



Thursday, November 21, 2019 11:00 AM
9215 N. Florida Ave., Ste. 101, Tampa FL

Board of Directors Agenda

11:00-
11:30 AM

I. Welcome and Roll CallSean Butler, Chair

II. Public Comments

III. Consent AgendaSean Butler, Chair

***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 September 19, 2019 Board of Director Minutes..... Page 2
2. PY 2019- 2020 Budget Modification No. 2 Page 6
3. Youth Stem RFP Page 10
4. Approval of Training Vendors Page 11
5. **Approval of Training Programs** **Page 14**
6. Policies
 - a. Grievance Policy & Procedures..... Page 19
 - b. Revised Supportive Services and Incentive Policy Page 29
 - c. CSTB Board of Directors Conflict of Interest..... Page 34
 - d. WIOA Title I Programs Eligibility Criteria Page 37
 - e. CSTB Policy & Procedure Development Page 42
 - f. Trade Adjustment Assistance Funding..... Page 47

IV. Chair's Report.....Sean Butler, Page 52

V. Board Counsel Report Jennie Tarr

VI. CEO Report John Flanagan

VII. Presentation Sunshine Laws and Public Records Jennie Tarr, Page 58

11:30-
12:00 PM

VIII. Action/Discussion Items

1. Outsource of Services - RFP Michael Lawrence & Sharon Parry, Page 59
2. Compensation and Benefits Study..... Mimi Tran, Page 61
3. DRAFT – Audit Engagement Letter for Fiscal Year ending..... Anna Munro, Page 63
4. **Approval of Training Programs – Hillsborough Community CollegeJody Toner, Page 79**

12:00 PM
12:30 PM

IX. Information Items

1. USDOL / DEO Compliance Review..... Anna Munro, Page 80
2. Continuous Improvement Performance InitiativeJody Toner, Page 81
3. 2019-2020 Performance Dashboard Report..... Chad Kunerth, Page 93
4. Summer Job Connection (SJC) 2020 Update Jody Toner, Page 94
5. DEO Financial Compliance Monitoring Report for the period July 1, 2017 through March 31, 2019 Anna Munro, Page 95
6. Heat Map : Job Seeker and Employers Chad Kunerth, Page 108
7. Job Order Analysis Chad Kunerth, Page 112
8. Eligible Training Provider - Waivers.....Jody Toner, Page 115
9. Strategic Plan..... Michael Lawrence & Sharon Perry, Page 116
10. Public Relations and Marketing Update Doug Tobin, Page118
11. Expenditure Reports for the period ending September 30, 2019..... Sheila Doyle, Page120

X. Committee Reports

1. One-Stop Committee Michael Ramsey
2. Workforce Solutions Committee Michael Ramsey
3. Finance Committee Sophia West

XI. Future Business

12:30 PM

XII. Adjournment

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Next Board of Directors Meeting January 16, 2019



Consent Agenda Item # 1

Board of Directors Meeting Minutes 9-19-19

CareerSource Tampa Bay Minutes of Meeting of the Board of Directors

Date: September 19, 2019
Location: HCC Ybor Campus, 1320 E. Palm Avenue, Tampa, FL 33605

Call to Order

Chair Benjamin Hom called the meeting to order at 8:42 a.m. There was a quorum present with the following Board Members participating.

Board Members in attendance

Leerone Benjamin, Michael Bach, Rick Bennett, Michelle Calhoun, Nancy Brown Representing Mireya Hernandez, Dr. Ginger Clark, Elizabeth Gutierrez, Benjamin Hom, John Howell, Lindsey Kimball, Jasiel Legon, Steve Morey, Don Noble, Paul Orvosh (via phone), Earl Rahn (via phone), Michael Ramsey, Yanina Rosario, Roy Sweatman, and Sophia West.

Board Members not in attendance

Tom Aderhold, Stephanie Brown-Gilmore, Sean Butler, Richard Cranker, Robert Coppersmith, Constance Daniels, Randall King, Eric Lund, Commissioner Sandra Murman, and Susan Skiratko.

Staff Present

John Flanagan, Juditte Dorcy, Jody Toner, Anna Munro, Christina Witt, Doug Tobin, Dan Schneckeburger, Chad Kunerth, Tammy Stahlgren, Hector Huertas, and Fabian Brathwaite.

Board Counsel

None

BOCC Liaison

Kenneth Jones

Other Present

Roy Vanderford - CWA
Mike Lawrence -CWA
Brian Mann – HCC
Hank Ennis – Hillsborough County

The items are listed in the order of discussion.

▶ [Indicates Board Action](#)

Welcome and Roll Call

Chair Benjamin Hom welcomed and thanked the board members for participating.

Public Comments

There were none.

Consent Agenda

▶ Consent Agenda

(Refer to Page 3 of the September 19, 2019 Board of Directors Agenda Packet)

1. Approval of July 18, 2019 Board of Directors Meeting Minutes
2. Approval of August 29, 2019 Special Board of Director Meeting Minutes
3. Regional Targeted Occupations List, PY 19-20 Revision
4. Removal of Training Providers
5. PY 2018 – 2019 Budget Modification No. 4
6. **Adjusted Income Level Wage Rates 2019, Item Pulled for discussion as a separate action item**
7. Eligible Training Provider Policy
8. Paid Work Experience Policy
9. Youth Requiring Additional Services Policy
10. Renewal of License, and Lease Agreements for Brandon & Ruskin locations

It was recommended to pull Item 6. - 2019 Adjusted Income Level Wage Rate, from the Consent Agenda for further discussion under a separate action item.

- **A motion to approve the Consent Agenda Items excluding Item 6. - 2019 Adjusted Income Level Wage Rate.**
- Motioned: Michael Bach
- Seconded: Don Noble

- The motion carried. There was no further discussion.

