



Thursday, January 16, 2020 11:00 AM  
9215 N. Florida Ave., Ste. 101, Tampa FL

## Board of Directors Agenda

11:00- 11:30 AM	<b>I. Welcome and Roll Call</b> ..... Sean Butler, Chair
	<b>II. Public Comments</b>
	<b>III. Consent Agenda</b> ..... Sean Butler, Chair <i>**The Consent Agenda is intended to allow the WDB to spend its time on more complex items and initiatives. Consent agenda items groups routine business and reports into one agenda item which can be approved in one action, rather than filing motions on each item separately. Board members may ask that an item be removed from the Consent Agenda for individual consideration</i>
	1. Approval of November 21, 2019 Board of Director Minutes..... Page 3
	2. Virtual One Stop Services – Formal Procurement..... Page 10
	3. Policies
	a. Public Records Request Policy ..... Page 12
	b. Targeted Occupations List (TOL) & Regional Targeted Occupation List (RTOL) Policy ..... Page 16
	c. Apprenticeship Policy..... Page 19
	d. Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy..... Page 24
	e. Salary Administration Policy ..... Page 28
	<b>IV. Chair's Report</b> ..... Sean Butler, Page 30
	<b>V. Board Counsel Report</b> ..... Jennie Tarr
	<b>VI. CEO Report</b> ..... John Flanagan
11:30- 12:00 PM	<b>VII. Action/Discussion Items</b>
	1. Public Access Policy ..... Jody Toner, Page 36
	2. SNAP Policy..... Jody Toner, Page 39
	3. Eligible Training Provider Policy (revised)..... Jody Toner, Page 45
	4. Summer Job Connection (SJC): Onboarding and Payroll ..... Anna Munro, Page 55
12:00 PM 12:30 PM	<b>VIII. Information Items</b>
	1. WIOA Primary Indicators of Performance ..... Chad Kunerth, Page 56
	2. 2019-2020 Performance Dashboard Report..... Chad Kunerth, Page 62
	3. Summer Job Connection (SJC) 2020 Update..... Jody Toner, Page 63
	4. Wagner Peyser Demographic PY 19-20 (June-Dec)..... Jody Toner, Page 64
	5. Employee Handbook ..... Mimi Tran, Page 66
	6. CEO Performance Review ..... Sean Butler, Page 68
	<b>IX. Committee Reports</b>
	Ad Hoc By-Laws Committee ..... Michael Bach
	<b>X. Future Business</b>
12:30 PM	<b>XI. Adjournment</b>

Next Board of Directors Meeting March 19, 2020





## Consent Agenda Items

### Background

*\*\*The Consent Agenda is intended to allow the WDB to spend its time on more complex items and initiatives. Consent agenda items groups routine business and reports into one agenda item which can be approved in one action, rather than filing motions on each item separately. Board members may ask that an item be removed from the Consent Agenda for individual consideration.*

1. Approval of November 21, 2019 Board of Director Minutes
2. Virtual One Stop Services – Formal Procurement
3. Policies
  - a. Public Records Request Policy
  - b. Targeted Occupations List (TOL) & Regional Targeted Occupation List (RTOL) Policy
  - c. Apprenticeship Policy
  - d. Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy
  - e. Salary Administration Policy



## **Consent Agenda Item # 1**

### **Board of Director Meeting Minutes 11-21-19**

#### **CareerSource Tampa Bay Minutes of Meeting of the Board of Directors**

**Date:** November 21, 2019  
**Location:** 9215 North Florida, Suite 101, Tampa, FL

#### **Call to Order**

Chair Sean Butler called the meeting to order at 11:00 a.m. There was a quorum present with the following Board Members participating.

#### **Board Members in attendance**

##### **In Person**

Tom Aderhold, Leerone Benjamin, Michael Bach, Rick Bennett, Sean Butler, Constance Daniels, Elizabeth Gutierrez, Benjamin Hom, John Howell, Lindsey Kimball, Steve Morey, Commissioner Sandra Murman, Don Noble, Michael Ramsey, Roy Sweatman, and Sophia West.

##### **Via Phone**

Stephanie Brown-Gilmore, Robert Coppersmith, Mireya Hernandez, Dr. Ginger Clark, Randall King, and Jasiel Legon.

#### **Board Members not in attendance**

Michelle Calhoun, Richard Cranker, Paul Orvosh, Earl Rahn, Susan Skiratko, and Yanina Rosario.

#### **Staff Present**

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Mimi Tran, Anna Munro, Christina Witt, Doug Tobin, Dan Schneckenburger, Chad Kunerth, Michelle Schultz, Jennifer Wilson, Tammy Stahlgren, Sheldyn Joseph, and Hector Huertas.

#### **Board Counsel**

Jennie Tarr

#### **BOCC Liaison**

Kenneth Jones

#### **Other Present**

Mike Lawrence and Sharon Parry, CWA; Melissa Welker-Ed2Go and James Randolph, HYPE

The items are listed in the order of discussion.

- ▶ Indicates Board Action
- Indicates Action Needed

#### **Welcome and Roll Call**

Chair Sean Butler welcomed and thanked the board members for participating.

#### **Public Comments**

There were none.

#### **Consent Agenda**

▶ Consent Agenda  
(Refer to Page 2-51 of the November 21, 2019 Board of Directors Agenda Packet)

1. Approval of September 19, 2019 Board of Director Minutes
2. PY 2019- 2020 Budget Modification No. 2 6
3. Youth STEM RFP
4. Approval of Training Vendors
5. Approval of Training Programs
6. Policies
  - a. Grievance Policy & Procedures
  - b. Revised Supportive Services and Incentive Policy
  - c. CSTB Board of Directors Conflict of Interest
  - d. WIOA Title I Programs Eligibility Criteria
  - e. CSTB Policy & Procedure Development
  - f. Trade Adjustment Assistance Funding

- **A motion to approve all 6 items under the Consent Agenda**

- **Motioned: Commissioner Sandra Murman**
- **Seconded: Don Noble**

- **The motion carried. There was no discussion.**

### **Chair's Report**

*(Refer to Page 52 of the November 21, 2019 Board of Directors Agenda Packet)*

### **Business and Education Summit:**

The Summit will take place on February 28, 2020, at the Tampa Marriott Waterside. Keynote speakers for the event are tentatively, Governor Ron DeSantis, Ron Painter, CEO – National Association of Workforce Boards, amongst others. We are also inviting Anriban Basu, nationally renowned economist, who will present a regional and national economic forecast.

There will be robust discussions and break- out sessions for each of our targeted industry sectors, with subject matter experts. Sponsorship materials and information have been circulated. CSTB Board members are welcomed to attend and participate in the event.

- **Chair Sean Butler requested that a meeting invitation be sent out to all board members for the 2020 Business and Education Summit.**

### **Board Counsel Report**

Jennie Tarr introduced herself as the new legal counsel. No updates given.

### **CEO Report**

John Flanagan met with all CSTB staff in a town hall meeting after the Executive Committee meeting in October. The purpose was to inform staff about the procurement-based system that will be implemented next year, because about 60 CSTB staff be working for a new employer effective July 1, 2020.

John Flanagan has accepted Board of Directors positions with Junior Achievement, and United Way Sun Coast.

The Workforce Development task force has just wrapped up and one of the new developments is that CSTB will be partnering with United Way Suncoast of Tampa, and some other partners including JP Morgan.

Dress for Success has entered into a contract with Hillsborough County for \$25,000. To better integrate into the CareerSource systems, they will occupy about 900 square feet of space at the North Florida location. They will open up a career wardrobe boutique onsite and they will offer their Professional Development workshop series onsite.

Ernest Coney of CDC has confirmed that they will be moving their men's wardrobe to the North Florida location also to provide the same service as Dress for Success.

CSTB experienced a Ransomware attack about a month ago. We received a report with recommendations from our insurance carrier to prevent a recurrence. We will be implementing a two-

factor authentication process, and we have already moved our Outlook to a cloud-based system. The goal is to be 100% cloud based by July 1<sup>st</sup>. We were told that to the best of their knowledge no personal identifiable information was compromised.

Michael Ramsey has accepted a position with St. Petersburg College as Dean of Workforce, which means we are losing Mike as a Board Member. In appreciation of his services on the CSTB Board of Directors, Mr. Ramsey was recognized with a plaque.

### **Presentation Sunshine Laws and Public Records**

Jennie Tarr provided a presentation on Sunshine Laws and Public Records. Board Members were asked to sign an Acknowledgment of Training form.

### **Action/Discussion Items**

#### **► Action Item #1: Outsource of Services - RFP**

*(Refer to Page 59 of the November 21, 2019 Board of Directors Agenda Packet)*

Michael Lawrence and Sharron Parry, CWA consultants explained that there will be three components to the RFP for Outsource of Services. We are hoping to get the RFP out by mid-December. Respondents will be able to bid for each, or all areas of service. We have recommendations to formally procure Business Services, WIOA Adult and Dislocated Worker, and Career Services/One Stop Operator as a bundled service. The goal is to make final vendor recommendations to the Board at the March 2020 BOD meeting.

Lengthy discussion occurred about what measures we are going to include in the RFPs, to ensure that we hold the vendors accountable for their services. Request was made to develop a dashboard to track these established metrics to evaluate vendors' performance.

Mr. Flanagan stated that he hopes the only thing different for our staff is where their paycheck is coming from. Outside job seekers, and employers are not going to know whether they are interfacing with CSTB or Contracted employees. We will have a certain amount of control over the processes and selection criteria. We are going to incorporate into the RFP, requirements that the vendors will need to have the same compensation and benefits philosophy as CSTB.

We will be forming a selection committee. It was recommended that the county participate. We will also be looking to outside CareerSource individuals for input, because their experience would give us some insight into the selection process.

It will be one-year contract, with options for two one-year renewals with Board approval.

- **There was a recommendation to create a dashboard specific to the outsourced service providers that will incorporate the vendors performance metrics to assure compliance with stated goals.**
- **A motion to approve The Executive Committee recommendation for outsourcing, and to formally procure: (1) One Stop Operator and Career Services as a bundled service (2) WIOA Adult and Dislocated Worker, and (3) Business Services.**
  - **Motioned: Michael Bach**
  - **Seconded: Tom Aderhold**
- **The motion carried. There was no further discussion.**

#### **► Action Item #2: Compensation and Benefits Study**

*(Refer to Page 61 of the November 21, 2019 Board of Directors Agenda Packet)*

CSTB engaged a consultant, Compensation Resources Inc. (CRI) to perform a compensation and benefits analysis, and they have provided recommendations and feedback.

- **A Motion to approve The Finance Committee recommendation to continue the current benefit stipend through the end of the fiscal year, June 30, 2020 at which time the organization would then transition to a more equitable cafeteria style benefit structure**

similar to one of the alternatives provided. The determination would be based on which one has the least impact to staff and the operating budget.

In addition, the Finance Committee recommends increasing the salary of the three employees who are below market.

- **Motioned: Commissioner Sandra Murman**
- **Seconded: Don Noble**

- **The motion carried. There was no further discussion.**

► **Action Item #3: DRAFT – Audit Engagement Letter for fiscal year ending June 30, 2019.**  
(Refer to Page 63 of the November 21, 2019 Board of Directors Agenda Packet)

Anna Munro explained the draft engagement letter which describes the CPA's terms and conditions to provide the audit and tax services. The term for the engagement is for the fiscal year in June 30, 2019. In addition to engagement can be renewed for up to four additional years at the option of the CPA firm in Career Source Tampa Bay. Anna Munro also added that Hillsborough County Legal Services reviewed the engagement letter and their suggestions was incorporated in the packet.

- **A Motion to approve staff recommendations the Board review, provide comments and feedback, if any, on the draft engagement letter to engage James Moore & Co., P.L. to provide CareerSource Tampa Bay audit and tax services for the fiscal year ending June 30, 2019.**
- **Motioned: Don Noble**
- **Seconded: Sophia West**
- **The motion carried. There was no further discussion**

**Action Item #4: Approval of Training Programs- Hillsborough Community College.**  
(Refer to Page 79 of the November 21, 2019 Board of Directors Agenda Packet)

Jody Toner gave some background and history. January 2019 CSTB entered into contract with HCC to deliver short-term pre-vocational training at our career prep center for three areas: Welding, Soldering, and cabling. Previously the funding was under the CareerSource Florida Sector Strategies Career Ready Grant and therefore, not submitted through the ETPL process. However, as funding will now be ITA dollars through WIOA we are required to submit under ETPL requirements for consideration. Two of the three training programs do not meet the threshold standards of \$14.63 per hour as an entry wage rate.

Lengthy discussions transpired. HCC is a major partner and it is believed that the wage rate is more of a market issue not an issue with the quality of HCC's training programs. Additionally, the training programs HCC is offering at the Career Prep Center are short-term pre-vocational training programs not the traditional training programs HCC offers. Welding, Soldering, and Cabling are all in demand occupations based on our RTOL and are extremely important stepping-stone jobs with high demand and a short training duration, enabling trainees to get into the workforce quickly and easily.

- **A Motion was made recommending waiving the currently policy regarding the wage requirement and to approve all three HCC training programs.**
- **Motioned: Commissioner Sandra Murman**
- **Seconded: Michael Bach**
- **Dr. Ginger Clark Abstained**
- **The motion carried.**

After lengthy discussion regarding the policy on vendor program wage rate qualifications, a motion to reconsider the Consent Agenda Item #5 Approval of Training Programs (page 14-17) was brought

forward. The motion was to remove from the consent agenda list and to be brought for before the Board separately for action/discussion.

- **A Motion to Reconsider Consent Agenda Item #5 Approval of Training Programs, out of from the consent agenda for to Board for separate discussion.**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Tom Aderhold**
- **The motion carried. There was no discussion on this motion.**

Discussion that the training programs in Action Item #4 (and others previously excluded) which do not meet the minimum wage threshold are in-demand jobs listed on our RTOL and that these may be steppingstones to higher paying jobs. It was also discussed that it is CSTB's job to find people who have significant barriers to employment that may not be able step into a higher paying job initially, but at least we have got to assist them with entering the workforce.

- **A motion was made to move Consent Agenda Item #5 Approval of Training Programs to waive current policy regarding minimum entry-level wage rate and modify completion rate to 65%, and accept consent agenda item 5 approving all the vendor programs that did not meet the minimum entry level wage rate.**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Michael Bach**
  - **Dr. Ginger Clark Abstained**
  - **There was one Nay vote**
- **The motion carried. There was no further discussion.**

#### **Information Items**

Due to the length of the meeting no discussion occurred. The information items details are available in the packet.

Information Item #1 USDOL / DEO Compliance Review

Information Item #2 Continuous Improvement Performance Initiative

Information Item #3 2019-2020 Performance Dashboard Report

Information Item #4 Summer Job Connection (SJC) 2020 Update

Information Item #5 DEO Financial Compliance Monitoring Report for the period July 1m 2017 through March 31, 2019

Information Item #6 Heat Map: Job Seeker and Employers

Information Item #7 Job Order Analysis

Information Item #8 Eligible Training Provider – Waivers

Information Item #9 Strategic Plan

Information Item #10 Public Relations/Marketing Update

No discussion occurred

Information Item #11 Expenditure Reports for the period ended June 30, 2019



## Committee Reports

### Finance Committee

No discussion

### One-Stop Committee - Update given by John Flanagan

The committee met on November 20, 2019

Career Center Traffic:

- During Program Year 19-20 (July 1, 2019 to September 30, 2019) CSTB had a total number of 30,210 customers visit our CSTB Career Centers.

Job Seeker Services Summary:

- During the same period of time, CSTB provided a total number of 44,004 job seeker services, to a unique number of 9,103 job seekers registered in EmployFlorida who received services.
  - The total number of staff assisted job seeker services: 18,840 (42.8 % of all services)

Employability Skills Training:

- During the same period of time a total of 2,268 job seekers participated in employability skills training workshops
  - Top 3 Workshops
    - Resume Development (271)
    - Career Mapping (150)
    - Basic Computers (121)

Training Services:

- 28 new WIOA occupational skills training enrollments occurred during the 1<sup>st</sup> Quarter. Funding is currently available under all WIOA funding streams.

Placements:

- 1<sup>st</sup> Quarter placed a total of 1,358 unique job seekers into unsubsidized employment.

Customer Satisfaction:

- Overall level of job seeker satisfaction for the 1<sup>st</sup> Quarter was 93.4%; with 992 customer completing the survey. Our Net Promoter score for this period was 38%.
- *Next One-Stop Committee meeting will be held on February 19, 2020*

### Workforce Solutions Committee - Update given by John Flanagan

- Committee met on 11.06.19 @ 9 a.m.
- On-the-Job Training:
  - Obtained 10 fully executed contracts during the 1<sup>st</sup> Quarter of PY 19-20.
- Paid Work Experience:
  - Paid Work Experience program allows the eligible customer to earn \$11 per hour, while working a maximum of 24 hours a week, for a six week duration.
    - The total number of trainees 1<sup>st</sup> Quarter: 10
    - The total number of employers 1<sup>st</sup> Quarter: 5
- Summer Job Connection Update was provided – the CSTB team did an outstanding job with this initiative and they are planning the 2020 program with a goal to serve 1,500 youth ranging between the ages of 16-24 through a blended funding stream of WIOA Youth, TANF, and Hillsborough County BOCC.
  - Online program application launches for both Youth and Employers on January 6, 2020
- *Next Workforce Solutions Committee meeting will be held on February 5, 2020 at 9 a.m.*



## **Future Business**

No discussion.

## **General Discussion**

CSTB hosted a recent event here in October with LVER representatives from across the country. The Department of Economic Opportunity State Veterans Program, in conjunction with the US Dept. of Labor Veterans Employment and Training Program, conducted a Local Veterans Employment Representatives (LVER) Boot Camp. Board member and veteran Tom Aderhold participated along with many regional contributors in the veteran's employment services arena.

- **A Motion recommending that CSTB undertake a formal survey of local employers to understand what the prevailing wage is for Hillsborough County, using the occupations listed in the Eligible Training Provider list on pages 14-17 of the November 21, 2019 Board of Directors Agenda Packet.**
  - **Motioned: Roy Sweatman**
  - **Seconded: Tom Aderhold**
- **The motion carried.**

## **Adjournment**

The meeting was adjourned at approximately 1:01 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



## **Consent Agenda # 2**

### **Virtual One Stop Services – Formal Procurement**

**Background:** The Workforce Innovation Opportunity Act (WIOA) describes a comprehensive American Job Center (AJC), as in 20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305, as a physical location where job seekers and employers can access the programs, services, and activities of all required one-stop partners (section 121(b)(1)(B) of WIOA), along with any additional partners as determined by the Local WDB. The one-stop delivery system must include at least one comprehensive brick-and-mortar center in each local area. In addition, WIOA requires the AJC to utilize technology to achieve integration and expand service offerings. WIOA also encourages the efficient use of accessible information technology to include virtual services to expand the customer base and effectively deliver self-services.

