	43.71	-	-	-	0.00
								TOTAL	85.36

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:

- ≥ 55% = 5 points
- 51% to < 55% = 4 points
- 49% to < 51% = 3 points
- 47% to < 49% = 2 points
- 45% to < 47% = 1 point