Chair's Report

(Refer to Page 39 of the September 19, 2019 Board of Directors Agenda Packet)

CEO Report

John Flanagan provided an update to the Board of Directors on his achievements over the past month which included: attended the State Local Workforce Development Conference and received a lot of good information. John Flanagan, Jody Toner, and Mike Ramsey presented on the successes of the 2019 Summer Job Connection Program. They had really good attendance for their session, and a robust conversation. Our hope is that we have laid a foundation for a model for statewide use, because much of the state suffers from a high unemployment rate for that age group.

Mr. Flanagan met with Jessica Otieno, she is our Federal Projects Officer from the DOL for our region, overseeing our corrective action plan with DOL. We should be receiving the report from DOL very soon, which will allow CSTB to start working on a strategy to a move forward.

John Flanagan attended the EMSI conference, they talked about utilizing technology to create better and more robust systems for CSTB, from a public workforce perspective. One of our responsibilities under WIOA, is to utilize technology to create a better and more inclusive program for Hillsborough County. We have close to 1.5 million people in Hillsborough County, and 780 thousand individuals of working age. CSTB served about 95,000 people last year through programs, and I want to make sure that we are able to serve all people in Hillsborough County who need services. Technology will allow us to increase the number of people we serve, not more brick and mortar locations. I was very happy to hear about the products that they will be launching that will help local areas.

Action/Discussion Items

- ▶ Action Item #1: 2019 – 2020 Budget Modification No. #1

(Refer to Page 42 of the September 19, 2019 Board of Directors Agenda Packet)

Anna Munro reviewed Budget Modification No. #1.

- **A Motion to approve the adjustment to the revenue budget and resultant modification to the expenditure budget for PY 2019 – 2020.**
- Motioned: Don Noble
- Seconded: Yanina Rosario

- The motion carried. There was no further discussion.

▶ Action Item #2: Approval of CPA Firm for Audit and Tax Services
(Refer to Page 47 of the September 19, 2019 Board of Directors Agenda Packet)

- **A Motion to approve CSTB to enter into contract with James Moore & Co., P.L. for audit and tax services. The engagement would be for one year with an option to renew for four (4) additional one (1) year periods.**
- Motioned: Don Noble
- Seconded: Lindsey Kimball
- The motion carried. There was no further discussion.

▶ Action Item #3: 2019 Adjusted Income Level Wage Rate
(Refer to Page 17 of the September 19, 2019 Board of Directors Agenda Packet)

CPPO Jody Toner and John Flanagan gave a brief update.

- **A Motion to approve to continue to use the PY 18-19 established wage rate of \$14. 63 per hour for Eligible Training Providers for another year during PY 19-20.**
- Motioned: Michael Bach
- Seconded: Dr. Ginger Clark
- The motion carried. There was no further discussion

Information Items

Eligible Training Provider: Waiver
No discussion occurred

Expenditure Reports for the period ended June 30, 2019
No discussion occurred

Indirect Cost Rate
No discussion occurred

Compensation and Benefits Study – Update given by Mimi Tran

The compensation benefit company will be able to provide a final draft by next Friday, we will then be able to set up a special Finance Meeting. We will also have the medical benefits available. To get everything approved by open enrollment, we may have to call a special Board of Directors meeting.

Public Relations/Marketing Update
No discussion occurred

Committee Reports

Ad-Hoc By-Laws Committee - Update given by Michael Bach

The committee has met three times since May 16th. The committee has taken a look at the current By-Laws, looking at all of the Articles. There has been some in-depth discussion around our current committees, particularly combing the Workforce Solutions and One-Stop Committees. The committee has also talked about forming a Compensation Committee and a standing Youth Committee. The committee has received additional guidance from Ken Jones and the county. The committee will soon receive feedback from the county, which integrated the Inter Local agreement, WIOA guidelines and DOL findings. The committee is hoping to have a final draft for the November Board meeting. Mr. Bach gave a shout out to Dr. Ginger Clark, Don Noble, Roy Sweatman, Tom Aderhold, and John Flanagan for their time and work on this committee.

Finance Committee - Update given by Anna Munro
No additional updates to be provided

- Next Finance Committee Meeting will be held on October 24, 2019

One-Stop Committee - Update given by John Howell

A presentation on the Online Partner Portal which is used by our mandatory partners was provided by Dan McGrew. Data from CSTB performance reports, reviewed during the meeting follow:

Career Center Traffic:

- During Program Year 18/19 (July 1, 2018 to June 30, 2019) CSTB had a total of 124,429 customers visit our CSTB Career Centers.

Job Seeker Services Summary:

- During the same period, CSTB provided a total number of 240,268 job seeker services, to 58,875 job seekers registered in Employ Florida.

Employability Skills Training:

- During PY 18-19 CSTB had a total of 7,051 job seekers participate in “employability skills” training workshops.

Placements:

- In program year 18/19 we placed a total of 10,116 unique job seekers into unsubsidized employment.
- Next One-Stop Committee meeting will be held on November 20, 2019

Workforce Solutions Committee - Update given by Jody Toner

- The committee met on August 7th, and did a deep dive on the goals. Most of the items were discussed in today's session. We talked about the staff in-service session that was conducted on August 16th, it was the first time we came together. We closed down our centers, did some cross training, and presented some staff awards/ recognition for our team.
- Next Workforce Solutions Committee meeting will be held on November 6, 2019

Future Business

Business and Education Summit will be February 28, 2020 at the Tampa Marriot Waterfront. We will be doing break outs by sector. We are excited about moving from zip code coverage to sector based coverage. We are looking to get some pretty influential people. We have been talking to Ken Lawson about getting the governor Ron DeSantis and talked to Ron Painter about coming down to provide some support. We are looking for business representation. This summit is where we are really going to shift the perception of what CareerSource Tampa Bay will be doing moving forward.