**Results:** Career Source Tampa Bay's One Stop Committee has established the following PY 19-20 key strategic goals:

- Provide a wide range of workforce resource to job seekers.
- Maximize the use of technology and online services to meet job seeker needs.

It's imperative that CareerSource Tampa Bay align our service delivery model to ensure a robust virtual presence to meet job seeker needs. Many job seekers access services through EmployFlorida (EF) solely and never step foot into a brick-and-mortar CSTB Career Center. For these individuals, the online services offered are very limited. By expanding our online services and establishing a virtual one stop services platform, CSTB will yield higher performance outcomes.

The Virtual One Stop Services would include:

- Online assessment modules to evaluate job seeker interest and aptitude.
- Career exploration modules.
- Online orientation modules for CSTB programs and services.
- Training platform that strengthens the competences needed in career planning and professional development content.
- Comprehensive workshop module content that incorporates gamification principles and incentives to increase learner engagement and motivation.
- Mechanism where proficiency can be measured through competency-based quizzes.
- Resume development module that allows for flexibility to customize and publish to various employer matching systems.
- Mock interview module that allows for recording responses to common interview questions and critiquing by staff.
- Customized landing page to the LWDB region (complete with calendar of events, a course catalog, community space (forum), and LMS to house training courses and track data.
- Customized administrative dashboard reporting to track outcomes.

**Recommendation:** Staff recommend formal procurement of Virtual One Stop Services.



## **Consent Agenda Item # 3 Policies**

### **Background:**

CareerSource Florida Strategic Policies are high level principles or directional statements to inform or clarify federal or state legislation, policies or workforce system strategies that are approved by the Board.

CareerSource Florida Administrative Policies are business rules, requirements, processes and responsibilities that expand, explain or further specify federal or state legislation or policies developed by the Florida Department of Economic Opportunity.

As CareerSource Florida (CSF) approves new Administrative and/or Strategic Policies, CareerSource Tampa Bay will review to determine necessary action for creation of new policy or policy revision. Additionally, CareerSource Tampa Bay is in the process of reviewing all existing CSF policies against our current CSTB Board Policies to identify discrepancies and required action.

Outlined below and contained in your packet are eight (9) critical CSTB Board Policies for your review. Unless otherwise noted, policies are new:

- a. Public Records Request Policy
- b. Targeted Occupations List (TOL) & Regional Targeted Occupation List (RTOL) Policy
- c. Apprenticeship Policy
- d. Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy
- e. Salary Administration Policy

### **Recommendation:**

Executive Committee is recommending approval of the above listed Policies.



## POLICY

SECTION: CSTB	POLICY# 019-C0044	PAGE: 1 of 4
TITLE: Request for Public Records Policy		EFFECTIVE DATE: TBD
REPLACES:		DATED:

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To outline CareerSource Tampa Bay's (CSTB) guidelines that allows access to public records through a customer-friendly process that is easy and affordable, while protecting the confidentiality of its customers. The procedures outlined ensures the efficient and timely processing of public records requests while in accordance with the requirements of Chapter 119 of the Florida Statutes, the "Public Records Act."

**BACKGROUND:** CSTB is a Florida not-for-profit corporation that serves as one of 24 regional workforce boards in the State of Florida under the direction of the Department of Economic Opportunity and CareerSource Florida. CSTB was designated as "the administrative entity and fiscal agent for all programs promulgated" under the Workforce Innovation and Opportunity Act of 2014 and Florida's Workforce Innovation Act of 2000. As such, CSTB is subject to the Public Records Act. Every person who has custody of a public record shall permit the record to be inspected by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the Records Facilitator of the public record or his or her designee. Upon request, they shall furnish a copy of the record upon payment of the fees noted below.

### POLICY:

It is the policy of CSTB that all public records are not exempt or confidential and are in CSTB possession shall be made available and open for inspection by any person desiring to do so at a reasonable time, under reasonable conditions, and under the supervision of the Records Facilitator or his or her designee. Reasonable conditions mean that inspection must be done during normal business hours of CSTB, excluding CSTB holidays. CSTB is not required to create a new record, reformat, or provide an explanation of a document. CSTB's responsibility is to make the requested existing records available pursuant to the requirements of the Florida Constitution and the Public Records Act.

## **Definitions**

1. **Actual Cost:** The cost of goods and supplies used to duplicate the requested material does not include the labor cost or overhead cost associated with such duplication.
2. **Confidential:** Information that has been declared confidential by Florida or federal law. As used in this policy, the term confidential refers to entire record systems, specific records, or individually identifiable data that by law are not subject to public disclosure under Article 1, Section 24 of the Florida Constitution, Chapter 119 of the Florida Statutes, or applicable federal laws. Confidential information is not subject to inspection by the public and may be released only to those persons and entities as specifically designated in relevant statutes. In the absence of specific statutory provision allowing its release, disclosure of confidential information is prohibited.
3. **Exempt Records:** Records that contain information which is expressly made not subject to the mandatory access requirements of the Public Records Act.
4. **Extensive:** As used herein with reference to labor involved to accommodate a public records request, means where CSTB personnel must spend more than thirty (30) minutes to locate, retrieve, copy, refile, review and redact, if necessary, the requested material in order to comply with the request.
5. **Information Technology Resources:** Data processing hardware and software and services, communications, supplies, personnel, facility resources, maintenance, and training.
6. **Public Records:** All documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by CSTB. Public records include all materials made or received by CSTB in connection with official business which are used to perpetuate, communicate or formalize knowledge, regardless of whether in final form.
7. **Readily Available documents:** Documents that are easily accessible and retrievable by CSTB and do not require additional review in order to determine whether they contain confidential or exempt information, such as agendas and meeting minutes.
8. **Redact:** To conceal from a copy of an original public record, or to conceal from an electronic image that is available for public viewing, that portion of the record containing exempt or confidential information.
9. **Special Service Charge:** The fee that will be charged, in addition to the actual cost of duplication, if the nature or volume of material requested to be inspected, examined or copied is such as to require extensive use of information technology resources or extensive clerical or supervisory assistance by CSTB staff, or both.

## **Public Records Facilitator**

CSTB's Chief Executive Officer will designate a Records Facilitator who will act as the contact person for all public records request and will be responsible for logging and tracking public records requests for all CSTB departments, with the exception of those records that the Records Facilitator considers Readily Available Documents.

**Fees:**

As appropriate, fees may apply to a public records request. The fee structure is as follows:

1. Payment of fees will be payable by U.S. money order at the time records are picked up or prepaid if records are mailed.

When providing a copy of a public record, the fee which may be charged is:

**Fee Schedule**

Photocopies:	No charge for first ten (10) copies  \$0.15 for each additional letter/legal one-sided copy  \$0.20 for each additional two-sided copy
Audio tape duplication:	Actual cost incurred
Digital data duplication:	Actual cost incurred
Archived document retrieval:	Actual cost incurred
Postage:	Actual mailed fee  <i>*When documents are mailed.</i>
Certified copies:	\$1.00 for each page
All other copies:	Actual cost incurred
Special Service Charge:	Charges will be calculated based on the cost of wages and benefits of the personnel who perform the public records request

2. A **Special Service Charge** pursuant of subsection 119.07(4) (d) of the Florida Statutes, will be added to the fee for duplicating the requested material if the nature or volume of public records requested to be inspected or copied is such as to require extensive use of information technology resources or extensive clerical or supervisory assistance by personnel of CSTB, or both. The Special Service Charge shall be reasonable and based on the cost incurred for such extensive use of information technology resources or the labor cost of the personnel providing the service that is actually incurred by CSTB or attributable to CSTB for the clerical and supervisory assistance required, or both. The Special Service Charge shall be in addition to the actual cost of duplication. CSTB shall assess a Special Service Charge when CSTB personnel spend more than thirty (30) minutes retrieving records, reviewing them for exempt or confidential information, redacting such information (if applicable), and preparing, copying, and refiling them. The rate charged for clerical or supervisory assistance will be based on that of the lowest paid full-time CSTB personnel capable of processing public records requests (based on salary and benefits) even if a specific request requires labor by higher-paid

employees. In instances where legal review is necessary, the charge will be based on the attorney fees charged to CSTB. After the first thirty (30) minutes, hourly rates will be charged by the quarter hour.

3. When documents are sent by email, the only charge will be a Special Service Charge, if applicable.

**References:**

- Florida Statutes, Chapter 119  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0100-0199/0119/0119.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0100-0199/0119/0119.html)

**INQUIRIES:** Any questions about this procedure should be directed to the Chief Executive Officer or their designee.





## POLICY

<b>SECTION: WIOA &amp; Welfare Transitional</b>	<b>POLICY#018-C0043</b>	<b>PAGE: 1 of 3</b>
<b>TITLE: Targeted Occupations List (TOL) and Regional Targeted Occupation List (RTOL)</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>REPLACES: N/A</b>	<b>DATED: N/A</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To establish guidelines for the development of CareerSource Tampa Bay's annual Targeted Occupation List and Regional Targeted Occupation List (RTOL).

**BACKGROUND:** On November 7, 2013, the CareerSource Florida (CSF) Board of Directors approved a local Targeted Occupations List (TOL) process and transferred the identification and selection of occupations relevant to local areas. This process was adopted to promote greater strategic business and industry involvement in resource allocation, target training funds for workers needing improved employment and earning opportunities, and to better and more expeditiously serve employers in industry sectors lacking skilled workers. The Florida Department of Economic Opportunity (DEO), Bureau of Workforce Statistics and Economic Research publish annually Florida's statewide demand occupations list and 24 local area demand occupations lists of high growth/high wage occupations. Each local workforce development board is responsible to analyze their lists, along with other resources, and develop their annual Regional Targeted Occupations List (RTOL).

### **POLICY:**

The TOL is required to develop strategies to target high-growth and emerging occupations that are critical to Hillsborough County's local economy. With occupations identified and listed for Hillsborough County, CSTB can direct training resources for occupations in demand to assist job seekers, as well as local Hillsborough County workers seeking better employment and higher-earning opportunities. The improved TOL process enhances collaboration between CSTB and its stakeholders, resulting in a skilled workforce responsive to industry talent needs.

As outlined in CSF Administrative Policy 082, CSTB is required to develop its own local TOL, in consultation with local business and industry representatives, using the Bureau of Workforce Statistics and Economic Research generated Demand Occupations Lists, as well as including additional occupations to their lists that are based on local demand. The Statewide Demand Occupations list identifies the labor market needs of Florida's business community and encourages job training based

on those needs, with emphasis on jobs that are both in high demand and high skill/high wage, and is used as a baseline for establishing the local TOL, which is referred to as the RTOL.

To develop its own RTOL, CSTB may utilize the following, but not limited to:

- Use the statewide and regional Demand Occupations Lists published by DEO, Bureau of Workforce Statistics and Economic Research as a starting point,
- Solicit the input of business and industry representatives in their area regarding the need to add occupations to or remove occupations from these lists,
- Use additional labor market resources available to assist with developing local RTOL, and
- Add additional occupations to their lists beyond what is on DEO Bureau of Workforce Statistics and Economic Research list, as needed, based on local demand.
- Consult with CSTB Board members to gauge their input on demand occupational areas and identify new and emerging occupations for inclusion.

CSTB develops and uses their RTOL to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act (WIOA). WIOA funded training includes occupational skills training through individual training accounts (ITA's), and Work Based Learning training such as On-the-Job (OJT) training and Paid Work Experience (PWE).

CSTB may update their RTOL when occupations are deleted or added. In addition, CSTB may add or delete occupations to its current RTOL based on the demand of local employers. This process and revised Regional Targeted Occupations Lists do not require approval by CSF. CSTB must make available to the public, information regarding the process implemented in producing its RTOL. CSTB shall publish their updated RTOL on the CSTB website and submit to DEO a link of the updated RTOL by June 30<sup>th</sup> of each year.

CSTB's Director of MIS and Data Services conducts a thorough analysis on an annual basis of the new Region15 updated Regional Demand Occupations List for Hillsborough County against the prior version of the Regional Target Occupational List (RTOL). We identify new occupational areas that have been added, occupational areas that have been dropped and provide LMI information to the board to support need. The RTOL is color-coded to easily identify new programs and programs DEO has recommended for removal. The analysis is reviewed by the Workforce Solutions Committee, then by the Executive Committee and then by the Board of Directors. Board member recommendations along with employers and training providers are considered for expansion of the RTOL list. In some cases additional LMI information may be warranted.

Once the Board approves the annual RTOL, CSTB staff notifies DEO, CSTB staff, approved training vendors and the updated RTOL is published on the CSTB website. The Board can opt to review the RTOL throughout the program year (PY) and make additional edits to add occupational areas as warranted. Anytime the RTOL is changed and approved by the Board, CSTB staff will be required to go through the required notification channels outlined above.

## References:

- CSF Administrative Policy #082: Local Targeted Occupations List Requirements  
[http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2018-guidance-papers/adminpol082\\_tol\\_2018.pdf?sfvrsn=2](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2018-guidance-papers/adminpol082_tol_2018.pdf?sfvrsn=2)
- WIOA Public Law 113-128 Sections 3(23)(B) and 134(c)(3)(G)(iii)  
<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>
- Florida Statutes, Section 1003.492 (2)(b); and Section 445.004(6)  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=1000-1099/1003/Sections/1003.492.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=1000-1099/1003/Sections/1003.492.html)

**INQUIRIES:** Any questions about this desk guide should be directed to the Chief Policy & Performance Officer, Director of MIS & Data Services or their designee.



## POLICY

<b>SECTION: WIOA and Business Services</b>	<b>POLICY# 019-C0041</b>	<b>PAGE: 1 of 5</b>
<b>TITLE: Apprenticeship Policy</b>	<b>EFFECTIVE DATE:</b>	
<b>REPLACES: N/A</b>	<b>DATED:</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To establish a local policy that identifies the distinguishable differences between Pre-Apprenticeship, Registered Apprenticeships (RA's) and Industry-Recognized Apprenticeship Programs (IRAP's) for CSTB staff. This will guide WIOA Adult, Dislocated Worker, Youth and Business Services staff in administering apprenticeship services.

**BACKGROUND:** In June 2017, President Trump signed an Executive Order (E.O.) on Expanding Apprenticeships in America, which lays out an expanded vision for apprenticeships in America. Training and Employment Notice (TEN) 3-18 Creating Industry-Recognized Apprenticeship Programs to Expand Opportunity in America was released on 7.27.18.

CareerSource Florida (CSF) encourages local workforce development boards (LWDBs) to partner with RA's and pre-apprenticeship programs as part of a career pathway for job seekers, and part of the job-driven strategy for employers and industries. CSF strategic vision for Apprenticeships is outlined in their Apprenticeship Strategic Policy 2019.02.13.A.1. This is further expanded in the CSF Administrative Policy On-the Job Training Policy #009 where there is significant reference to apprenticeships.

Apprenticeship is an arrangement that includes a paid-work component and an educational or instructional component, wherein an individual obtains workplace-relevant knowledge and skills. Apprenticeships have been proven to be an effective career pathway. Apprenticeships ensure a talent pipeline and strategies to retain high-skilled employees and promote organizational and industry-specific knowledge. It allows for the opportunity to align with the skill needs of industries in state or regional economies. An apprenticeship is an efficient and economical solution to give workers the skills they need for the jobs of today and the future, and to meet employers' needs for skilled labor.

### **POLICY:**

There are three distinct approaches for apprenticeship training that may be used by CSTB to meet job seeker and employer needs, they are: Pre-Apprenticeship, Registered Apprenticeship and the Industry-Recognized Apprenticeship Program models.

Pre-Apprenticeship provides instruction and/or training to increase math, literacy and other vocation and pre-vocational skills need to enter a Registered Apprenticeship program. Registered Apprenticeship is a national training system the combines paid learning on-the-job and related technical and theoretical instruction in a skilled occupation. Registered apprenticeships are recognized on the Eligible Training Provider List (ETPL).

Industry-Recognized Apprenticeship models allows for expansion of apprenticeship opportunities into different targeted industry sectors where apprenticeships are already effective and substantially widespread.

Apprenticeship Programs are funded through WIOA and are designed to assist in the development of talent pipeline supply in industry sectors.

### **Pre-Apprenticeships**

Pre-Apprenticeship is an organized program of instruction designed to prepare individuals, at least 16 years of age, to enter a program of study that prepares them for a Registered Apprenticeship program. A Pre-Apprenticeship program must be sponsored by a Florida based Registered Apprenticeship program and registered with the Florida Department of Education, Office of Apprenticeship Section.

Pre-Apprenticeship program may or may not include on-the-job training and are designed to range in length from six months to a maximum of two years, however there is not a required minimum number of completion hours and typically tied to the school year/semester schedule.

The program can be offered within a secondary or post-secondary educational school system, labor organization or in-house. The program may be offered to youth (16-23 years of age), adults (24 of age or older), or a combination of both. Pre-Apprentices who complete the program will receive a certificate from the Florida Department of Education and may be given advance standing for entrance into a Florida-based Registered Apprenticeship program.

A pre-apprenticeship program must have at least one registered apprenticeship partner and must include:

- a. Training and curriculum that aligns with the skills needs of employers in the economy of the state or region;
- b. Access to education and career counseling, and other supportive services;
- c. Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options and exploring how skills acquired through coursework can be applied to a future career;
- d. Opportunities to attain at least one industry-recognized credential; and
- e. A partnership with one or more registered apprenticeship program that assists in placing individuals who complete the pre- apprenticeship into a registered apprenticeship program.

Pre-apprenticeships that include an academic and occupational component may be used to meet the 20% youth work experience requirement.

Pre-apprenticeship program providers who offer occupational skills training are required to meet WIOA ETPL requirements. They do not have the same automatic eligibility for ETPL under WIOA as the registered apprenticeship programs.

Pre-apprenticeship programs are most appropriate for youth and adults with barriers to employment who are identified as needing certain skills or credentials to successfully enter and complete a registered apprenticeship program. Pre-apprenticeship is also appropriate for dislocated workers transitioning to new industries or occupations in need of new skills.