Adjournment

The meeting was adjourned at approximately 9:11 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



Consent Agenda Item # 2
2019 – 2020 Budget Modification No. 2



PY 2019-2020 Budget Modification No. 2

Information:

Total budgeted revenue has increased from \$23,554,195 to \$23,661,781 for an overall increase of \$107,586. This is due to the following:

Workforce Innovation & Opportunity Act Programs:

Increase in WIOA Adult of \$5,453

Increase in WIOA Youth of \$6,697

Increase in WIOA Dislocated Worker of \$1,136

Employment Services:

Increase in Wagner Peyser of \$6,800

Increase in SNAP of \$18,000

Direct Grants and Special Projects:

Increase in NEG – Hurricane Maria Evacuees of \$69,500

Additionally, there was an increase in expenditures of \$103,780.

Recommendation

Approval of the adjustment to the revenue budget and resultant modification to the expenditure budget.

**CareerSource Tampa Bay
PY 2019-2020 Revenue Budget
Modification #2**

Program/Award	Approved Budget	Modification No. 2	Modified Budget
WIOA Adult	4,131,922	5,453	4,137,375
WIOA Youth	5,051,112	6,697	5,057,809
WIOA Dislocated Worker	4,345,859	1,136	4,346,995
WIOA Community Based Sector Strategies	25,000	-	25,000
WIOA Sector Strategies IT Training	70,000	-	70,000
WIOA Sector Strategies Career Ready	20,000	-	20,000
WIOA Apprenticeship	73,759	-	73,759
WIOA Hurricane Maria Outreach	3,978	-	3,978
WIOA Soft Skills	96,345	-	96,345
WIOA Supplemental	265,535	-	265,535
Subtotal WIOA	14,083,510	13,286	14,096,796
Wagner Peyser	1,550,271	6,800	1,557,071
Veterans Programs	226,141	-	226,141
SNAP	629,427	18,000	647,427
Unemployment Svcs.	61,881	-	61,881
Trade Adjustment Act	226,503	-	226,503
Military Family	98,434	-	98,434
Subtotal Employment Services	2,792,657	24,800	2,817,457
Welfare Transition Program	4,690,228	-	4,690,228
Subtotal WTP	4,690,228	-	4,690,228
Reemployment & Eligibility Assessment (RESEA)	477,417	-	477,417
NEG - Hurricane Maria Evacuees	107,297	69,500	176,797
USDOL Tech Hire	1,278,551	-	1,278,551
Tech Hire Evaluation	29,422	-	29,422
Tampa Housing	91,374	-	91,374
Citi Foundation	3,739	-	3,739
Subtotal Grants and Special Projects	1,987,800	69,500	2,057,300
Total Combined	23,554,195	107,586	23,661,781

CareerSource Tampa Bay
Planning Budget - Modification #2
Fiscal Year 2020 (July 2019-June 2020)

	Workforce Innovation & Opportunity Act	Employment Services Programs	Welfare Transition Programs	Direct Grants & Special Projects	Adjusted Budget FY 2019-2020	Prior Approved Budget FY 2019-2020	Modification #2
Revenue:							
Fiscal Year 2020 New Allocations	7,293,018	2,236,616	4,491,446	1,448,051	15,469,131	15,361,545	107,586
Carryforward from Prior Year Allocations	6,803,778	580,841	198,782	609,249	8,192,650	8,192,650	-
Total Revenue	14,096,796	2,817,457	4,690,228	2,057,300	23,661,781	23,554,195	107,586
Expenditures:							
Program Services - Allocated Costs:							
Business Services	1,109,888	-	213,508	51,604	1,375,000	1,375,000	-
Case Management	3,197,779	764,464	1,365,813	341,414	5,669,470	5,669,470	-
Career Services	782,797	141,836	334,343	18,055	1,277,031	1,277,031	-
One Stop Operating/Facilities Costs	584,167	968,522	223,612	138,699	1,915,000	1,915,000	-
Technology	120,376	242,026	94,938	42,660	500,000	500,000	-
Community Outreach	89,726	171,301	64,558	14,415	340,000	340,000	-
Program Staff Training & Professional Development	22,228	16,418	9,494	1,860	50,000	50,000	-
Subtotal - Program Services Allocated	5,906,961	2,304,567	2,306,266	608,707	11,126,501	11,126,501	-
Program Services - Direct Costs:							
Participant & Work Based Learning	6,651,781	70,000	1,615,000	455,000	8,791,781	8,698,750	93,031
Direct Grants & Special Projects - Salaries & Benefits	-	-	-	357,571	357,571	357,571	-
Subrecipient Contracts	-	-	250,000	370,000	620,000	620,000	-
DEO Staff Travel	-	35,000	-	-	35,000	35,000	-
Subtotal - Program Services Direct	6,651,781	105,000	1,865,000	1,182,571	9,804,352	9,711,321	93,031
Total Program Service Costs:	12,558,742	2,409,567	4,171,266	1,791,278	20,930,853	20,837,822	93,031
Indirect Costs							
Indirect Costs	1,473,115	369,172	490,129	214,988	2,547,404	2,536,655	10,749
Total Indirect Costs	1,473,115	369,172	490,129	214,988	2,547,404	2,536,655	10,749
Total Expenditures	14,031,857	2,778,739	4,661,395	2,006,266	23,478,257	23,374,477	103,780
Unobligated Balance	64,939	38,718	28,833	51,034	183,524	179,718	3,806



Consent Agenda Item # 3

Youth Stem – Formal Procurement

Background:

A local board who chooses to award grants or contracts to youth service provider must award such grants or contracts through a competitive process that takes into consideration (1) ability of the youth service provider to meet performance accountability measures (2) meet the procurement standards specified in Uniform Guidance and the DOL exceptions and (3) follows state and procurement laws.

A request for proposal was issued by CareerSource Tampa Bay on February 9, 2016 for the Youth Innovation Services (STEM Science, Technology, Engineering and Mathematics) and Junior Achievement of Tampa Bay was awarded the contract. The last year of the contract concluded as of June 30, 2019.

Results:

CareerSource Tampa Bay seeks approval to formally procure for a provider of Youth Science, Technology, Engineering and Mathematics (STEM) program. The program is to serve ages 14-17 with heavy emphasis on 14 and 15 year olds. The STEM program is to begin with a summer program and continue with year round services. The focus of the program will be career exploration and work readiness training for students.

Recommendation:

The Executive Committee recommends formal procurement of a Youth STEM program.



Consent Agenda Item # 4

Approval of Training Vendors

Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$14.63 per hour hour* (based on annual regionally adjusted wage rate)

Connecticut School of Broadcasting (ID# 2826)

3901 Coconut Palm Drive Suite 105, Tampa, FL 33619

Connecticut School of Broadcasting has a license from the Commission for Independent Education. Connecticut School of Broadcasting will start reporting to FETPIP. Staff conducted a site visit on Tuesday, 10.08.2019.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Intro to Mobile Application Design & Development	\$0	\$3,940	\$50	\$3,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$26.24	\$30.43
Intro to Web Design & Development	\$0	\$4,940	\$50	\$4,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$18-30	\$22.09
Social Media Marketing	\$0	\$3,940	\$50	\$3,990	8 weeks (days)/16 weeks (nights)	N/A – New Program	Anticipated \$18.00	\$19.00
Radio & Television Broadcasting Program	\$0	\$13,840	\$50	\$13,990	8 weeks (days)/16 weeks (nights)	100%	Anticipated \$12-30.00	\$13.21 to \$20.63**

- School Opened: 2002
- Total Cost, Completion Rates and Average Wage at Placement for the program are comparable to other private schools that offer the same type of training.
- Total enrollments for Radio & Television Broadcasting Program for prior year: 32

- Radio and Television Broadcast Program requires a specific set of industry-standard studios & equipment. Whereas the other 3 programs only require a classroom and laptop. It requires a much larger footprint than the other 3 programs to include three fully equipped radio stations with all the radio equipment boards, computers, programs & software, and microphones necessary to train the students. The TV Master Control Room contains all the industry standard equipment, Teleprompters, audio boards, a switcher, mixers and computers and the TV Studio has studio cameras, news set, lighting rigs, and microphones.

Knowledge Quest Education Solutions dba
Learning Alliance Corporation (ID# 5422)
 5910-B Breckenridge Parkway, Tampa, FL 33610

Learning Alliance Corporation has a license from the Commission for Independent Education. Learning Alliance Corporation reports to FETPIP. Staff conducted a site visit on Friday, 10.04.2019.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Fees	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Broadband Digital Installer	Included	\$10,000	\$0	\$10,000	15 weeks	\$0	100%	\$18.00	\$14.92
Business Information Systems	Included	\$3,500	\$0	\$3,500	15 weeks	\$0	100%	\$15.00	\$18.28
Lean Supply Chain Optimization	Included	\$7,500	\$0	\$7,500	15 weeks	\$0	N/A – New Program	Anticipated \$15	\$18.90
Project Business Controller	Included	\$7,500	\$0	\$7,500	15 weeks	\$0	N/A – New Program	Anticipated \$15	\$18.28

- School Opened: 2002
- Total Cost, Completion Rates, and Average Wage at Placement for the program are comparable to other schools that offer similar training.
- Total enrollments for Broadband Digital Installer Program for prior year: 55
 - *Program Overview: Presents background information and installation practices pertaining to digital TV, Data over Cable Service Interface Specification (DOCSIS®) high-speed Internet, PacketCable™ telephone and home automation services for the connected home.*
- Total enrollments for Business Information Systems Program for prior year: 27

Manatee Technical College

6305 State Rd 70 East, Bradenton, FL 34203

Manatee Technical College is a School District of Manatee County post-secondary school. Staff conducted a site visit on 8/13/2019. Manatee Technical College currently reports to FETPIP.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Welding Technology	\$984	\$4746	\$50	\$5780	10 – 11 months	100%	Anticipated Hourly Wage \$18.00**	\$14.16

**The Welding Program is a continuous high enrollment, max placement, and jobs can pay significantly higher entry—wage than other trades based on skills, for example, \$23 hour has been the entry wage for TIG Welders, \$18 per hour is the entry wage for pipe welders, and \$15 per hour for basic MIG welders still in training. Per the Regional Targeted Occupations List the 2017 entry wage for a welder is \$19.35/hour.*

- School Opened: 1963
- Total enrollments in program for prior year: 32
- Total Cost, Completion Rates and Average Wage at Placement for the program are comparable to other schools that offer similar training.

Legend:

- Average Wage at Placement was Provided by the Training Vendor
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 19-20.

Recommendation: Workforce Solutions Committee recommends approval of the aforementioned training vendors as an approved training vendor for LWDB 15.



Consent Agenda Item #5 Approval of Training Programs

CareerSource Tampa Bay accepts new training vendor applications and program addition applications during the 1st quarter of the program year (July-September).