## **Registered Apprenticeships**

Registered apprenticeships are registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) (Referred to individually in this Act as an “apprenticeship”, except in section 171). Registered apprenticeships are employer-driven, “learn while you earn” models that combine OJT with job-related instruction, while combining the attainment of industry-recognized skills standards attained. Registered apprenticeship programs are to be included and maintained on the Eligible Training Providers List (ETPL) as long as the corresponding program remains registered.

Registered apprenticeships are deemed most appropriate for youth age 16 and older, adults and dislocated workers, veterans in receipt of the GI Bill, unemployed workers, underemployed workers (including long-term unemployed), and incumbent workers.

Prior to enrolling a participant into a registered apprenticeship activity, CSTB must ensure that the registered apprenticeship includes the work component (on-the-job training), the job related instruction, and may provide an individual training account (ITA) for the participant to receive apprenticeship training. Students enrolled in Florida Department of Education approved apprenticeship programs, as defined in Florida s.446.021, are exempt from the payment of tuition and fees. The OJT component of this apprenticeship model must be under the supervision of a skilled worker.

Registered apprenticeship programs must meet parameters established under the National Apprenticeship Act and regulations (29-CFR-29 and 29-CFR-30), which are administered by the USDOL Office of Apprenticeship or a State Apprenticeship Agency approved by the Secretary of Labor for federal purposes.

An apprentice occupation is considered to be one which is specified by industry and which must:

- a. Involve skills that are customarily learned in a practical way through a structured systematic program of on-the-job supervised learning;
- b. Be clearly identified and commonly recognized throughout an industry;
- c. Involve the progressive attainment of manual, mechanical, or technical skills and knowledge which, in accordance with the industry standard for the occupation, would require the completion of at least 2,000 hours of on-the-job learning to attain; and
- d. Require related instruction to supplement the on-the-job learning.

## Industry-Recognized Apprenticeship Programs

Industry-Recognized Apprenticeship Program participants are not to be considered apprentices for the purpose of meeting the Davis-Bacon Act wage requirements. The purpose of Industry-Recognized Apprenticeship Programs is to create an additional pathway to encourage expansion of apprenticeships into targeted industry sectors. Industry-Recognized Apprenticeship Programs are not registered apprenticeships, unless it meets the standards and requirements in 29 CFR part 29. This apprenticeship model is developed, delivered and administered by third parties, which may include, trade and industry groups, companies, non-profit organizations, educational institutions, unions and joint labor-management organizations. It is certified as a high-quality program by a third-party certifier that has received a favorable determination from DOL. DOL considers a high-quality program to include but not limited to paid work, work-based learning, mentorship, education and instruction, and industry-recognized credentials.

Industry-Recognized Apprenticeship Programs are supported/sponsored by trade and professional associations, employers, educational institutions, unions, labor management organizations and other third parties, and may be offered and certified by third parties that received a favorable determination from DOL. Unlike Registered Apprenticeships, this model is not registered with the Florida Department of Education, Office of Apprenticeship Section.

An Industry-Recognized Apprenticeship Program sponsor must follow the process outlined in the Administrative Policy 090-WIOA Eligible Training Provider List to receive WIOA training funds or an ITA. Industry-Recognized Apprenticeship Programs are not automatically included on the ETPL.

### Funding:

CSTB may use any allowable activities to support apprenticeships and pre-apprenticeships to supply the talent pipeline needed in our local area. CSTB may fund registered apprenticeships through customized training, On-the-Job training (OJT), and Incumbent Worker Training (IWT). If a registered apprenticeship is funded through an OJT path, then CSTB is required to specify the length of the apprenticeship in the duration of the OJT contract design.

Under WIOA, CSTB utilizes the self-sufficiency definition outlined in the Region 15 Local Workforce Services Plan to process applicant's that are self-employed. In addition, CSTB can provide services to an applicant who is self-enrolled into a Registered Apprenticeship program, as long as the applicant meets WIOA Adult or WIOA Dislocated Worker eligibility. A participant's eligibility for WIOA must be properly established and documented prior to the commitment of funds.

The CSTB ITA Cap applies to program participants enrolled into Pre-Apprenticeship and Registered Apprenticeship programs. However, the training duration doesn't apply to these programs as the training duration can last up to 5 years to complete the entire program. Historically, CSTB RA funded ITA duration ranges between 3-5 years with minimal investment per program year. Students that are enrolled in Florida Department of Education approved apprenticeship programs, as defined in FS 446.021, are exempt from the payment of tuition and fees.

Under the IRAP model, CSTB may fund:

- a percentage of the apprenticeships wages through On-the-Job Training (OJT)



- a percentage of related training instruction through Customized Training (CT)
- Individual Training Accounts (ITA) may fund the related training instruction
- Incumbent Worker Training may be used to fund training of individuals already working with the employer

### Supportive Services:

Limited supportive services required for participation in the program may be considered on a case-by-case basis for a program participant enrolled in an apprenticeship program. CSTB staff will review the request and ensure that all requirements outlined in CSTB's Supportive Service and Incentive Policy #018-C0012 are met.

### References:

- CSF Apprenticeship Policy 2019.02.13.A.1  
<https://careersourceflorida.com/wp-content/uploads/2019/02/Apprenticeship-Policy-2019.02.13.A.1.pdf>
- CSF Registered Apprenticeships and Industry-Recognized Apprenticeship Programs: Frequently Asked Questions  
<https://careersourceflorida.com/wp-content/uploads/2019/02/FAQs-Registered-Apprenticeships-and-IRAP-020119.pdf>
- WIOA Public Law 113-128  
<https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>
- 29 U.S.C. 50, Promotion of Labor Standards of Apprenticeship  
<https://www.govinfo.gov/content/pkg/USCODE-2010-title29/pdf/USCODE-2010-title29-chap4C.pdf>
- Presidential Executive Order 13801 – Expanding Apprenticeships in America  
<https://www.whitehouse.gov/presidential-actions/3245/>
- Chapter 445.004, Florida Statutes  
[http://www.leg.state.fl.us/statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0445/0445.html](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0445/0445.html)
- Chapter 446, Florida Statutes  
[http://www.leg.state.fl.us/statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0446/0446.html](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0446/0446.html)
- Chapter 6A-23.00-011, Florida Administrative Code  
<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=6A-23>
- Training and Employment Guidance Letter No. 13-16  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_13-16\\_acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_13-16_acc.pdf)
- Training and Employment Notice No. 3-18 Creating Industry-Recognized Apprenticeship Programs to Expand Opportunity in America  
[https://wdr.doleta.gov/directives/attach/TEN/TEN\\_3-18.pdf](https://wdr.doleta.gov/directives/attach/TEN/TEN_3-18.pdf)
- 29-CFR-29- Labor Standards for the Registration of Apprenticeship Programs  
<https://www.gpo.gov/fdsys/pkg/CFR-2017-title29-vol1/pdf/CFR-2017-title29-vol1-part29.pdf>
- 29-CFR-30- Equal Employment Opportunity in Apprenticeship  
<https://www.gpo.gov/fdsys/pkg/CFR-2017-title29-vol1/pdf/CFR-2017-title29-vol1-part30.pdf>

**INQUIRIES:** Any questions about this procedure should be directed to the Chief Operating Officer or their designee.



## POLICY

<b>SECTION: Veterans</b>	<b>POLICY#019-C0040</b>	<b>PAGE: 1 of 4</b>
<b>TITLE: Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach</b>	<b>EFFECTIVE DATE: TBD</b>	
<b>REPLACES: N/A</b>	<b>DATED:</b>	

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To explain the defining staff roles of the Disabled Veteran Outreach Program (DVOP) Specialist and Local Veteran Employment Representative (LVER) in the outreach process pertaining to CSTB and to the Wagner-Peyser/ Jobs for Veterans State Grant Program.

**BACKGROUND:** In an effort to provide clarity with the Jobs for Veterans State Grant (JVSG) refocusing efforts referenced in VPL No. 03-14 and the TEGP No. 19-13; DEO and DOL VETS have facilitated a process to provide consistency in the outreach roles of LVERs and DVOP Specialists for CSTB. The JVSG program provides funding to states to exclusively serve eligible veterans, as defined in 38 U.S.C. 4101(4) and 4211(4), and other eligible spouses as defined in 38 U.S.C. 4101(5), and to perform outreach to employers. DVOP Specialists and LVERs are specifically prohibited from performing non-veteran related duties that detract from their ability to perform their statutorily-defined duties related to meeting the employment needs of eligible veterans in accordance with the VOW Act amendments.

CSF Administrative Policy # 103- CareerSource Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at America Job Centers Policy was adopted and effective on 10.2.19. The CSTB Policy outlined below meets all requirements of the CSF policies referenced above.

**POLICY:** CSTB is required to establish a local monitoring policy and procedure to implement a veteran's outreach process for DVOPS and LVERs. Veterans and their eligible spouses continue to have priority of service for WIOA and other job-training programs funded in whole or in part by the U.S. Department of Labor in accordance with the requirements of section 4215 of title 38, United States Code.

Outlined below are the established outreach roles that are required for DVOPs and LVERs:

## LVER Outreach

LVERs can only be assigned duties outlined in 38 U.S.C. 4104(b) that involve the role of promoting the advantages and positive aspects of hiring veterans to employers, employer associations, and business groups. LVER staff are allowed to advocate on behalf of veterans for employment and training opportunities to business, industry, and community based organizations. Although, employer outreach is primarily handled by the Business Services (BS) team, LVERs must be included as an active member of this team. In accordance with VPL 03-14, LVERs must be only assigned duties that promote employers, employer associations, and business groups the advantages of hiring veterans. LVER staff are expected to advocate on behalf of veterans for employment and training opportunities with business, industry, and community-based organizations. This aspect of the LVERs role is an integral component as it aids in the building of relationships with employers within the community, new job postings, and job development opportunities.

DEO considers inclusion of LVERs in the BS to include, but not limited to:

- Attending meetings held or facilitated by the BS;
- Receiving the same type and quality of outreach related training provided to the BS;
- Accompanying BS members on employer visits to facilitate employment, training, and placement services furnished to veterans;
- Not spending a majority of their time providing job order follow-up for employers they do not have a relationship with;
- Accurately entering all services into Employ Florida provided to employers, to include those instances when the services were provided in conjunction with a BS member;
- Not being solely assigned federal contractors/employers;
- Developing and cultivating their own employer relationships and should not be required to provide BS members their “contacts” to assist the BS member with meeting performance benchmarks; or
- Serving as an advocate for employment and training opportunities with businesses, industries and community-based organizations.

In addition, LVERs are responsible for advocating for all veterans served by CSTB with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach;
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups;
- Coordinating with unions, apprenticeships programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

LVERs are required to accurately code and case note all services provided during outreach activities.

## DVOP Outreach

In an event a DVOP Specialist does not have a full caseload of eligible veterans and spouses, DVOPS should conduct relationship building, outreach, and recruitment activities with other service providers in the local area, to enroll significant barriers to employment and priority veterans in CSTB centers as outlined in the VPL 03-14. Prior to a DVOP Specialist conducting outreach and representing the CSTB organization, the DVOP must receive training from CSTB to ensure compliance with CSTB established outreach guidelines.

DVOP outreach locations should include, but are not limited to:

- Veteran Centers, Veterans Affairs Medical Centers and outpatient clinics
- Homeless Shelters
- Community based and civic organizations
- Veterans' Service Organizations
- Vocational Rehabilitation Offices
- Workforce Partners and Service Providers
- Veterans' Affairs Coordinators at Colleges/Community Colleges to promote services to veterans and solicit VA Work-Study Assistants
- Faith-Based Organizations
- Military Base Family Service/Support Centers
- Other legitimate venues and locations where veterans with SBEs congregate

DVOPs are required to accurately code and case note all services provided during outreach activities.

## Monitoring

Direct services and activities that are provided by the JVSG staff must be monitored annually for compliance with JVSG requirements by DEO. Additionally, CSTB conducts Wagner Peyser Veteran monitoring which would include services provided by both the LVER and DVOP throughout the program year (PY). CSTB's Internal Program Monitors utilize the DEO Program Monitoring tools to conduct the programmatic reviews.

## References:

- CSF Administrative Policy #103: Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at American Job Orders  
<http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2019-guidance-papers/admin>
- Employ Florida Service Code Guide  
<http://www.floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/wioa/2018-wioa/service-code-guide-072018.pdf?sfvrsn=4>
- Veterans' Program Letter No. 03-14  
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14.pdf>

- Veterans' Program Letter No. 03-14, Change 1  
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-1.pdf>
- Veterans' Program Letter No. 03-14, Change 2  
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-2.pdf>
- Training and Employment Guidance Letter No. 19-13  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19\\_13.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19_13.pdf)
- Training and Employment Guidance Letter No. 19-13, Change 1  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-13\\_Change\\_1.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change_1.pdf)
- Training and Employment Guidance Letter No. 19-13, Change 2  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-13\\_Change2.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change2.pdf)
- Title 38  
<https://www.govinfo.gov/content/pkg/CPRT-112HPRT65875/pdf/CPRT-112HPRT65875.pdf>

**INQUIRIES:** Any questions about this procedure should be directed to the Chief Operating Officer, DEO Jobs and Benefits Supervisor or their designee.



## Policy

<b>SECTION: HUMAN RESOURCES</b>	<b>POLICY#019-C0046</b>	<b>PAGE: 1 of 2</b>
<b>TITLE: SALARY ADMINISTRATION</b>	<b>EFFECTIVE DATE: 12.20.19</b>	
<b>REPLACES: N/A</b>	<b>DATED: N/A</b>	

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** CareerSource Tampa Bay has adopted a Total Rewards Philosophy which enables the agency to define a compensation program that serves to attract, motivate, and retain talented employees who will drive the agency's success. This policy defines the approval process for salary adjustments that are processed.

**BACKGROUND:** Base pay is the hourly(non-exempt)/bi-weekly(exempt) pay an employee receives on a regular basis. Adjustments to a CareerSource Tampa Bay employee's base salary can be applied based on reasons such as a promotion in which the employee falls below the new salary range for that position, demotion, cost of living adjustment, temporary transfer, merit increase, or wage adjustment based on market study.

#### **PROCEDURE: Adjustments to Base Salary**

All promotions, demotions, and merit increases made to an employee's base salary will have a recommendation and approval by the Department Director. The Chief Financial Officer (CFO) will review the budget and provide an approval to move forward and the Chief Executive Officer (CEO) will provide the final approval to Human Resources. The HR department will ensure the change is within the appropriate salary grade, new job descriptions are requested, if needed, and the appropriate supporting documentation is included with the Personnel Action Form. The Payroll Department processes the request and the Finance Department reviews the updates. In addition, the CFO and HR Director reviews the payroll process to verify that the appropriate changes have been made within that pay period.

All wage adjustments will be based on review of a compensation study and the Consumer Price Index (CPI) will be used as a guideline for all cost of living adjustments. After the CFO reviews the results and funding availability, a recommendation is made to the CEO. Upon approval, the CFO will direct the Payroll Department of an effective date for processing. The Payroll Department processes the request using the Personnel Action Form and the Finance Department reviews the updates. In addition, the CFO and HR Director reviews the payroll process to verify that the appropriate changes have been made within that pay period.

Salary and any adjustments made for the CEO is determined by the Compensation Committee and Board of Directors. Upon approval by the Board, the Payroll Department will process the request using the Personnel Action Form and the Finance Department will review the update. In addition, the CFO and HR Director reviews the payroll process to verify that the appropriate changes have been made within that pay period.

**Definitions:**

Promotion- A promotion is defined as a regular employee moving into a position of greater responsibility or scope of work and moves into a higher salary grade than their current.

Demotion – A demotion is defined as a regular employee who may have requested to voluntarily step down from a promoted position, disciplinary reasons, or a position is eliminated and no comparable position in which the employee could be placed is available.

Cost of Living Adjustment – A cost of living adjustment is a periodic increase made to all applicable current salaries in an effort to offset the effects of external economic factors, such as inflation.

Temporary Adjustment – A temporary adjustment is made for an employee who may be placed into a position of a higher salary grade on a temporary basis such as Summer Youth Program.

Merit Increase – A merit increase adjustment is granted for an above average job performance. Adjustments are awarded in situations where an employee's overall job performance meets or exceeds the performance standards of the position. A performance evaluation is completed with a recommendation.

Wage Adjustment – A wage adjustment is made for an employee who may fall below market in a compensation study that is completed.

**INQUIRIES:** Any questions about this policy should be directed to the Director of Human Resources or the CEO.



## Key Regional Workforce / Demographic Indicators

- In November 2019, the unemployment rate in Hillsborough County was 2.7 percent. This rate was 0.4 percentage point lower than the region's year ago rate of 3.1 percent. The region's November 2019 unemployment rate was equal to the state rate of 2.7 percent. The labor force was 750,856, up 12,243 (+1.7) over the year. There were 19,911 unemployed residents in the region
- The mining, logging, and construction (+10.3 percent); other services (+2.9 percent); professional and business services (+2.6 percent); and manufacturing (+2.5 percent) industries grew faster in the metro area than statewide over the year
- The industries gaining in jobs over the year were:
  - mining, logging, and construction +8,000 jobs
  - professional and business services +6,500 jobs
  - education and health services +5,100 jobs
  - leisure and hospitality +4,300 jobs
  - trade, transportation, and utilities +2,300 jobs
  - manufacturing +1,700 jobs
  - financial activities +1,600 jobs
  - other services +1,400 jobs
  - government +400 jobs
- The information industry lost jobs over the year -500 jobs

## Key Initiatives/ Events

### Vision 2020 Business and Education Summit:

The Summit will take place on February 28, 2020, at the Tampa Marriott Waterside. Speakers for the event are tentatively, Governor Ron DeSantis, Sandra Murman, Hillsborough County Commissioner, Jane Castor, Mayor of the city of Tampa, Ron Painter, CEO – National Association of Workforce Boards, amongst others. Also, Painter will moderate a CEO panel, guests confirmed are Marie Chinicci – Everitt, Director of DTCC, John Coursin, CEO of Tampa General Hospital, Dave Pizzo, President of Florida Blue West Market, Craig Richard, CEO Tampa Bay Economic Development Partnership, Mercedes Young CEO of Vivid Consulting, Kevin Carr, CEO Florida Makes, Mark Sharpe, Executive Director of Tampa Innovation Partnership and John Flanagan, CEO CareerSource Tampa Bay. The panel will discuss talent needs of present and future, and how to address the specific needs of priority sectors in region. We are also inviting. Anriban Basu, nationally renowned economist, will present a regional and national economic forecast as well.

There will be robust discussions and break- out sessions for each of our priority industry sectors, with subject matter experts. Sponsorship materials and information have been circulated. CSTB Board members are welcomed to attend and participate in the event.

### **Sponsors:**

Southern Manufacturing Technologies –Bronze Sponsor \$1,000  
Tampa Bay Economic Development – Silver Sponsor \$2,500  
Saputo- Silver Sponsor \$2,500  
HCA West Florida-Silver Sponsor \$2,500  
Eckert Connects-Silver Sponsor \$2,500  
Total : \$11,000

## Economy Overview

**1,463,561**

**Population (2019)**

Population grew by 145,984 over the last 5 years and is projected to grow by 103,713 over the next 5 years.

**757,531**

**Total Regional Employment**

Jobs grew by 76,499 over the last 5 years and are projected to grow by 44,150 over the next 5 years.

**\$53.7K**

**Median Household Income (2017)**

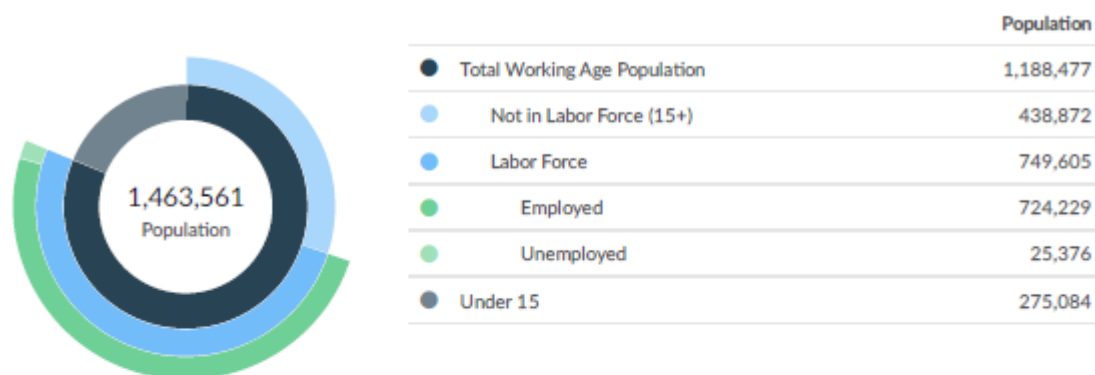
Median household income is \$3.9K below the national median household income of \$57.7K.

## Takeaways

- As of 2019 the region's population increased by 11.1% since 2014, growing by 145,984. Population is expected to increase by 7.1% between 2019 and 2024, adding 103,713.
- From 2014 to 2019, jobs increased by 11.2% in Hillsborough County, FL from 681,032 to 757,531. This change outpaced the national growth rate of 6.9% by 4.3%. As the number of jobs increased, the labor force participation rate decreased from 64.3% to 63.1% between 2014 and 2019.
- Concerning educational attainment, 19.7% of Hillsborough County, FL residents possess a Bachelor's Degree (0.9% above the national average), and 9.4% hold an Associate's Degree (1.3% above the national average).
- The top three industries in 2019 are Restaurants and Other Eating Places, Education and Hospitals (Local Government), and Local Government, Excluding Education and Hospitals.

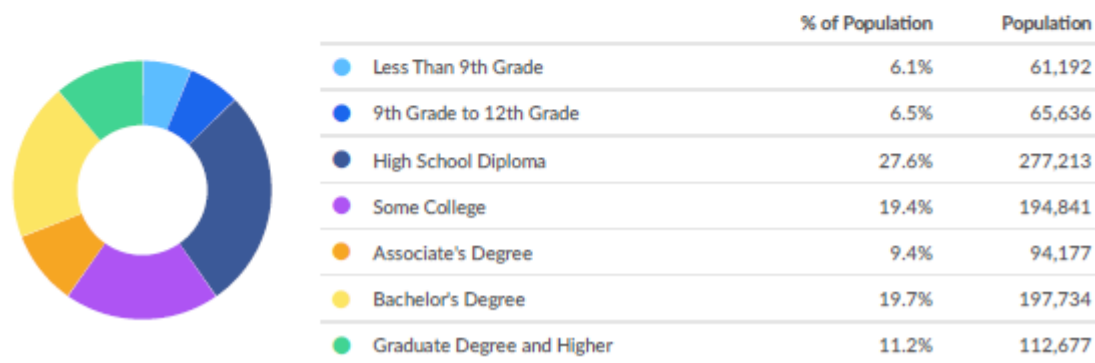
	Population (2019)	Labor Force (2019)	Jobs (2019)	Cost of Living	GRP	Imports	Exports
Region	1,463,561	749,605	757,531	103.1	\$92.16B	\$60.82B	\$80.60B
Florida	21,624,814	10,470,783	9,753,437	100.9	\$1.02T	\$691.45B	\$672.44B
Georgia	10,625,793	5,130,878	5,010,340	93.4	\$571.80B	\$430.03B	\$556.14B

## 2019 Labor Force Breakdown

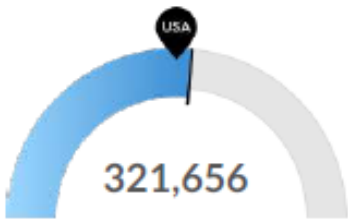


## Educational Attainment

Concerning educational attainment, 19.7% of Hillsborough County, FL residents possess a Bachelor's Degree (0.9% above the national average), and 9.4% hold an Associate's Degree (1.3% above the national average).

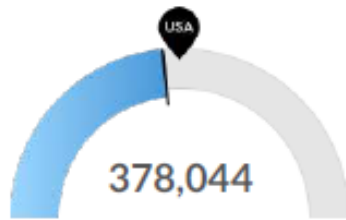


## Population Characteristics



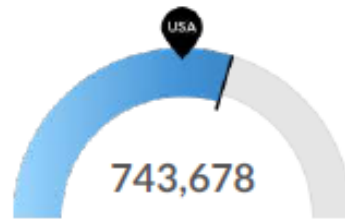
**Millennials**

Hillsborough County, FL has 321,656 millennials (ages 25-39). The national average for an area this size is 295,408.



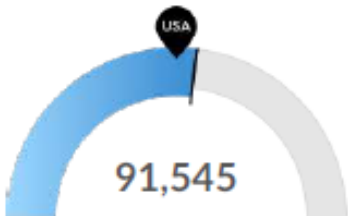
**Retiring Soon**

Retirement risk is about average in Hillsborough County, FL. The national average for an area this size is 415,934 people 55 or older, while there are 378,044 here.



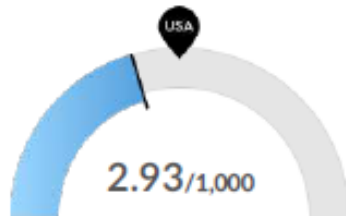
**Racial Diversity**

Racial diversity is high in Hillsborough County, FL. The national average for an area this size is 569,288 racially diverse people, while there are 743,678 here.



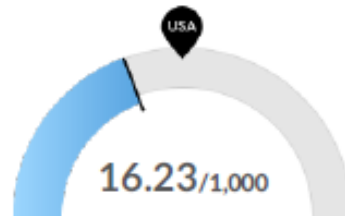
**Veterans**

Hillsborough County, FL has 91,545 veterans. The national average for an area this size is 82,137.



**Violent Crime**

Hillsborough County, FL has 2.93 violent crimes per 1,000 people. The national rate is 3.87 per 1,000 people.

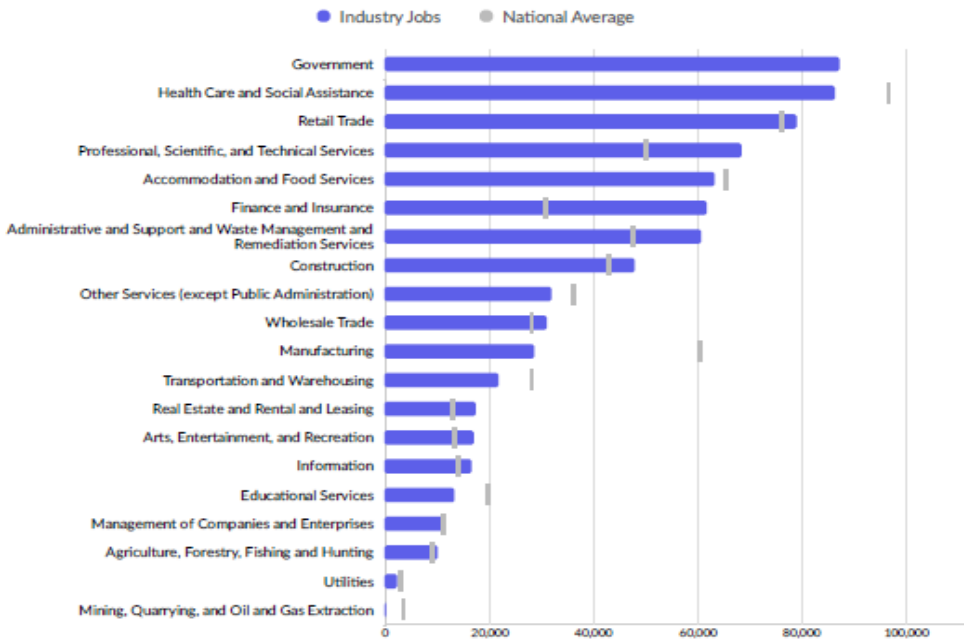


**Property Crime**

Hillsborough County, FL has 16.23 property crimes per 1,000 people. The national rate is 22.98 per 1,000 people.

## Industry Characteristics

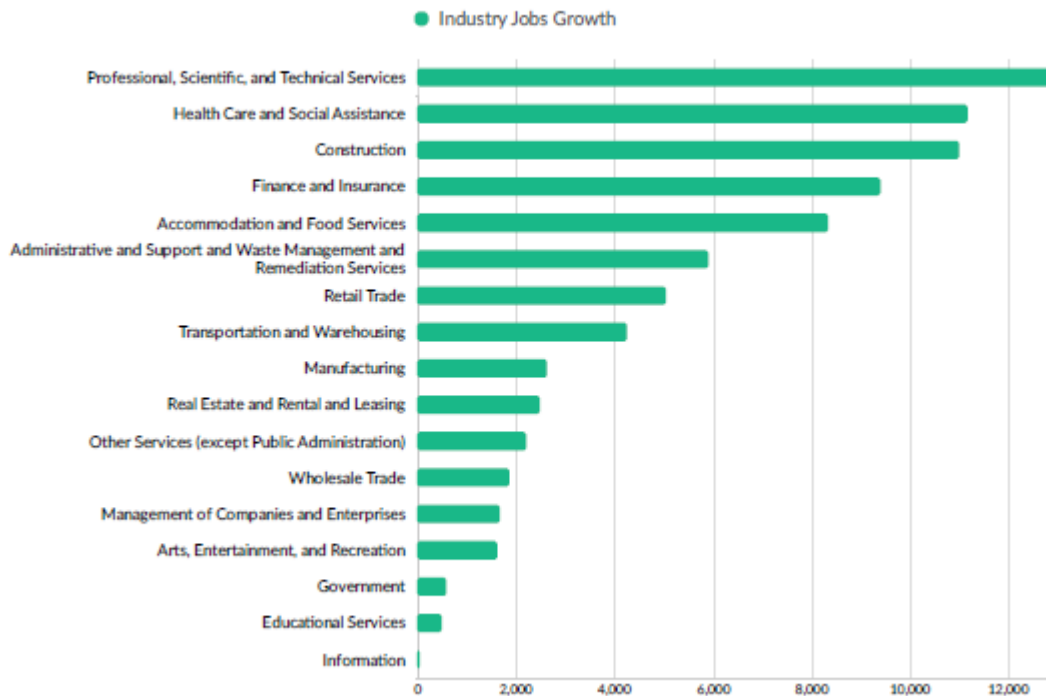
### Largest Industries



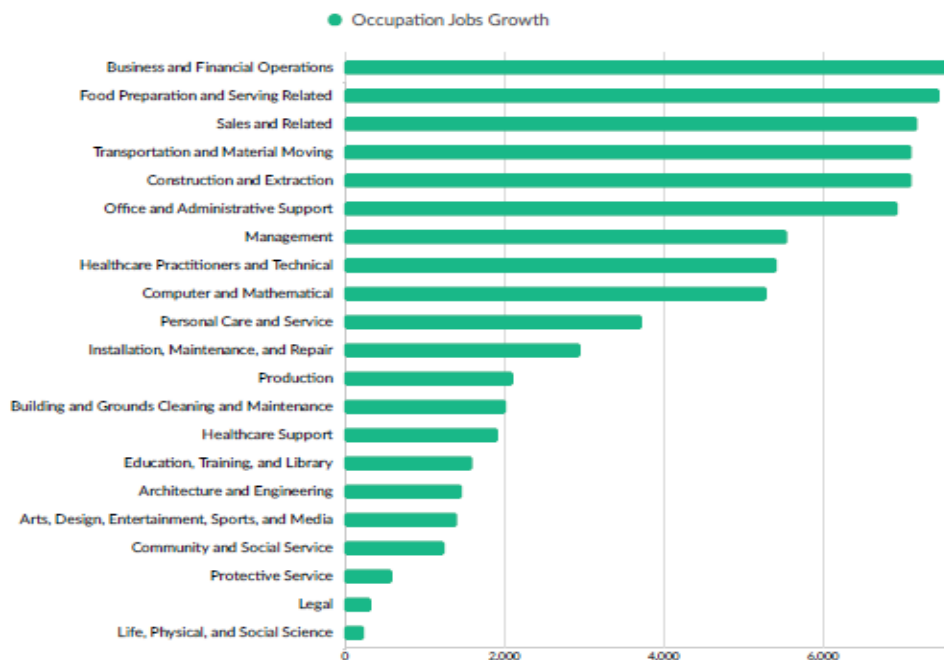
### Largest Occupations



## Top Growing Industries



## Top Growing Occupations





## **Action Item # 1**

### **Public Access Policy**

Background: CSTB is a member of the American Job Center Network, and serves as the Local Workforce Development Board for Hillsborough County under the direction of CareerSource Florida and the Department of Economic Opportunity. CSTB is subject to abiding to the Florida Public Records Act, Chapter 119 and 286, regarding public access to CSTB centers and offices.

The Sunshine Law regarding open government can be found in Chapter 286 of Florida Statutes. These statutes establish a basic right of access to most meetings of boards, commissions, and other governing bodies of state and local governmental agencies or authorities.

If an individual is in a public area of a CSTB building, then they have the basic right to use recording devices to take photographs, videotape, and congregate as long as the individual(s) are not interfering with another individual's right to privacy or violate the CSTB Code of Conduct. CSTB staff are not allowed to ask the individual to leave the building, stop recording, or photographing as long as the general public is allowed on the premises, such as during normal business hours. The individual is allowed to videotape and photograph as long as they are not recording private information on computers, kiosks, or paperwork. The individual may use the following recording devices: a video camera or a cell phone camera. However, the individual is not permitted to disrupt CSTB operation of business. Disruption may result in the individual being asked to leave the facility or result in being trespassed if CSTB code of conduct and rules are violated. Prior to CSTB staff contacting law enforcement, CSTB staff must attempt to diffuse the situation following the CSTB Disruptive Behavior policy guidelines.

Attached for your review and consideration is the CSTB Public Access Policy.

### **Recommendation:**

The staff are recommending approval of the CareerSource Tampa Bay Public Access Policy.





## POLICY

SECTION: CSTB	POLICY#	PAGE: 1 of 2
TITLE: Public Access	EFFECTIVE DATE: TBD	
REPLACES:	DATED:	

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To establish CareerSource Tampa Bay's (CSTB) policy that grants public access to CSTB centers and offices, and gives permission to record and photograph within public areas.

**BACKGROUND:** CSTB is a member of the American Job Center Network, and serves as the Local Workforce Development Board for Hillsborough County under the direction of CareerSource Florida and the Department of Economic Opportunity. CSTB is subject to abiding to the Florida Public Records Act, Chapter 119 and 286, regarding public access to CSTB centers and offices.

#### POLICY:

This policy enforces minimum access standards that must be maintained throughout CSTB centers and offices when handling public access to the building. The Sunshine Law regarding open government can be found in Chapter 286 of Florida Statutes. These statutes establish a basic right of access to most meetings of boards, commissions, and other governing bodies of state and local governmental agencies or authorities.

If an individual is in a public area of a CSTB building, then they have the basic right to use recording devices to take photographs, videotape, and congregate as long as the individual(s) are not interfering with another individual's right to privacy or violate the CSTB Code of Conduct. CSTB staff are not allowed to ask the individual to leave the building, stop recording, or photographing as long as the general public is allowed on the premises, such as during normal business hours. The individual is allowed to videotape and photograph as long as they are not recording private information on computers, kiosks, or paperwork. The individual may use the following recording devices: a video camera or a cell phone camera. However, the individual is not permitted to disrupt CSTB operation of business. Disruption may result in the individual being asked to leave the facility or result in being trespassed if CSTB code of conduct and rules are violated. Prior to CSTB staff contacting law enforcement, CSTB staff must attempt to diffuse the situation following the CSTB Disruptive Behavior policy guidelines.

#### References:

- Florida Statutes, Chapter 119  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0100-0199/0119/0119.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0100-0199/0119/0119.html)
- Florida Statutes, Chapter 286  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0200-0299/0286/0286.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0200-0299/0286/0286.html)

**INQUIRIES:** Any questions about this policy should be directed to the Director of Public Relations/Marketing, Director of Human Resources and Staff Development, COO or their designee.



## **Action Item # 2**

### **SNAP Policy**

Background: On January 1, 2016, the State of Florida implemented the mandatory Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program to help Able-Bodies Adults without Dependents (ABAWDs) gain skills, training, and/or work experience that will increase their ability to move directly into employment. Department of Children and Families (DCF) works closely with the Florida Department of Economic Opportunity (DEO) to ensure a strong working relationship and communication between the two agencies.

DCF is the agency responsible for administering the SNAP E&T program. DCF and DEO entered into a Memorandum of Understanding (MOU) and as part of that agreement, DCF continues to identify ABAWDs and refers these individuals to DEO for mandatory participation in the local SNAP E&T program. The delivery of local SNAP E&T services for Hillsborough County is provided by CareerSource Tampa Bay (CSTB). SNAP E&T Career Coach's and staff have been co-located within CSTB centers where ABAWDs can be served and referred to other workforce program services.