Current application threshold criteria per the Eligible Training Provider Policy are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- Limit training programs to those with a minimum entry level wage rate of \$14.63 per hour* (based on annual regionally adjusted wage rate)
- Completion Rate -70%

Does not meet the minimum entry level wage rate per the RTOL 19-20

Does not meet completion rate of 70% but has a completion rate above 65%

Altierus Career College

Altierus Career College, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs:

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Computer Information Technology	Included	\$15,100	\$0	\$15,100	48 weeks	N/A – New Program	Anticipated \$15.21	\$15.36
Dental Assistant	Included	\$15,100	\$0	\$15,100	37 weeks	N/A – New Program	Anticipated \$14.04	\$14.84
Industrial Electrical Technician	Included	\$15,100	\$0	\$15,100	36 weeks	N/A – New Program	Anticipated \$14.44	\$14.70
Massage Therapy	Included	\$12,875	\$0	\$12,875	36 weeks	N/A – New Program	Anticipated \$12.66	\$10.91
Medical Billing and Coding	Included	\$14,650	\$0	\$14,650	33 weeks	N/A – New Program	Anticipated \$13.17	\$12.56
Nursing	Included	\$34,560	\$0	\$34,560	24 month	N/A – New Program	Anticipated \$24.31	\$23.66
Refrigeration Technician	Included	\$15,100	\$0	\$15,100	36 weeks	N/A – New Program	Anticipated \$14.57	\$14.14
Surgical Technology	Included	\$31,360	\$0	\$31,360	24 month	N/A – New Program	Anticipated \$24.31	\$16.10

Concorde Career Institute

Concorde Career Institute, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Surgical Technology	\$1,318	\$32,473	\$100	\$33,891	60 weeks	79%	\$18.72	\$16.10
Diagnostic Medical Sonography	\$1,536	\$46,850	\$100	\$48,486	80 weeks	N/A – New Program	Anticipated \$18.75	\$23.54

Florida Technical College

Florida Technical College, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs to be added and/or removed based on the way the individual programs are listed in the school catalog:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
LaSalle Business Analyst Professional Exam Preparation	Included	\$3,350	\$150	\$3,500	90 hours	N/A – No enrollments	Anticipated \$23.89	\$23.75
LaSalle Cisco Wireless Specialist Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hour	67%	\$24.58	\$25.19
LaSalle CompTIA Security+ Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	69%	\$39.49	\$41.47
LaSalle Internet Marketing Strategies Exam Preparation	Included	\$3,350	\$150	\$3,500	122 hours	NA – No enrolled students	Anticipated \$18.74	\$19.00
LaSalle Linux Networking Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	NA – No enrolled students	Anticipated \$39.49	\$41.47
LaSalle Six Sigma Exam Preparation	Included	\$2,350	\$150	\$2,500	80 hours	100%	\$26.49	\$25.48
LaSalle CompTIA Network+ Exam Preparation	Included	\$2,350	\$150	\$2,500	45 hours	82%	\$24.58	\$25.19
LaSalle ITIL Exam Preparation	Included	\$1,350	\$150	\$1,500	27 hours	67%	Anticipated \$39.49	\$41.47

To be removed from current ETPL as programs were initially listed stacked programs and/or no longer offered by vendor:

- Business Analyst Professional w/SQL Database
- Cisco Specialist
- Help Desk
- LaSalle Routing and Switching Specialist
- LaSalle SQL Server Specialist

- LaSalle Programming Professional
- LaSalle Microsoft Office/Web Design
- LaSalle Project Management w/ Six Sigma
- LaSalle Human Resources/Microsoft Office
- LAN/WAN Networking Specialist

Hillsborough Community College

Hillsborough Community College, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Accounting Technology – Financial Option	\$3,000	\$6,263.40	\$0	\$9,263.40	2 years	100%	Anticipated \$21.68	\$21.58
Accounting Technology – Tax Option	\$3,000	\$6,263.40	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$21.68	\$21.58
Business Administration – Entrepreneurship	\$3,000	\$6,263.40	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$18.84	\$18.28
Radiography	\$3,150	\$8,038.03	\$0	\$11,438.03	22 months	100%	\$18.75	\$20.25
Respiratory Care	\$2,904	\$7,933.64	\$0	\$11,227.64	22 months	100%	\$22.61	\$23.80
Diagnostic Medical Sonography	\$2,500	\$8,038.03	\$725	\$11,263.03	2 years	100%	\$24.58	\$23.54
Veterinary Technology	\$1,741	\$7,620.47	\$370	\$9,731.47	2 years	100%	\$12.04	\$12.07
Paramedic	\$900	\$4,735	\$105	\$5,740	2 years	100%	\$11.39	\$11.75
Automotive Collision Technology Technician	\$75	\$3,685.21	\$4,174	\$7,934.21	18 months	100%	\$12.46	\$13.41
Welding Technology	\$0	\$6,150	\$75	\$6,225	12 months	100%	\$13.46	\$14.16
Correctional Officer	\$270	\$1,795	\$270	\$2,765	6 months	100%	\$17.61	\$16.61
Florida Law Enforcement Academy	\$700	\$4,810	\$270	\$5,780	12 months	100%	\$20.18	\$20.46
Cybersecurity	\$3,000	\$6,263	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$24.61	\$26.24
IT Project Management	\$3,000	\$6,263.40	\$0	\$9,263.40	2 years	N/A – New Program	Anticipated \$24.58	\$25.19
Excel Certification	\$0	\$580	\$0	\$580	21 hours	100%	\$17.64	\$17.61

Project Management Professional	\$0	\$2,300	Included	\$2,300	39 hours	90%	\$23.89	\$23.75
Python Programming	\$0	\$1,995	\$0	\$1,995	1 month	N/A – New Program	Anticipated \$19.79	\$22.09
Data Science Using SQL, Excel, Access and Power BI	\$0	\$900	\$0	\$900	24 hours	N/A – New Program	Anticipated \$23.89	\$23.75
Web Development	\$0	\$900	\$0	\$900	35 hours	100%	\$19.79	\$22.09