An ABAWD is defined in DEO's SNAP Employment and Training State Plan as an individual who is between the ages of 18 and 49, does not have dependents, and does not meet an exemption outlined in Title 7 Code of Federal Regulations (CFR) 273.7(b) or an ABAWD exception outlined in 7 CFR 273.24(c). ABAWDs are mandated to complete an 80 hour per month work requirement in order to maintain eligibility to receive food assistance. It is encouraged for SNAP E&T and WIOA co-enrollment to provide ABAWDs with an opportunity to become competitive in the workforce while receiving services and meeting the 80 hour per month work requirement.

ABAWDs who are job ready and assigned to job search as their mandatory activity will be connected with universal services offered through the Wagner-Peyser program. These services will assist with continued skill building through employability skills workshops, job search, job referrals, and placement assistance.

Attached for your review and consideration is the CSTB SNAP Policy.

### **Recommendation:**

The staff are recommending approval of the CareerSource Tampa Bay SNAP Policy.



## POLICY

SECTION: SNAP	POLICY#	PAGE: 1 of 5
TITLE: SNAP Policy		EFFECTIVE DATE:
REPLACES:		DATED:

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To establish a local policy that identifies the role of CSTB's management of SNAP E&T program in Region 15. This will guide SNAP E&T staff in administering SNAP E&T services.

**BACKGROUND:** On January 1, 2016, the State of Florida implemented the mandatory Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program to help Able-Bodies Adults without Dependents (ABAWDs) gain skills, training, and/or work experience that will increase their ability to move directly into employment. The Department of Children and Families (DCF) works closely with the Florida Department of Economic Opportunity (DEO) to ensure a strong working relationship and communication between the two agencies.

DCF is the agency responsible for administering the SNAP E&T program. DCF and DEO entered into a Memorandum of Understanding (MOU) and as part of that agreement, DCF continues to identify ABAWDs and refers these individuals to DEO for mandatory participation in the local SNAP E&T program. The delivery of local SNAP E&T services for Hillsborough County is provided by CareerSource Tampa Bay (CSTB). SNAP E&T Career Coaches and staff have been co-located within CSTB centers where ABAWDs can be served and referred to other workforce program services.

### POLICY:

An ABAWD is defined in DEO's SNAP Employment and Training State Plan as an individual who is between the ages of 18 and 49, does not have dependents, and does not meet an exemption outlined in Title 7 Code of Federal Regulations (CFR) 273.7(b) or an ABAWD exception outlined in 7 CFR 273.24(c).

### Work Requirements

ABAWDs are mandated to complete an 80 hour per month work requirement in order to maintain eligibility to receive food assistance. SNAP E&T components that are available to ABAWDs include the following activities:

- Job search

- Job search training
- Work experience
- Education and training
- Services offered through the Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Assistance (TAA).

It is encouraged for SNAP E&T and WIOA co-enrollments to provide ABAWDs with an opportunity to become competitive in the workforce while receiving services and meeting the 80 hours per month work requirement.

ABAWDs who are job-ready and assigned to job search as their mandatory activity will be connected with universal services offered through the Wagner-Peyser program. These services will assist with continued skill-building through employability skills workshops, job search, job referrals, and placement assistance.

### **Notification of Participation and Initial Engagement**

Mandatory SNAP E&T program ABAWDs are informed of their referral to the program through a Notice of Mandatory Participation (NOMP) letter. The NOMP letter is mailed by DEO on behalf of CSTB. The letter provides detailed instructions and action steps the ABAWD must take in order to maintain compliance with the SNAP E&T program as a condition to continue to receive their SNAP benefits. Failure to comply may adversely impact their receipt of food assistance benefits.

The NOMP also includes an exemption checklist and the opportunities and obligations form to help inform ABAWDs about exemptions, expectations and consequences of failure to comply with the program.

The initial engagement steps include: participation in an online or in-person orientation to the SNAP E&T program, completion of an online initial assessment, and schedule an appointment online to meet with their SNAP Career Coach.

ABAWDs are required to meet with a SNAP Career Coach during their scheduled appointment to be assigned to 80 hours of activities. This requirement is intended to encourage immediate interaction between the SNAP Career Coach and the ABAWD to begin the process of developing an Employment Plan that leads the ABAWD to self-sufficient employment. The employment plan details the ABAWDs assignment and participation in qualifying work requirement components. CSTB recognizes the following as qualified work requirements in Hillsborough County: job search, job search training, work experience, education, and vocational training. These qualified work requirements can be assigned to an ABAWD in a combination of ways, as long as it meets the 80 hours per month requirement and falls within DEO guidelines of maximum hours allowed in a specific activity. An ABAWD is only allowed to complete 39 hours per month of Job search or Job search training for a duration of 6 consecutive months. Additionally, when job search training and job search are combined, the total hours assigned cannot exceed 39 hours per month.

### **Non-Compliance and Sanctions**

Failure to comply with the SNAP E & T program's work requirements may result in ABAWDs disqualification from the program, as well as food assistance. CSTB utilizes the One-Stop Service

Tracking (OSST) system to notify DEO if an ABAWD has fallen out of compliance. Reporting ABAWDs failure is required to be conducted between the 1<sup>st</sup> and 10<sup>th</sup> of each month, but no later than the DCF pull-down date.

Upon learning of the non-compliance, DCF will send a Good Cause Notice letter, pursuant to 7 CFR 273.24(b) (2) and 7 CFR 273.7(f) (1) (i). "Good Cause" is defined as a temporary circumstance beyond the ABAWDs control that prevented their participation in assigned SNAP E&T activities. The letter provides all of the possible good cause reasons for failure to comply and a deadline of when the request must be completed by the individual. DCF is responsible for determining good cause when an ABAWD has failed to comply with the program requirements. If DCF does not determine good cause, the sanction will be placed on the ABAWDs SNAP benefits.

ABAWDs have an opportunity to comply with the failed work requirement before the sanction is effective. Compliance will be determined by CSTB staff upon a full review of the ABAWDs case. CSTB staff will provide instructions to the ABAWD on what activities need to be completed for the compliance requirements in order to have the sanction lifted with compliance.

The penalty for failure to comply with the program requirements is the loss of food assistance benefits. When non-compliance is reported by CSTB, and DCF imposes a sanction, the penalty period becomes effective on the first day of the month. Sanction levels and associated penalty periods for failure to comply are as follows:

Sanction Level	Duration
1	Minimum 1-month penalty or until they have complied with the program's requirements, whichever is later.
2	Minimum 3-month penalty or until they have complied with the program's requirements, whichever is later.
3	Minimum 6-month penalty or until they have complied with the program's requirements, whichever is later.

*\*Subsequent sanctions received after a level 3 sanction will continue to be administered as a level 3 sanction with the ABAWD serving a minimum 6-month penalty period or until compliance, whichever is later, each time there is a failure to participate in an activity.*

During the penalty period, an ABAWD is not allowed to engage in SNAP E&T activities. Once the penalty period has been served, the ABAWD must complete a compliance activity, as specified by CSTB, and then reapply for food assistance benefits with DCF. Upon DCF's determination of SNAP benefit eligibility the individual will be referred to SNAP E&T program for reengagement.

### **Job Participation Rate (JPR) Hours**

CSTB utilizes centralized data entry through the Management Information System (MIS) department. The SNAP Career Coach will create the initial entry for the assigned activity in OSST with an anticipated begin date. The MIS staff will update the activity code based upon the engagement or

updated documents submitted by the SNAP E&T Career Coach after completion of the ABAWD's follow-up appointment. If a question arises, MIS staff will email the SNAP E&T Career Coach and immediate supervisor for clarification.

The SNAP E&T ABAWDs will be required to submit their timesheets, paystubs, or other activity supporting documentation by the last day of each month unless otherwise noted on the employment plan, as long as their case remains open and in mandatory status. The SNAP E&T ABAWDs or staff may, upon review of the completeness of activity, scan the documents into the ATLAS electronic document management system (EDMS). Incoming documents are stored within an ATLAS queue system that is assigned, monitored and worked by the MIS staff. The MIS department ~~team~~ has targeted goals of data entry into the OSST system and storage to the customer's electronic file record within 48 hours of receipt.

CSTB will maximize the use of free online training resources and job search training resources. SNAP E&T ABAWDs are encouraged to complete their hours within a CSTB career center. The attending staff are on hand to assist, and will generate timesheets validating the time completed by the ABAWDs. CSTB will operate under the understanding that when ABAWDs utilize the online resources, they will be provided credit for the exact hours completed in the assigned activity. However, CSTB has set limitations on the maximum daily hours allowed to be completed at 8 hours per day. Any course showing more than 8 consecutive hours completed within a day will only be provided a maximum of 8 hours credit for that day.

### **Food Stamp Reimbursement (FSR)**

ABAWDs participating in the mandatory SNAP E&T program may be eligible to receive a Food Stamp Reimbursement (FSR) for transportation expenses up to the state's maximum allotment of \$25 per month. FSR requests can only be made if transportation expenses were incurred as a result of traveling for participation in the components of the program, such as completion of the orientation or activities. Reimbursement requests are entered directly into the OSST system and are disbursed directly to the ABAWDs Electronic Benefits Transfer (EBT) card seven days from the FSR request date. The reimbursements may not exceed \$25 in one "earned" month. An earned month is defined as the calendar month in which the activity hours were completed and documented. ABAWDs may request FSRs for prior months in which they did not report transportation expenses if supporting documentation is provided. However, staff should not request FSRs for months outside of the current Federal Fiscal Year (FFY). CSTB requires ABAWDs to provide a signed Self-attestation form to verify their participation in the program's components, as well as proof of their incurred transportation costs while participating in an activity.

### **Employment**

Employment by definition is not a component of the SNAP E&T program, but it is the desired program outcome. If an employed ABAWD is referred to the SNAP E&T Program, or if employment is attained while in the program, the job will be recorded in the One-Stop Service Tracking (OSST) system. If the individual is employed part-time, an assessment is completed to identify the reason for part-time employment. ABAWDs not working full time will be assigned to additional activities as appropriate. The total scheduled hours in employment and any combination of allowable activities should not exceed 120 hours per month. If an employed ABAWD is assigned to work experience, those hours

assigned for work experience shall not exceed the result of the benefit calculation. If the ABAWD's employment has not been reported to DCF already, CSTB will refer them to submit a notice of change for an update to their case.

**References:**

- SNAP Employment and Training State Plan Federal Fiscal Year 2019  
[http://www.floridajobs.org/docs/default-source/lwdb-resources/lwdb-grants-management/supplemental-nutrition-assistance-program-\(snap\)---\(fset\)/2018-snap/fffy-2019-snap-et-state-plan.pdf?sfvrsn=2](http://www.floridajobs.org/docs/default-source/lwdb-resources/lwdb-grants-management/supplemental-nutrition-assistance-program-(snap)---(fset)/2018-snap/fffy-2019-snap-et-state-plan.pdf?sfvrsn=2)
- Title 7 Code of Federal Regulations (CFR) 273.7(b), 273.24(c), 273.24(b) (2), and 273.7(f) (1)  
(i) <https://www.govinfo.gov/app/details/CFR-2011-title7-vol4/CFR-2011-title7-vol4-sec273-7>

**INQUIRIES:** Any questions about this policy should be directed to the Chief Operating Officer or their designee.





## **Action Item # 3**

### **CSTB Revised Eligible Training Provider Policy**

Background: The Workforce Innovation and Opportunity Act (WIOA) was implemented in 2014; section 134(d)(4)(D): Title I adult and dislocated worker training services must be acquired through the use of Individual Training Accounts, hereinafter referred to as "Individual Training Accounts" (ITA). ITAs can be used to access training from eligible Training Providers who have been approved by the Board of Directors. Those Training Providers that do not meet the criteria included in this policy can be utilized based on waiver approval by the CEO or his/her designee.

The Board of CSTB is responsible for approving eligible Training Providers of occupational skills training services and related training programs for the region's targeted occupations. A process for application, contracting, and maintaining a list of Training Providers is outlined and is consistent with CareerSource Florida Administrative Policy Number 90, WIOA Eligible Training Provider List.

The Training Provider understands that CSTB will review and analyze information supplied by the Training Provider and other information available to CSTB to determine if gainful employment within the chosen field of study/program is occurring. Programs with an institution that are identified as being unsuccessful in resulting in employment within the defined occupation/industry may be subject to enrollment suspension.

Upon conclusion of these analyses, and taking into account State and local labor market and demographic data, this region will establish annual performance criteria that Training Provider's and their approved programs must meet to remain on the approved local ETPL. This region's performance standards shall be published on the region's website.

Attached for your review and consideration is the CSTB Revised Eligible Training Provider Policy.

#### **Recommendation:**

The staff are recommending approval of the CareerSource Tampa Bay Revised Eligible Training Provider Policy.



## POLICY

SECTION: WIOA & WT	POLICY# 019-C001	PAGE: 1 of 9
TITLE: Eligible Training Provider Policy		EFFECTIVE DATE: TBD
REPLACES: Procurement, Approval and Maintenance of Training Providers and Programs		DATED: 09.2013; Revisions: 06.2017; 02.2019; 8.29.2019, <b>TBD</b>

### DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

**PURPOSE:** To establish CareerSource Tampa Bay (CSTB) process for the initial eligibility and renewal of eligible training providers for the provision Workforce Innovation and Opportunity Act (WIOA) and Welfare Transition (WTP) funded Occupational Skills Training Programs on the annual Hillsborough County list of Targeted Occupations. This policy will serve as guidance for CSTB Administrative and Program staff, Board members, Partners, Approved Training Providers and Service Providers.

**Applications for new training vendors are only accepted during the 1<sup>st</sup> quarter of the program year, July-September. Additionally, requests for program additions for an existing approved training provider will only be accepted during this time frame.**

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) was implemented in 2014; section 134(d)(4)(D): Title I adult and dislocated worker training services must be acquired through the use of Individual Training Accounts, hereinafter referred to as "Individual Training Accounts" (ITA). ITAs can be used to access training from eligible Training Providers who have been approved by the Board of Directors. Those Training Providers that do not meet the criteria included in this policy can be utilized based on waiver approval by the CEO or his/her designee.

### POLICY:

The Board of CSTB is responsible for approving eligible Training Providers of occupational skills training services and related training programs for the region's targeted occupations. A process for application, contracting, and maintaining a list of Training Providers is outlined below and is consistent with CareerSource Florida Administrative Policy Number 90, WIOA Eligible Training Provider List.

- An "Eligible Training Providers and Programs and Approved Course List" (ETPL) for Region 15 will be maintained and updated throughout the program year. This list will be made

available to customers and staff in the CSTB American Job Centers on-line at [www.careersourcetampabay.com](http://www.careersourcetampabay.com).

- The Board reserves the right to withhold approval on any program applications deemed incomplete, or on programs considered unsuccessful based on cost, reported completion and outcome rates based on established entry criteria and on-going performance outcomes.
- The Board reserves the right to allow the CEO or designee the right to suspend enrollment and/or terminate any relationship with an approved training institution based on failure to comply with the terms and conditions provided within this policy and/or Training Provider agreement. Suspension of enrollment may also be based on programs considered unsuccessful due to a significant number of students obtaining employment outside of the field of study and/or completion/outcome rates. This information will be presented to the Workforce Solutions Committee or the CSTB Executive Committee for final determination and action.

## **Training Provider**

In order for a Training Provider to provide such training services, an educational entity must meet the requirements of WIOA section 122, 20 CFR 663.500, et seq. as well as comply with any federal, state or local guidance. Such entities include: postsecondary educational institutions, entities that carry out programs under the National Apprenticeship Act and other organizations that provide training services as defined by WIOA. In order for a Training Provider to be determined eligible to provide training in targeted occupations it will first be established that an institution falls into one of the following three categories:

### **1. Automatically Eligible Training Providers:**

- 1) Post-secondary educational institutions eligible to receive Federal funds under Title IV of the Higher Education Act of 1965 and that provide programs leading to associate degrees, baccalaureate degrees or certificates. This includes accredited universities and community colleges as well as some technical institutes/colleges.
- 2) Entities that carry out programs under the National Apprenticeship Act.

### **2. Other Public or Private Training Providers:**

Entities that do not fall under the above criteria must apply for listing on the ETPL through the CSTB. Note. When a postsecondary educational institution or an entity providing registered apprenticeships offers training services that do not meet the requirements under the criteria listed above (i.e. not degree or certificate-based, or not a registered apprenticeship), they must also apply through CSTB.

### **3. Out of County Training Providers:**

Participant may attend training if it is unavailable in Hillsborough County but is available and listed on ETPL in another region, the ETPL listing from the applicable Local Workforce Development Board's website as well Training Vendor information, including but not limited to: FEIN/FEID, Accreditation status, billing address and mailing address is to be obtained.

## **Out-of-State Training Providers**

Out-of-state postsecondary institutions that are not operating within the State of Florida and are not required to be licensed by CIE must provide the following information to CSTB if it wishes to do business in this region:

- 1) Performance information for each program for which it seeks approval, AND
- 2) Evidence that the institution (and applicable programs) is accredited by an accreditation agency approved by the United States Department of Education, AND
- 3) Evidence that the institution meets the licensing requirements of its home state, AND
- 4) Evidence that the institution is on its state's ETPL, AND
- 5) Evidence that the specified training program is not available in the State of Florida.

In order to provide performance information for its programs, out-of-state providers are required to report their student completion data to FETPIP to the extent feasible under established reporting mechanisms.

## **Waivers**

On a limited basis the Chief Executive Officer and his/her designee will have the authorization to provide a waiver to approve a training program or provider that is not listed on the local ETPL or approved list of training programs based on need/justification. This approval will be completed on a case-by-case basis.

On a quarterly basis any waivers approved by the CEO or his/her designee will be summarized and reported to the Executive Committee and/or the Board of Directors.

## **FETPIP**

Required Data Reporting to the Florida Education & Training Placement Information Program (FETPIP): Florida law requires that educational and workforce Training Providers report student/participant performance data for each of their training programs to FETPIP. Florida school districts, community colleges and state universities report their data directly to FETPIP. Any other institution that wishes to be approved as a LWDB ETPL WIOA Training Provider must become licensed with the Commission of Independent Education (CIE), which coordinates the gathering and analysis of student performance data with FETPIP.

## **Advertising**

CSTB will post the Eligible Training Provider application and approval process on the website.

## **Initial Inclusion**

Criteria for initial inclusion on the local ETPL includes the following:

- a) The Training Provider must submit a Training Provider application which is complete and accurate with all required attachments. Refer to "Become A Training Provider" at <https://www.careersourcetampabay.com/about-us/become-a-training-provider>.

- b) The Training Provider must agree to report student data for each approved program to the FETPIP in a timely manner. FS 445.004(9)(e).
- c) The Training Provider must agree to refund CSTB any tuition costs, fees, etc., based on the Training Provider's established written policy in the event a CSTB funded student exits. Full refund if student exists prior to add/drop date. Partial refund based on student's attendance in relation to program completion date.
- d) The Training Provider must agree not to offer unlawful remuneration to attract students. FS 445.009(8)(b).
- e) The Training Provider must submit up to date information on tuition, fees, and other charges made for each approved program. WIOA 122(d) & (e).
- f) The Training Provider must agree to engage in price negotiations with CSTB. FS 445.009(8)(b).
- g) The Training Provider must agree to not subcontract the delivery of the training and shall be directly responsible for provision of training.
- h) Unless approved, the Training Provider must agree that it will not approach customers within any CSTB facility to solicit enrollment.
- i) The Training Provider shall not be debarred or suspended as a Training Provider thru education programs offered by the U.S. Department of Veterans Affairs.
- j) The Training Provider must have been in business in the State of Florida for at least two years.
- k) The Training Provider may propose only programs that are (1) on the regional targeted occupations list for Hillsborough County, (2) allow the issuance of credentials upon training completion (certificate, degree, diploma) and (3) Wage Rate.
- l) The Training Provider must post all program costs on the institution's website for public view. These costs must clearly define tuition, fees and other associated costs.
- m) The Training Provider must be able to demonstrate fiscal solvency.
- n) The Training Provider must allow a CSTB staff to conduct site visit prior to final approval and meet ADA requirements.
- o) The Training Provider must not submit programs for consideration that directly lead to degrees that require more than 2 years to achieve. Apprenticeship programs are an exception to the 2 year cap and may be up to 5 (five) years.
- p) The Training Provider must agree that the price charged to CSTB by the Training Provider shall not be more than that charged to the general public or any other local workforce development board in Florida.
- q) The Training Provider must not create programs that target CSTB program participants unless requested to do so directly by CSTB.
- r) The Training Provider must agree that all CSTB participants will be afforded the same information on financial aid options, scholarship opportunities and educational/tuition discounts.
- s) The Training Provider must agree to provide Pell Program information, if applicable.
- t) The Training Provider must agree to track, supply and provide all required performance outcomes to include but not limited to: GPA, progress reports, credentials, certificate of completion to email address: [trainingvendor@careersourcetb.com](mailto:trainingvendor@careersourcetb.com). Subject line should include subject matter that is being provided.

## Training Provider Responsibilities

CSTB will conduct eligibility reviews to ensure that Training Providers and their programs continue to meet the initial criteria shown above as well as the following criteria for continued inclusion on the local ETPL.

- a) The Training Provider must continue to meet State and local performance standards as outlined in section 7. Performance Standards.
- b) The Training Provider must report any changes in the acceptance of federal financial aid, cost information, refund practice, etc. to CSTB within five (5) business days.
- c) The Training Provider must assist in the verification of employment within 180 days from the end of training for enrolled students receiving funding from CSTB by providing this verification of employment information to the email address: [trainingvendor@careersourcetb.com](mailto:trainingvendor@careersourcetb.com). Subject line should include, employment verification.
- d) The Training Provider must report out-of-state employment of students to CSTB at email address outlined in item (c) above with all information.
- e) The Training Provider must maintain all required licensing standards and proper accreditation and inform CSTB within 7 business days of any changes.
- f) The Training Provider must remain in good standing with the requirements outlined in the Training Provider Agreement.
- g) The Training Provider must maintain compliance according to all federal, state and local performance requirements.
- h) The Training Provider must supply program completion and placement rates upon demand by CSTB.
- i) The Training Provider must respond to renewal applications after the initial eligibility period of one (1) full year. A specific due date for completed applications will be included, and applications received after that due date may not be considered. The institution may be immediately suspended from the approved list by administrative staff and this information brought to the appropriate committee of the Board for review and formal action.

## Training ITA Cap & Training Duration

The Board of Directors approved a modification to the policy on 8.29.19 to establish the following:

- a) Training customers may receive training assistance under ITA services up to a **lifetime** cap of \$5,000.00 per individual.
- b) Training customers may receive training assistance under ITA services for short term training defined as up to one year.
- c) Two Year training programs: CSTB will enroll customers who have chosen an approved two year training program from the established TOL. However, CSTB funding can only be used to cover costs for the final year of the training program.

## Targeted Occupations List

Upon receipt of the annual "Preliminary Targeted Occupations" list for Region 15 provided by the Department of Economic Opportunity, CSTB will disseminate the list all CSTB approved Training Providers, to solicit and receive comments as to possible additions or deletions using a prescribed format.

Actions related to the Targeted occupational list will be presented to the Workforce Solutions Committee as an action item. CSTB procedure is outlined in the Targeted Occupations List (TOL) & Regional Targeted Occupation List (RTOL) Policy #018-C0043.

## Performance Review

Certain performance standards are required for inclusion and retention of programs and Training Providers on the CSTB's ETPL. Every year, in preparation for the annual eligibility review of performance data is reviewed. These analyses shall be conducted for all program completers as well as WIOA participants and will include as available:

- Total Exited Training
- Exited Without Completing Training
- Exited After Completing Training
- Total Employed
- Total Employed Training Related
- Employed Not Training Related
- Average Wage
- Completion %
- Placement %

The Training Provider understands that CSTB will review and analyze information supplied by the Training Provider and other information available to CSTB to determine if gainful employment within the chosen field of study/program is occurring. Programs with an institution that are identified as being unsuccessful in resulting in employment within the defined occupation/industry may be subject to enrollment suspension.

Upon conclusion of these analyses, and taking into account State and local labor market and demographic data, this region will establish annual performance criteria that Training Provider's and their approved programs must meet to remain on the approved local ETPL. This region's performance standards shall be published on the region's website.

## Performance Requirements

In order to maintain continued eligibility, Training Providers are required to meet the following performance requirements:

- a) Employment Rate. Each program will maintain a 70% rate of employment for all students that received CSTB funding assistance. This rate will be inclusive of those that did not complete training. Under this requirement both full and part time employment and employment outside the field of training will be considered as a positive outcome.
- b) Completion rate. Each program completion will maintain a 65% completion rate per training program.
- c) Wage Rate. Currently, each training program must meet the minimum entry level wage rate in effect for the applicable period. This wage rate is adjusted annually by the State based on the Florida Price Index in effect for CSTB or otherwise established by CSTB Board of Directors.

## Quarterly Performance Notifications

Each Training Provider will be emailed quarterly CSTB Training Provider Performance Reports in order to track their performance against the above criteria. A notification will be provided at the end of the 3<sup>rd</sup> quarter for those training providers who are in danger of not meeting the established annual performance thresholds. Training providers who fail to meet the established annual performance thresholds for individual training programs will be placed on one (1) year probation.

If WIOA customer is actively enrolled, their training services will not be affected by the training program suspension.

## Addition of New Programs/Agreement Modifications

The Training Provider shall submit the following if they are requesting new programs be added to their agreements. Requests for program additions for an existing approved training provided will only be accepted during the 1<sup>st</sup> quarter of the program year, July-September.

- a) A complete course description and new fee schedule; and
- b) A copy of license that includes the course or program being added.

***Enrollments are limited to a maximum of 12 until performance is established.***

## Training Provider or Program Removal

Programs and/or approved Training Providers will be removed from the local ETPL when:

- a) A Training Provider and/or training program fails to meet accreditation, licensure, and/or required levels of performance.
- b) A Training Provider fails to provide student performance data to FETPIP and/or CIE as required.
- c) A Training Provider is determined to have supplied inaccurate information or to have violated any provision of the Workforce Innovation and Opportunity Act. A provider whose eligibility is terminated under these conditions may be liable to repay all WIOA adult, dislocated worker and youth training funds received during the period of noncompliance.
- d) A Training Provider does not respond to CSTB's request for renewal application.
- e) A Training Provider fails to meet performance thresholds as outlined in section 8.
- f) A Training Provider fails to meet enrollment requirements as outlined in section 12.
- g) A Training Provider fails to meet revenue requirements as outlined in section 13.

## Program Cancellations

In the event a training program or class is canceled the Training Provider shall notify CSTB ten (10) business days in advance of the date the program will no longer be available.

## Enrollments

The Training Provider shall maintain a 51% non-CSTB general public enrollment for each approved program during the contract term. Training Provider's compliance will be evidence by:



- a) Documentation on a quarterly basis and to final year end, June 30th, supporting enrollment threshold has been met.
- b) A written letter from a licensed Certified Public Accountant (CPA) firm stating that at the conclusion of the contract term June 30 the Training Provider maintained a 51% non-CSTB general public enrollment for each approved program.

## Revenues

No more than 49% of the Training Providers revenues as a whole was received from CSTB during the contract term. Training Provider's compliance will be evidenced by:

- a) Documentation on a quarterly basis and to final year-end, June 30<sup>th</sup>, supporting revenue threshold has been met.
- b) No more than 49% of the Training Provider's revenue as a whole was received from CSTB during the contract term.
- c) A written letter from a licensed Certified Public Accountant (CPA) firm stating that at the conclusion of the contract term June 30 no more than 49% of the Training Providers revenue as a whole was received from CSTB during the contract term.

## Monitoring

During the contract term CSTB will verify compliance of the enrollment and revenue requirement through monitoring. The location of the monitoring will be either on-site or desk review/remote depending on location of training vendor. Monitoring may include, but is not limited to:

- Observation of classes,
- Observation of attendance supported by the Training Providers documentation where applicable,
- Inspection of Training Providers student files, and
- Inspection of financial records

## References:

- WIOA, Sections 122, 134  
<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>
- WIOA Regulations, 20CFR 663, et seq., Subpart E- Eligible Training Providers  
<https://www.govinfo.gov/app/details/CFR-2014-title20-vol4/CFR-2014-title20-vol4-part663>
- FL Statutes, Chapter 445- Workforce Innovation  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0445/0445.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0445/0445.html)
- FAC 28-106- Decisions Determining Substantial Interests  
<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=28-106>
- FS Chapter 1005-Nonpublic Postsecondary Education  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=Ch1005/tit1005.htm&StatuteYear=2009&Title=%2D%3E2009%2D%3EChapter%201005](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=Ch1005/tit1005.htm&StatuteYear=2009&Title=%2D%3E2009%2D%3EChapter%201005)
- FAC 6E-Commission for Independent Education  
<https://www.flrules.org/gateway/Division.asp?DivID=209>

- FS Chapter 1008- Assessment and Accountability  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=Ch1008/titl1008.htm&StatuteYear=2009&Title=%2D%3E2009%2D%3EChapter%201008](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=Ch1008/titl1008.htm&StatuteYear=2009&Title=%2D%3E2009%2D%3EChapter%201008)
- FAC 6A-10.0341&10.0342-re: Vocational Education Performance  
<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=6A-10>
- DEO Policy #FG OSPS-77, "Selection and Retention of Training Providers Under the Workforce Investment Act of 1998 and presently The Workforce Innovation and Opportunity Act - Florida Statutes" issued on May 31, 2013  
<http://www.floridajobs.org/PDG/guidancepapers/FG-ETPL.pdf>
- CareerSource Florida Administrative Policy # 90: WIOA Eligible Training Providers List  
[http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/wioa\\_etpl\\_policy.pdf?sfvrsn=a5876ab0\\_9](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/wioa_etpl_policy.pdf?sfvrsn=a5876ab0_9)

**INQUIRIES:** Any questions about this policy should be directed to the COO or their designee.



## **Action Item # 4**

### **Summer Job Connection (SJC): Onboarding and Payroll**

#### **Background:**

The 2020 goals for the SJC program is 1,500 youth and 300 businesses. In order to handle the administrative volume expected to on-board and process payroll for these youth, CSTB is seeking a third party vendor to perform this function. In the event the anticipated fees meet the threshold for formal procurement (\$150,000), the Organization seeks approval to formally solicit for these services.

#### **Recommendation:**

The staff are recommending approval of the CareerSource Tampa Bay to solicit a third party to onboard and perform the payroll functions for the SJC participants.



**WIOA Primary Indicators of Performance:  
PY 19-20 Q1 July – Sept.**

LWDB 15

Measures	PY2018-2019 4th Quarter Performance	PY2019-2020 1st Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q1	PY 2019-2020 Performance Goals
<b>Adults:</b>				
Employed 2nd Qtr After Exit	85.70	86.00	95.34	90.20
Median Wage 2nd Quarter After Exit	\$7,445	\$8,176	119.36	\$6,850
Employed 4th Qtr After Exit	90.80	90.10	107.90	83.50
Credential Attainment Rate	92.90	94.70	145.69	65.00
<b>Dislocated Workers:</b>				
Employed 2nd Qtr After Exit	89.40	86.60	102.85	84.20
Median Wage 2nd Quarter After Exit	\$8,060	\$8,348	121.87	\$6,850
Employed 4th Qtr After Exit	87.60	87.40	110.35	79.20
Credential Attainment Rate	90.30	90.80	133.14	68.20
<b>Youth:</b>				
Employed 2nd Qtr After Exit	79.40	80.50	106.62	75.50
Employed 4th Qtr After Exit	82.40	82.60	119.36	69.20
Credential Attainment Rate	85.50	89.60	118.68	75.50
<b>Wagner Peyser:</b>				
Employed 2nd Qtr After Exit	63.50	63.70	93.40	68.20
Median Wage 2nd Quarter After Exit	\$5,850	\$5,808	119.75	\$4,850
Employed 4th Qtr After Exit	63.70	62.70	96.17	65.20

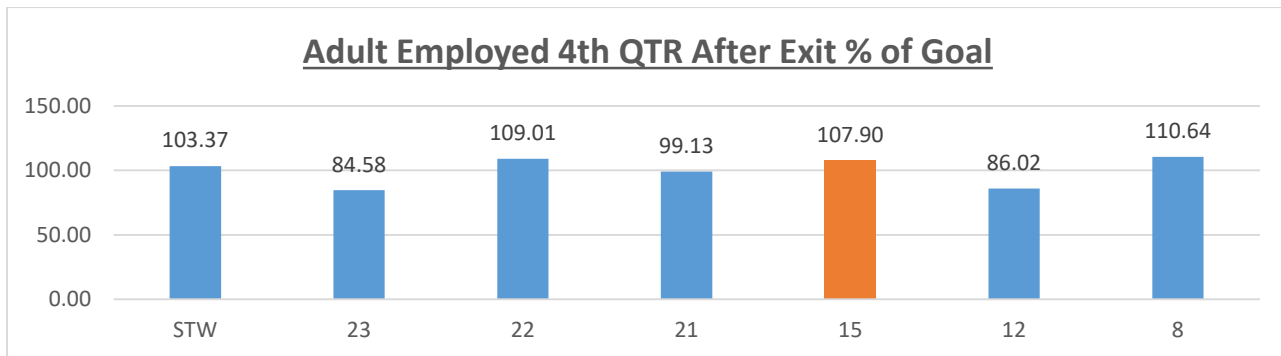
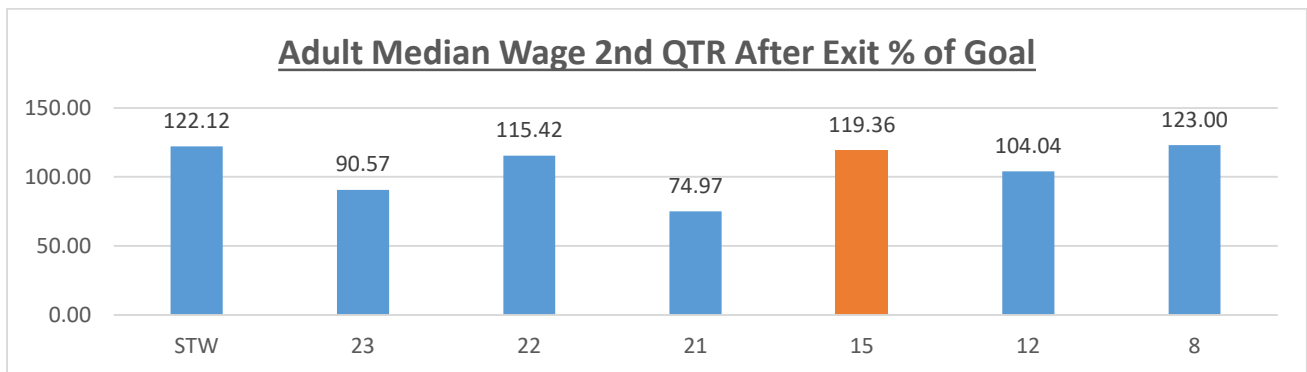
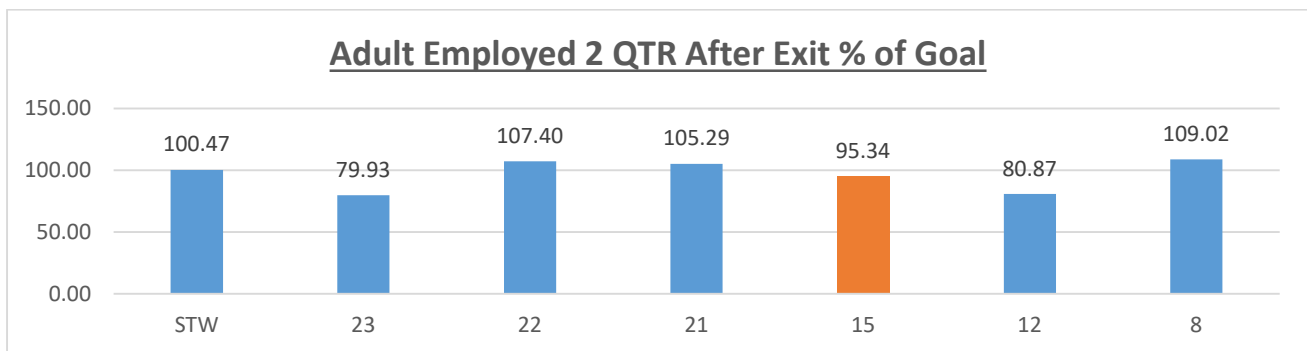
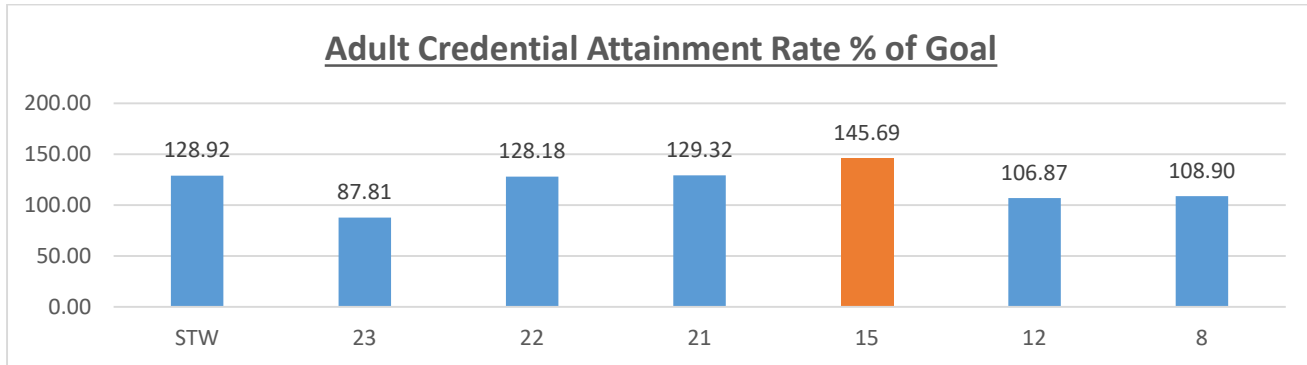
<b>Not Met (less than 90% of negotiated)</b>
<b>Met (90-100% of negotiated)</b>
<b>Exceeded (greater than 100% of negotiated)</b>