Southern Technical College – Tampa Location

Southern Technical College, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs at the Tampa campus:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Diagnostic Medical Sonography – A.S.	Included	\$42,630	\$0	\$42,630	24 months	100%	\$24.58	\$23.54
Electrical Technology	Included	\$15,995	\$0	\$15,995	10 months	N/A – New Program	\$15.47	\$14.70
Medical Assistant	Included	\$17,995	\$0	\$17,995	10 months	100%	\$12.42	\$12.55
Medical Laboratory Technician – A.S.	Included	\$36,865	\$0	\$36,865	24 months	100%	\$19.00	\$29.96
Network Engineering and Administration – A.S.	Included	\$34,560	\$0	\$34,560	24 months	100%	\$14.40	\$25.19
Surgical Technician – A.A.S	Included	\$39,936	\$0	\$39,936	24 months	N/A – New Program	\$16.25	\$16.10

Legend:

- Average Wage at Placement was Provided by the Training Vendor
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 19-20.

Recommendation: Workforce Solutions Committee recommends approval for the following for new training programs for LWDB 15:

- Approve new training programs at existing vendors who meet established minimum entry level wage criteria. Deny consideration of any training program not meeting established wage rate.
- Modify existing board approved Eligible Training Provider policy to reduce completion rate criteria from 70% to 65% completion rate.
- Approve new training programs meeting this reduced completion rate.



Consent Agenda Item # 6 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 (6) critical CSTB Board Policies for your review. Unless otherwise noted, policies are new:

- 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



POLICY

SECTION: CSTB	POLICY# 019-C0036	PAGE: 1 of 10
TITLE: Grievance Policy and Procedures		EFFECTIVE DATE: TBD
REPLACES: 4/1/2013 and 6/2016		DATED:

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To establish a formal policy on handling a grievance and/or complaint by a CSTB customer. Grievances are defined as non-discrimination complaints alleging violation(s) of any administrative process, activity, service or program funded by the Workforce Innovation and Opportunity Act (WIOA).

BACKGROUND: CareerSource Tampa Bay is committed to operating all programs and activities in accordance with Federal, State or local laws, rules, and policies. This document is designed to inform all interested parties about the procedures used by CareerSource Tampa Bay to resolve grievances. Complaints alleging discrimination are found in a separate document called "Complaint Policy and Procedures." Grievances concerning violation of policy or complaints alleging discrimination involving Wagner-Peyser services are addressed in a separate Department of Economic Opportunity policy called "Wagner-Peyser Complaint-Resolution System Handbook" and the accompanying policy of the Local Workforce Development Board.

The WIOA, TAA, TANF and the SNAP programs require the state, local area workforce boards, and direct recipients of program funds to establish and maintain grievance procedures for handling program-related concerns. The grievance requirements may vary from program to program.

POLICY: CareerSource Tampa Bay will maintain effective and timely grievance resolution procedures to be utilized when filing, investigating and resolving a grievance alleging unfair treatment or a violation(s) of a WIOA, TAA, TANF and/or SNAP policy related to any administrative or programmatic action or inaction.

APPLICABILITY: This policy on grievance resolution procedures applies to all CareerSource Tampa Bay customers, CareerSource Tampa Bay staff, DEO staff located in any CareerSource Tampa Bay Office, Volunteers, Interns, Program Contractors and Training Vendors.

RESULTS OF FAILURE TO COMPLY WITH POLICY: Failure of any individual listed under "Applicability" above, other than customers, to follow this policy may result in disciplinary action in

accordance with CareerSource Tampa Bay's Personnel Handbook. Failure of a program contractor or training vendor to follow this policy may result in contract or agreement termination.

DEFINITIONS AND DETAILS:

To simplify instructions and to have a unified format, this Local Workforce Development Board's grievance policy and procedures will be the same for WIOA, TAA, TANF, and SNAP workforce programs. Wagner-Peyser procedures, as mentioned above, will be addressed separately.

The designated Equal Employment Opportunity (EEO) Officer investigates all written program-related grievances filed that fall within CSTB scope of authority or jurisdiction. Authority is limited within this policy to WIOA, TAA, TANF and SNAP program-related grievances which are filed by:

- Applicants or persons receiving services provided under WIOA, TAA, TANF and/or SNAP programs administered by the Local Workforce Development Board; or
- Any party adversely impacted by any WIOA, TAA, TANF and/or SNAP administrative or programmatic decision or indecision made by CareerSource Tampa Bay, including decisions made by subcontractors and service providers.

The CareerSource Tampa Bay EEO Officer does not have the authority or jurisdiction to accept and investigate grievances that do not meet the above criteria. For example: TANF cash assistance and/or Food Stamp eligibility and benefit entitlement concerns must be filed with the local Department of Children and Families (DCF) office, the cognizant agency responsible for administering this part of the TANF program.

Nothing included in these procedures precludes a grievant from pursuing a remedy authorized under another federal, state, or local law.

A. REPORTING CRIMINAL FRAUD AND ABUSE:

Allegations of criminal fraud and abuse must be reported immediately to the following agency.

USDOL Office of Inspector General
Office of Investigations, Room S5514
200 Constitution Avenue NW
Washington, D.C. 20210.

Reports of criminal fraud and abuse can also be mailed to the following agency.

USDOL Southeast Regional Inspector General for Investigations
Office of Investigations, Sam Nunn Atlanta Federal Center
61 Forsythe Street
Atlanta, Georgia 30303.

In addition, reports alleging criminal fraud and abuse may be reported through USDOL's Hotline at 1-800-347-3756.

B. NEUTRALITY:

When the CareerSource Tampa Bay EEO Officer conducts an investigation, he/she acts as a neutral, unbiased fact-finder and is not an advocate for either the grievant or any external respondent.