**Statewide**

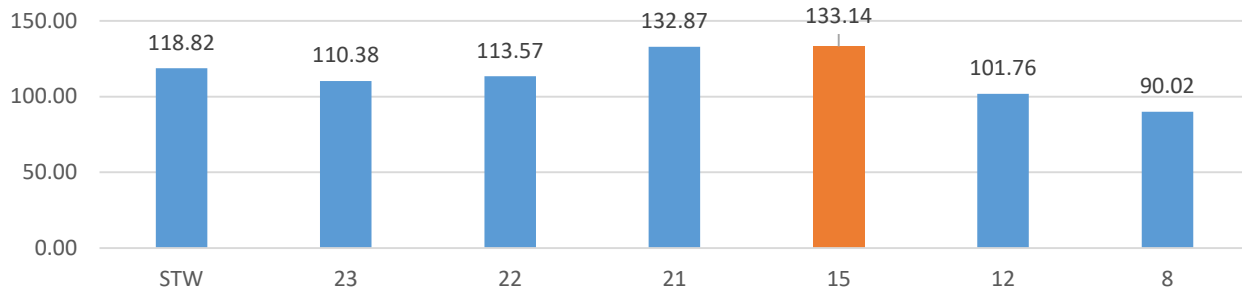
<b>Measures</b>	<b>PY2018-2019 4th Quarter Performance</b>	<b>PY2019-2020 1st Quarter Performance</b>	<b>PY 2019-2020 % of Performance Goal Met For Q1</b>	<b>PY 2019-2020 Performance Goals</b>
<b>Adults:</b>				
Employed 2nd Qtr After Exit	85.70	85.60	100.47	<b>85.20</b>
Median Wage 2nd Quarter After Exit	\$8,272	\$8,365	122.12	<b>\$6,850</b>
Employed 4th Qtr After Exit	87.00	85.80	103.37	<b>83.00</b>
Credential Attainment Rate	84.20	83.80	128.92	<b>65.00</b>
<b>Dislocated Workers:</b>				
Employed 2nd Qtr After Exit	88.70	88.00	106.02	<b>83.00</b>
Median Wage 2nd Quarter After Exit	\$8,199	\$8,407	122.73	<b>\$6,850</b>
Employed 4th Qtr After Exit	86.70	86.80	109.87	<b>79.00</b>
Credential Attainment Rate	81.90	80.80	118.82	<b>68.00</b>
<b>Youth:</b>				
Employed 2nd Qtr After Exit	81.50	80.50	106.62	<b>75.50</b>
Employed 4th Qtr After Exit	80.10	81.80	118.55	<b>69.00</b>
Credential Attainment Rate	79.80	85.60	113.38	<b>75.50</b>
<b>Wagner Peyser:</b>				
Employed 2nd Qtr After Exit	66.00	67.00	108.06	<b>62.00</b>
Median Wage 2nd Quarter After Exit	\$5,335	\$5,351	110.33	<b>\$4,850</b>
Employed 4th Qtr After Exit	64.10	64.00	99.69	<b>64.20</b>

# WIOA Primary Indicators of Performance

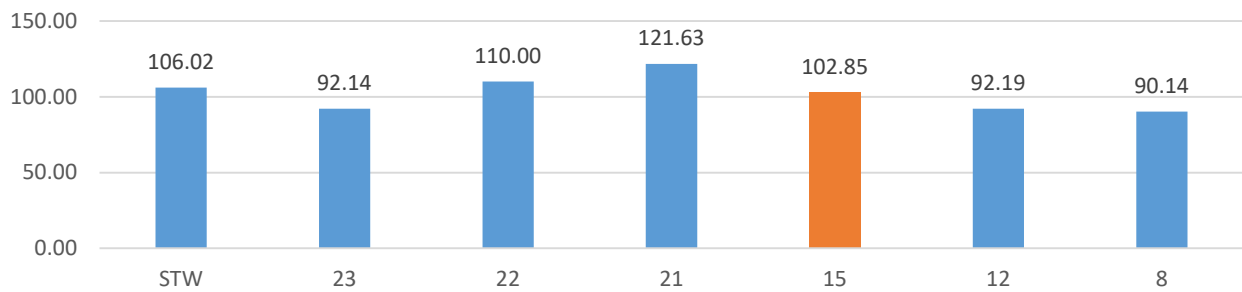
- Metro LWDB and STW Comparison



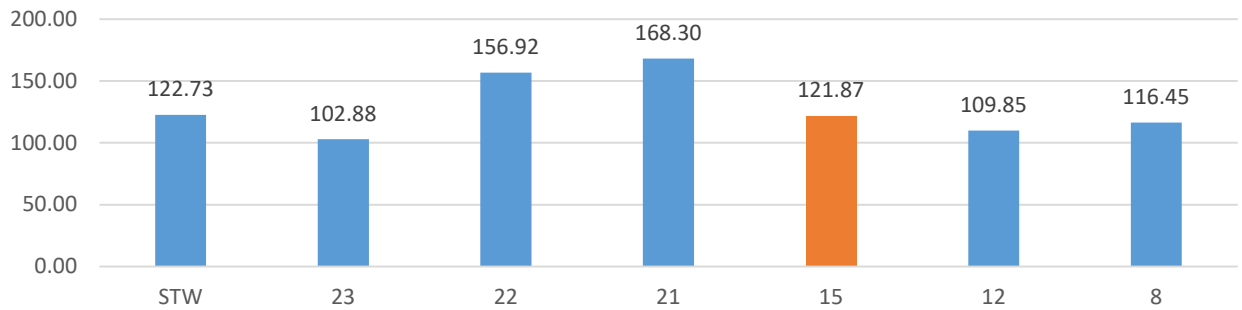
### DW Credential Attainment Rate % of Goal



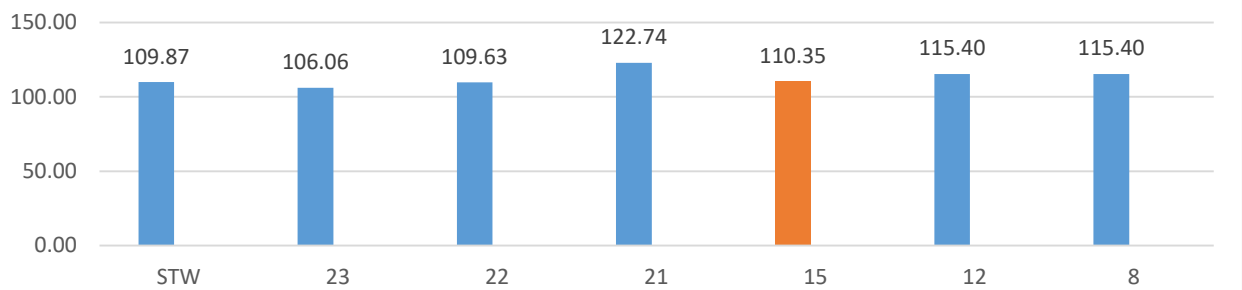
### DW Employed 2nd QTR After Exit % of Goal



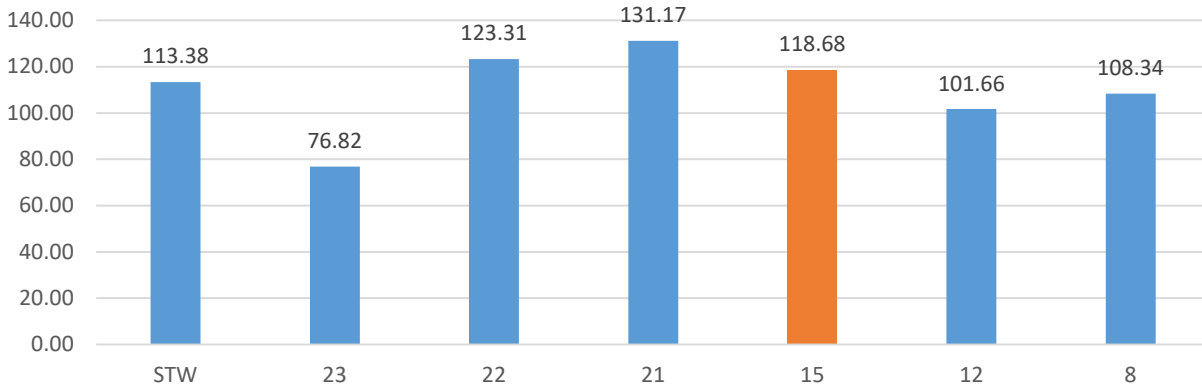
### DW Median Wage 2nd QTR After Exit % of Goal



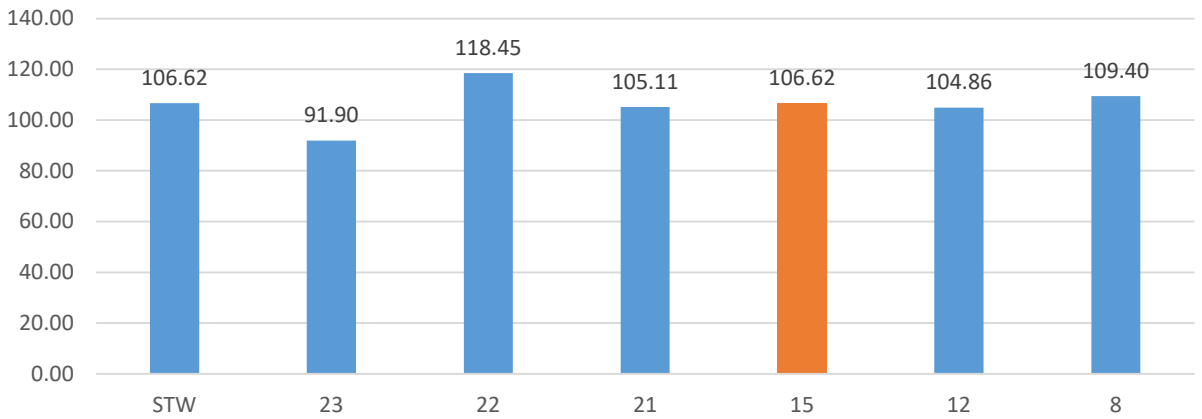
### DW Employed 4th QTR After Exit % of Goal



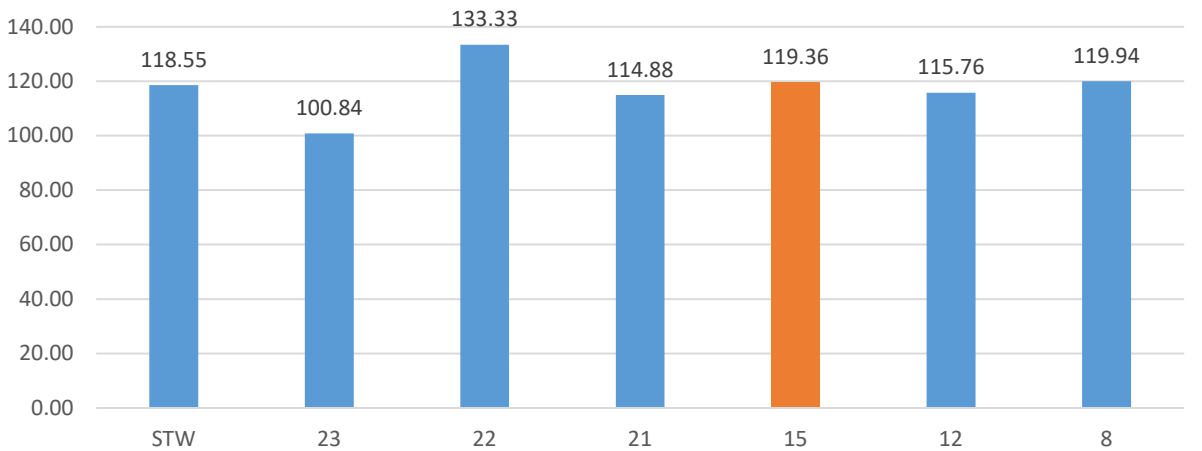
### Youth Credential Attainment % of Goal



### Youth Employed 2nd QTR After Exit % of Goal

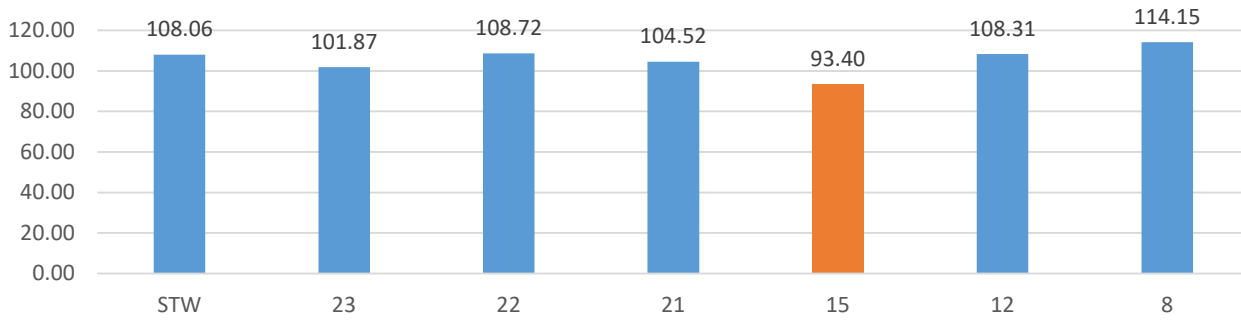


### Youth Employed 4th QTR After Exit % of Goal

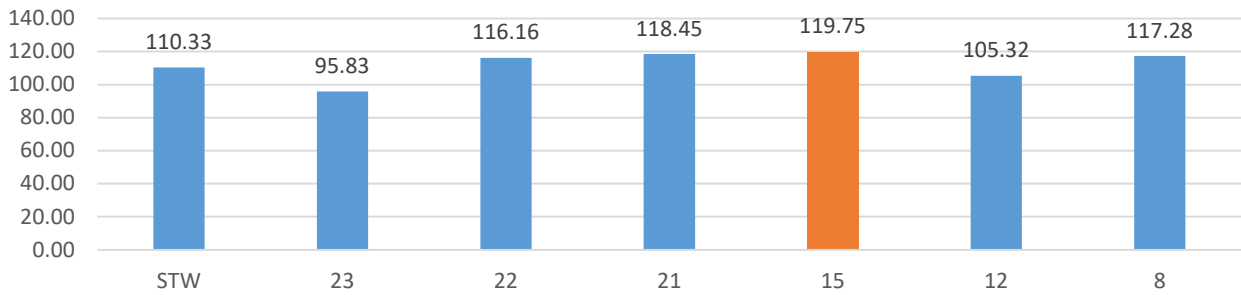




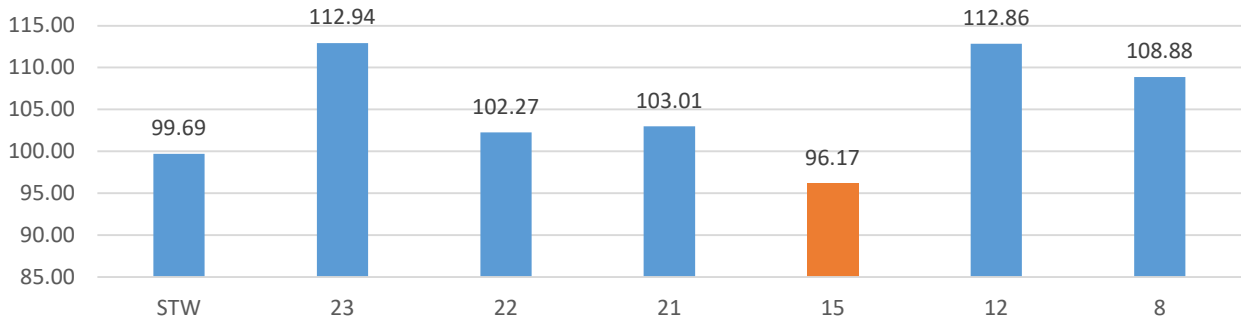
### WP Employed 2nd QTR After Exit % of Goal



### WP Median Wage 2nd QTR After Exit % of Goal



### WP Employed 4th Quarter After Exit % of Goal

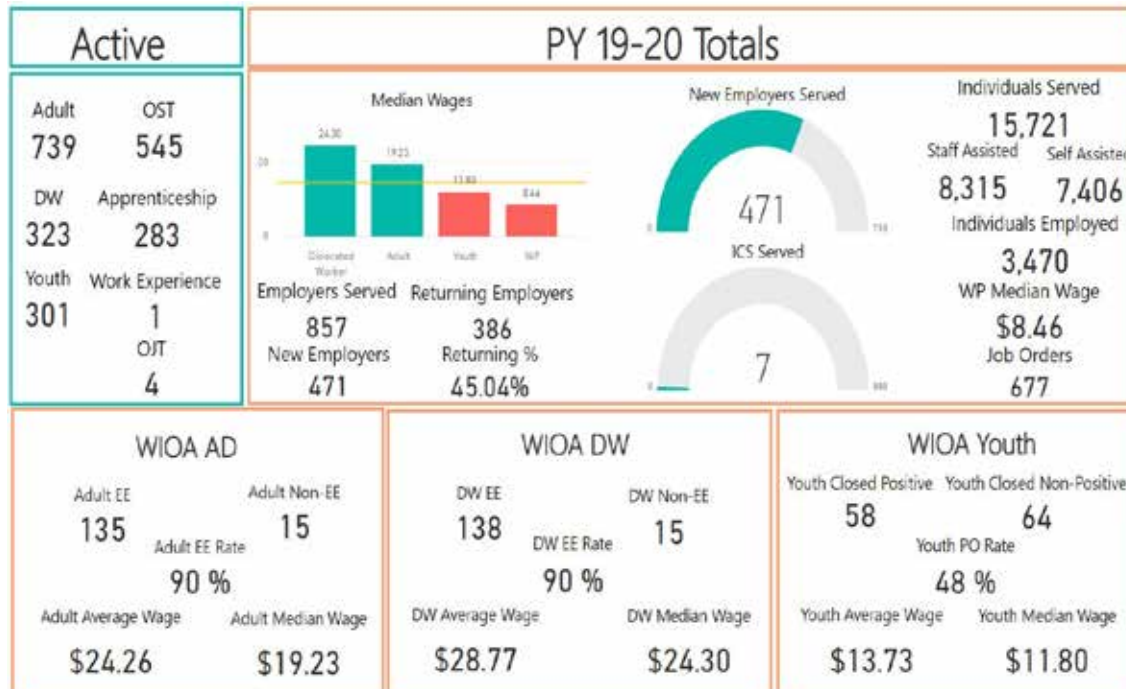


Region	Board Name	Counties
Region 8	CareerSource Northeast Florida	Baker, Clay, Duval, Nassau, Putnam, St. Johns
Region 12	CareerSource Central Florida	Lake, Orange, Osceola, Seminole, Sumter
Region 21	CareerSource Palm Beach County	Palm Beach
Region 22	CareerSource Broward	Broward
Region 23	CareerSource South Florida	Miami-Dade, Monroe



## Information Item # 2

### CSTB Performance Dashboard 1.6.20



Source: Employ Florida/CSTB

Last Updated  
1/6/2020

#### December Dashboard Analysis

- 545 Active in Occupational Skills Training (33 less than at the start of December)
- 283 Active in Apprenticeship (17 less than at the start of December)
- 323 Active Youth (25 less than at the start of December)
- 1 Active in Work Experience (35 less than at the start of December)
- 1,899 Individuals Served (865 less than the monthly average for previous months of the PY)
- 710 Individuals Employed (158 more than the monthly average for previous months of the PY)
- 146 Employers Served (4 more than the monthly average for previous months of the PY)
- 114 New Employers Served (42 more than the monthly average for previous months of the PY)
- Note: Individuals Served/Employed and Employers Served are counted in the month of their first service/employment of the PY
- 97 Job Orders Entered (19 fewer than previous months of PY)
- 28 WIOA Adults closed with employment. Median wage now at \$19.23 (\$1.52 increase over previous months of PY)
- 20 WIOA Dislocated Workers closed with employment. Median wage now at \$24.30 (\$1.09 Decrease over previous months of PY)
- 16 WIOA Youth closed with a Positive Outcome. Median wage now at \$11.80 (\$.66 Decrease over previous months of PY)



## Information Item # 3

### Summer Job Connection (SJC) 2020 Update

**2020 Goal:** Serve 1,500 youth & targeting 300 businesses

#### **Key Program Dates:**

- December 13 – 19, 2019 – Employer Table Talks
- January 6, 2020 – Program Application Launches for Youth & Employers
- January 27, 2020 – Youth Registration/Intake Sessions Begin & Employer Worksite Screenings
- June 8 - June 12, 2020 – Youth Summit Events – Locations TBD
- June 15, 2020 – Participants first day of work
- June 15 – July 24, 2020 - SJC Career Specialist conduct onsite bi-weekly monitoring
- July 24, 2020 – Participants last day of work

#### **Program Updates:**

- **1.6.2020** – SJC Press Kickoff Press Conference hosted at N. Florida
- **SJC Portfolio** - 2020 theme is Channeling Your Inner Superhero

#### **Applications as of 1.9.2020:**

- Over 216 Youth applications received
- Over 30 Employer applications received

Hillsborough County Areas:	Population %	Enrollment Goals
Southshore:	9%	135
Brandon/Riverview:	23%	345
Plant City:	6%	90
Tampa:	62%	930
		1,500

***Learning Today, Leading Tomorrow...***  
***One Summer Can Change your Future – We are making connections that matter!***



## **Information Item # 4**

### **Wagner Peyser Demographic**

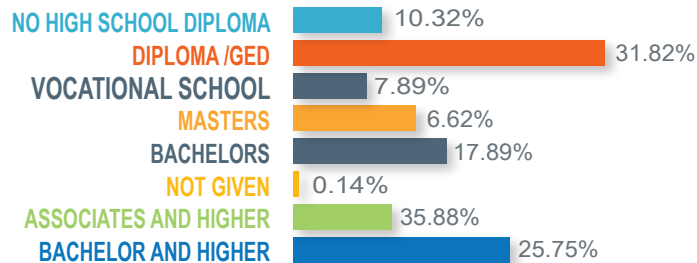
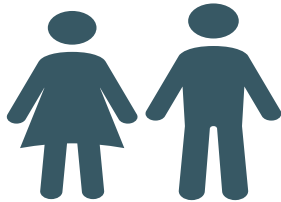
The Wagner Peyser demographic covers the reporting period July 2019 – December 2019 of program year 2019 – 2020.

# WAGNER PEYSER DEMOGRAPHIC

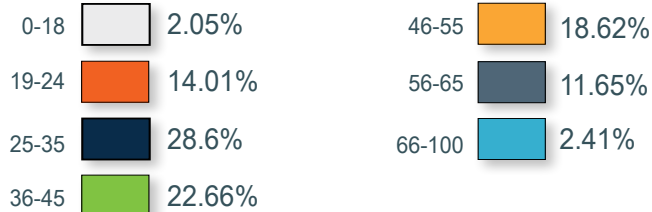
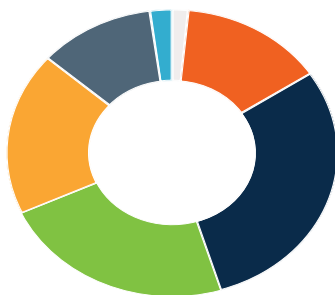
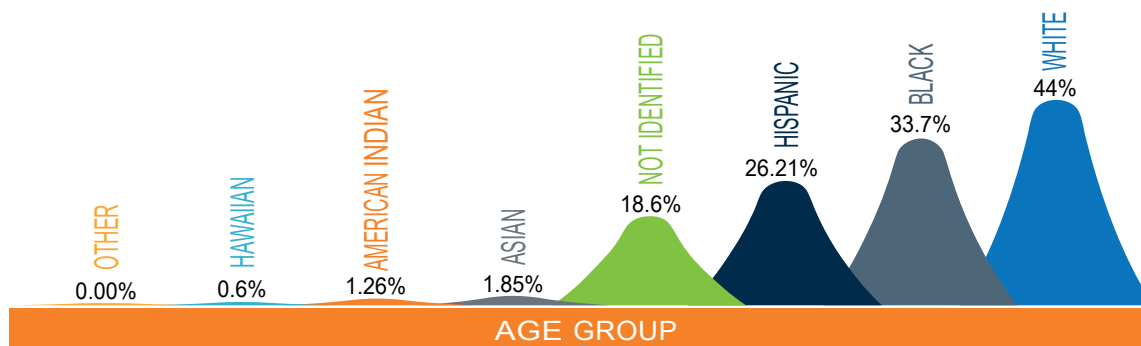
Program Year 2019 - 2020  
(July 2019 - Dec 2019)

The Wagner-Peyser Act provides universal access of employment services to both job seekers and employers. Such services include, but not limited to: job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings.

## EDUCATION LEVEL



## RACE / ETHNICITY



## TYPES OF SERVICES PROVIDED

JOB PLACEMENTS	3,374
JOB REFERRALS	13,664
RESUMES POSTED	7,562
TOTAL SERVICES	87,216

## CUSTOMER SEGMENTS

SERVED	12,552
VETS	1,362
DISABILITY	906

Source: EmployFlorida



01072020-1009C



## INFORMATION ITEM # 5

### Employee Handbook Updates

Overview: The CareerSource Tampa Bay handbook was originally reviewed by the Board of Directors in 2018 with an effective date of September 1, 2018. Additional changes will be presented in the next meeting, but below are changes made to sections of the employee handbook.

Added:

#### Core Values

Integrity – We maintain the highest standards of professional and ethical behavior, and value transparency and honesty in our communications, relationships, and actions.

Accountability – We hold ourselves accountable for the quality and lasting results of our work and for the commitments we make to our participants, employers, partners, stakeholders and each other.

Customer-Focused – We have a passion to serve. Our team is committed to understanding the needs of our customers through a results oriented approach known as ‘concierge service.’

Collaboration – We value and celebrate teamwork evident through our strong emphasis on partnership, engagement and community development.

Innovation – We go beyond conventional ideas and approaches so new possibilities and creativity can flourish to ensure real and lasting positive changes.

#### Dress Code Policy

Fridays may be business casual days which allow for jeans that are not torn or ripped to be worn with a business appropriate top.

## Weapons in the Workplace

CareerSource Tampa Bay maintains a workplace safe and free of violence for all employees. Possession of a weapon or firearm by employees on property owned or leased by CareerSource Tampa Bay or any other place while on duty is prohibited, except where authorized by law or management.

In accordance with Florida Statutes, Section 790.251, an employee is permitted to possess and store legally owned firearms and ammunition, for which the employee has a current, valid, concealed weapons permit, within their private motor vehicle, for self-defense and other lawful purposes. Such firearms must be:

- Lawfully possessed by the employee in accordance with a current, valid, concealed-weapons permit; and
- Locked inside a private motor vehicle
- Stored out of sight within the private motor vehicle

All employees are subject to this provision on company owned or leased property. Failure or refusal to abide by this policy will be subject to discipline up to and including termination.



## **Information Item # 6**

### **CEO Performance Review**

Please see following pages for the CEO's Performance Review



### 360 Evaluation – Senior Leadership – Self Evaluation

Introduction: This document is meant to serve as part of your professional evaluation for the year 2019. This evaluation takes provides feedback from a 360 degree perspective. Input from your direct staff and you are equal in matters of importance to your supervisor's input, as they identify key workplace performance indicators, as well as your individual evaluation of your performance over the past year. Thank you for your participation in this process.

Name of Employee: \_\_\_\_\_ John Flanagan \_\_\_\_\_

Title : \_\_\_\_\_ Chief Executive Officer \_\_\_\_\_

Date: \_\_\_\_\_ 12/23/2019 \_\_\_\_\_

#### Rating Scale

- 1 Unacceptable – Performance is substandard and work requires a high degree of supervision, correction and direction. Needs improvement to continue position and/or employment. Immediate action required.
- 2 Needs improvement - Performance is below expectations and work requires guidance and monitoring.
- 3 Meets standard - Performance is consistently acceptable and meets expectations. Good performance allowing core position requirements to be successfully fulfilled.
- 4 Exceeds standard- Performance is above expected level or requirement. Exceeds satisfactory in some core functions or has shown aptitude outside of core area. Consistently generates results above those expected of the position. Contributes in a superior manner to innovations both technical and functional.
- 5 Outstanding - Far exceeds the normal expectations for the criteria. Truly outstanding performance that results in

extraordinary and exceptional accomplishments with significant contributions to objectives of CSTB.

n/a Have not experienced or observed

### Valuing Behaviors

Seeks input from all team members 1 2 3 **4** 5 n/a

Measures results instead of individual styles 1 2 3 **4** 5 n/a

Maintains a balance between "people" issues and "business" issues 1 2 **3** 4 5 n/a

Shows genuine concern for team members 1 2 3 4 **5** n/a

Treats people fairly, without showing favoritism 1 2 3 **4** 5 n/a

Protects confidentiality 1 2 3 4 **5** n/a

Recognizes and rewards individual contributions in a manner meaningful to the team through motivational interviewing techniques and the philosophy of servant leadership 1 2 3 **4** 5 n/a

### Interdependent Behaviors

Supports a team environment by recognizing and rewarding collaboration, cooperation and activities contributing to others' success 1 2 3 4 **5** n/a

Recognizes and rewards team-supportive actions and behaviors 1 2 **3** 4 5 n/a

*\*John needs to work on moving away from the "peanut butter approach", or applying similar tactics related to leadership development of his leadership team, and focus more individually on each team member and their specific development needs*

Doesn't criticize those who are not present 1 2 3 4 **5** n/a

Considers the impact of actions and decisions on other departments before implementing	1 2 3 4 5 n/a
--	---------------

Recognizes and supports the work of other departments	1 2 3 4 5 n/a
---	---------------

### Communication Behaviors

Encourages others to express different ideas and perspectives	1 2 3 4 5 n/a
---	---------------

Is open to other perspectives and is willing to change his or her position when presented with compelling information	1 2 3 4 5 n/a
---	---------------

Is open to negative and/or constructive feedback	1 2 3 4 5 n/a
--	---------------

Keeps me informed on the status of my work and updates in the organization	1 2 3 4 5 n/a
--	---------------

Gives open and constructive feedback	1 2 3 4 5 n/a
--------------------------------------	---------------

Effectively deals with conflict	1 2 3 4 5 n/a
---------------------------------	---------------

Involves team in decision-making when appropriate	1 2 3 4 5 n/a
---	---------------

Sets a clear goals and objectives for our department, and how those goals feed up to the global goals and objectives of CSTB	1 2 3 4 5 n/a
--	---------------

### Valuing Diversity Behaviors

Ensures that department activities are inclusive by verifying scheduling needs	1 2 3 4 5 n/a
--	---------------

Seeks input/feedback from diverse individuals and groups, including internal and external customers	1 2 3 4 5 n/a
---	---------------

Treats everyone with respect and fairness	1 2 3 4 5 n/a
---	---------------

## Leadership Behaviors

Encourages and embraces change by challenging the status quo	1 2 3 4 5 n/a
Provides cross-functional development opportunities for team members	1 2 3 4 5 n/a
Encourages and supports team involvement in training and development activities and events	1 2 3 4 5 n/a
Encourages and supports team involvement in community activities and events	1 2 3 4 5 n/a
Encourages and supports team involvement in company activities and events	1 2 3 4 5 n/a
Uses actions and behaviors that are consistent with his or her words	1 2 3 4 5 n/a
Is trustworthy	1 2 3 4 5 n/a
Is a role model for continuous improvement	1 2 3 4 5 n/a
Uses a coaching management style, rather than an authoritarian boss management style	1 2 3 4 5 n/a
Supports the team and helps achieve results	1 2 3 4 5 n/a
Supports a customer service approach for both internal and external customers	1 2 3 4 5 n/a
Deals with issues that need to be addressed	1 2 3 4 5 n/a
Provides a clear sense of purpose and direction, roles and responsibilities, for the senior leadership team	1 2 3 4 5 n/a

## Job Knowledge

Has knowledge of area(s) overseeing	1 2 3 4 5 n/a
-------------------------------------	---------------

Provides guidance and clear instructions when needed

1 2 3 4 **5** n/a

Ability to assist with issues and challenges

1 2 3 **4** **5** n/a

### Professional Growth and Performance

1. What professional development opportunities would you like to participate in over the next year?

I would like to continue my Certified Economic Developer Certification through the International Economic Development Council. It is a worthy certification, and brings value to the organization as it will better align and prepare CSTB to be valued members of the Economic Development Community. Given that talent is the highest priority from a site selector standpoint, it is important for CSTB, its CEO, and members of the leadership team to have a universally recognized credential that allows for inclusion into ED discussions on a local, state, and national level, given the Tampa Bay market for competition.

2. What are some key goals you would set for yourself in the coming year?

- ✓ Increase business participation into the CSTB system, adding 750 new business contacts into the system of record by December 31, 2020
- ✓ Release WIOA Youth Services RFP by no later than December 15, 2020 with an effective implementation date of July 1, 2021.
- ✓ Find at least 5% additional operational efficiencies through the following steps:
  - Successful transition of the Career and Prep Center to Hillsborough Community College, and CSTB maintaining presence as a partner;
  - Adding 3 non mandatory partners to financial MOU's at the North Florida Center

- ✓ Increase discretionary revenue to align with strategic directives, and giving CSTB the ability to expand services to more customers in Hillsborough County, regardless of eligibility.
- ✓ Facilitate and implement 3 year strategic plan for CSTB

#### **Summary of Expectations (Completed by CSTB Chair and Board):**

John is expected to create and balance a budget that aligns with strategic priorities aligned with the vision of the CSTB Board of Directors, Hillsborough County, and partner agencies to ensure the development of a robust workforce development system. This will include aligning agency administrative and leadership needs to the new structure of CSTB, to ensure efficient vendor oversight relationships.

It is also expected that John will diversify, and grow sources of revenue that allow CSTB to serve a broader range of customers, job seekers and businesses. The Board of Directors at CSTB expects that John will increase these revenues significantly, year over year.

#### **Key Performance Initiatives (KPI) (Completed by CSTB Chair and Board):**

- 1) Increase business participation into the CareerSource Tampa Bay System, adding 1,000 additional businesses to Employ Florida by January 21, 2021;
- 2) Facilitate, create, and work with CSTB Board of Directors, partners and stakeholders to implement a 3 year strategic plan by July 1, 2020
- 3) Diversify revenue, increasing unrestricted revenue by 25% each year, capturing at least \$1,000,000 of revenue to align with strategic directives set by the CSTB Board of Directors of serving a broader constituency.

## NOTES:



CareerSource Tampa Bay  
4902 Eisenhower Blvd., Suite 250 | Tampa, FL 33634  
[CareerSourceTampaBay.com](http://CareerSourceTampaBay.com)

Copyright © CareerSource Tampa Bay. All Rights Reserved.

CareerSource Tampa Bay is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

A proud partner of the American  JobCenter network