A conflict of interest exists for the EEO Officer when any responsibility, expectation or interest exists that could interfere with the EEO Officer's ability, motivation, or authority to perform his or her responsibilities under this policy. CareerSource Tampa Bay has established procedures to ensure, to the extent practical, the neutrality and impartiality of the EEO Officer. This includes, requiring the EEO Officer to report directly to the President and CEO on equal opportunity matters and referring matters to the corporate attorney when an appearance of or a real conflict of interest exists.

C. HOW TO FILE A GRIEVANCE:

Who May File: A formal written grievance may be filed by the following individuals:

- a) Applicants or persons receiving services provided under WIOA, TAA, TANF and/or SNAP programs administered by CareerSource Tampa Bay; or
- b) Any party adversely impacted by any WIOA, TAA, TANF and/or SNAP administrative or programmatic decision or indecision made by CareerSource Tampa Bay, including decisions made by subcontractors and service providers.

Steps to File:

1. An individual, employer or agency will be encouraged to resolve any grievance informally prior to putting his/her concerns or allegations in writing. The grievant should be directed to discuss their concern with the case manager. If the case manager is unable to resolve the concern it should be escalated up via the chain of command.
 - a. Program Lead
 - b. Program Coordinator
 - c. Program Director
2. **Where to File:** A grievance alleging unfair treatment or a violation(s) of a WIOA, TAA, TANF and/or SNAP policy or procedure related to any administrative or programmatic action or inaction may be filed with the CareerSource Tampa Bay EEO Officer. The EEO Officer will answer any questions a potential grievant has about grievance filing and investigation.

Contact information for the CareerSource Tampa Bay EEO Officer follows:

Doug Tobin, EEO Officer
tobind@careersourcetb.com
4902 Eisenhower Blvd., Suite 250
Tampa, Florida 33632
813 397-2054
TDD/TTY: 800-955-8771

3. **How to File a Grievance with the Local Workforce Area's EEO Officer:** When informal resolution cannot be reached, an individual wishing to file a formal written grievance with the CareerSource Tampa Bay EEO Officer should do so using the CareerSource Tampa Bay

Grievance Complaint Procedures Form, available by contacting the CareerSource Tampa Bay EEO Officer by telephone, in writing, or electronic mail.

Grievances filed with the CareerSource Tampa Bay EEO Officer that do not use the CareerSource Tampa Bay *Grievance Complaint Procedures Form* will be accepted so long as the information provided complies with the requirements in the Content of the Grievance section below. With the exception of situations posing an immediate, recognizable threat to the grievant's safety and well-being; the CareerSource Tampa Bay EEO Officer will not begin investigating the grievance until all required information is received.

4. **When to File:** A grievance filed with the CareerSource Tampa Bay EEO Officer must be filed within 45 days of the alleged violation. "Filing" means the written grievance must be received by the CareerSource Tampa Bay EEO Officer before the expiration of the 45-day period for filing. Grievances received after the filing deadline will be returned to the individual.

5. **Content of the Grievance:** A grievance filed with the CareerSource Tampa Bay EEO Officer must be in writing and include the following (use of the CareerSource Tampa Bay Grievance Complaint Procedures Form covers all of these items):
 - a) The grievant name.
 - b) The grievant's contact information, including mailing and residential addresses (if different), phone or cell phone number, email address or other means of contacting the grievant.
 - c) The identity of the agency or individual allegedly responsible for the violation, referred to as the respondent throughout these procedures.
 - d) A description of the alleged grievance.
 - 1) A description of the alleged violation or unfair treatment;
 - 2) A description of how the grievant was negatively impacted;
 - 3) The names and contact information of any witnesses to the alleged violation or unfair treatment;
 - 4) The program, activity or service that was involved in this alleged violation;
 - 5) The date the violation occurred; and
 - 6) The status of the grievant; (is the individual an applicant or a participant.)
 - e) The grievant's desired resolution of the matter.
 - f) The signature of the grievant and the date signed.

6. **Incomplete Grievance:** If a grievance filed with the CareerSource Tampa Bay EEO Officer does not contain enough information to permit the EEO Officer to determine that the Local Workforce Development Board has jurisdiction, the EEO Officer will contact the grievant and request additional information. When the grievant is unreachable or does not provide the needed information within the time specified, the CareerSource Tampa Bay EEO Officer may close the grievant's file.

7. **Time Periods:** The date used by the CareerSource Tampa Bay EEO Officer to determine whether a grievance has been timely filed is the date the CareerSource Tampa Bay EEO Officer actually receives a written grievance alleging a violation of any activity, service or program financially assisted by the Local Workforce Development Board that contains all of the required information mentioned above.

The time period for determining jurisdiction, initial notification letter, etc. will not commence until the grievant has submitted all required information in a manner that complies with the Content of the Grievance section, above.

Wherever a deadline or time period is mentioned throughout these procedures, it is referring to calendar days. Where the last day of any time period in these procedures falls on a weekend or official holiday of the Local Workforce Development Board, the next regularly scheduled workday will be the deadline for completing the action.

D. DETERMINING JURISDICTION:

When the CareerSource Tampa Bay EEO Officer receives a grievance, it shall be reviewed to determine whether the grievance contains the required information and whether the CareerSource Tampa Bay EEO Officer has the legal authority to investigate.

The CareerSource Tampa Bay EEO Officer has authority only for complaints that meet all of the following requirements:

- The grievance was received by the CareerSource Tampa Bay EEO Officer by the deadline for filing, as discussed above under “When to File;”
- The grievance is filed against either the Local Workforce Development Board or an entity that receives federal financial assistance through the Local Workforce Development Board; and
- The grievant is an applicant or person receiving services provided under WIOA, TAA, TANF and/or SNAP programs administered by the Local Workforce Area; or
- Any party adversely impacted by any WIOA, TAA, TANF and/or SNAP administrative or programmatic decision or indecision made by the Local Workforce Development Board, including decisions made by subcontractors and service providers.

Notice of Lack of Jurisdiction: When the CareerSource Tampa Bay EEO Officer determines it does not have jurisdiction over a grievance, the CareerSource Tampa Bay EEO Officer will, within 10 days after receiving the grievance, notify the grievant in writing that the Local Workforce Development Board will not accept the grievance. The notice will give a statement of the reason(s) underlying that determination and also inform the grievant of his or her options for filing a grievance with agencies other than the Local Workforce Development Board.

When the respondent has been given notice of the grievance, the CareerSource Tampa Bay EEO Officer will also notify them in writing that the CareerSource Tampa Bay EEO Officer case file has been closed for administrative reasons unrelated to the merit of the allegations made in the grievance.

E. ISSUING THE INITIAL NOTIFICATION LETTER:

The CareerSource Tampa Bay EEO Officer will provide written notice to the grievant within ten days after they receive the grievance.

This notice shall contain the following:

1. A statement as to whether the Local Workforce Development Board has jurisdiction over the grievance. If the Local Workforce Development Board does not have jurisdiction, the grievance must be rejected;

2. A statement as to whether the grievance was filed in a timely manner. If the grievance was received more than 45 days after the alleged violation occurred the grievance will be returned to the grievant by the CareerSource Tampa Bay EEO Officer;
3. A statement as to whether the information provided in the grievance was complete. If incomplete, the CareerSource Tampa Bay EEO Officer will close the grievant's file; and
4. A statement as to whether the CareerSource Tampa Bay EEO Officer, or a designee, will begin an investigation of the grievance and the date that investigation will begin.

At the same time the Initial Notification letter is sent to the grievant, the CareerSource Tampa Bay EEO Officer will send the respondent an initial notification letter if an investigation will commence. This notice informs the respondent that the Local Workforce Development Board has received a grievance, the Local Workforce Development Board has determined it has jurisdiction, the grievance was received in the required time frame, the grievance was complete, and the CareerSource Tampa Bay EEO Officer or a designee will be investigating the grievance.

The letter to the Respondent may also contain a request for a position statement and, where deemed necessary, a request for documents and/or response to written questions designed to elicit information needed to resolve the grievance.

F. PROCESS FOR HANDLING THE GRIEVANCE:

The CareerSource Tampa Bay EEO Officer will first determine if informal resolution was attempted and failed or if it was not attempted. If informal resolution was not attempted, the EEO Officer will work with the grievant to attempt to resolve his/her allegations informally.

If unable to resolve the grievance informally, the CareerSource Tampa Bay EEO Officer may begin to examine evidence from all available sources. Witnesses may be interviewed by telephone or in person where necessary. The CareerSource Tampa Bay EEO Officer will interview the respondent and the persons named in the grievance. The CareerSource Tampa Bay EEO Officer shall strive to determine the respondent's account of the facts, additional people the respondent suggests be interviewed, the matters on which each witness is knowledgeable of, and the documentation the respondent wishes reviewed.

Once the fact-finding stage of the investigation has been completed, the CareerSource Tampa Bay EEO Officer will review and analyze the information to determine whether there is reasonable cause to believe the respondent treated the grievant unfairly or violated a policy or procedure of any WIOA, TAA, TANF and/or SNAP activity, service or program.

Frequently in a grievance investigation there are allegations raised by a grievant that cannot be supported by written documentation or corroborated by witnesses' testimony. If the respondent denies the allegation(s), in the absence of supporting written documentation or witnesses' testimony, the CareerSource Tampa Bay EEO Officer cannot draw a conclusion regarding the alleged unfair treatment or violation of policy: the evidence is inconclusive.

G. THE REPORT OF INVESTIGATION:

The CareerSource Tampa Bay EEO Officer issues a written report, called a *Report of Investigation*, upon completion of a grievance investigation. The report shall be in clear, simple, non-technical language and shall be furnished to the President and CEO of the Local Workforce Development

Board, the respondent, if different from the Local Workforce Development Board, and to the grievant. The report must be issued within 30 calendar days of the date on which the grievance is filed.

H. APPEAL – HEARING:

If the grievant or respondent is not satisfied with the Report of Investigation, either party may submit a written appeal/request for a hearing to the CareerSource Tampa Bay EEO Officer. This appeal must be received by the CareerSource Tampa Bay EEO Officer within five days of the issuance of the Report of Investigation.

The President and CEO of the Local Workforce Development Board shall sit as the Board's Hearing Officer unless the grievance is against the President and CEO then the Chairman of the Board shall appoint a Board member to serve as the Hearing Officer.

Within five days after the written appeal/request for a hearing is delivered to the CareerSource Tampa Bay EEO Officer, a hearing date and time shall be scheduled at a time mutually agreed upon by the grievant, the respondent, if different from the Local Workforce Development Board, and the Local Workforce Development Board.

The Hearing Officer will ensure that the hearing proceeds in an equitable, orderly and expeditious manner. The Hearing Officer may elicit testimony and information from the grievant, the respondent, or staff without acting as an advocate for any party. The Hearing Officer will ensure that the process, including the contents of the hearing dialogue, is transcribed or has the potential of being transcribed. The Hearing Officer may attempt to negotiate a settlement between the parties any time prior to the conclusion of the hearing.

Within 10 days after the hearing, the Hearing Officer shall issue a written decision. The decision shall be in clear, simple, non-technical language and will include the following information:

1. Date, time and place of the hearing;
2. The names of those in attendance at the hearing;
3. A statement that the involved parties, their representatives and witnesses were given an opportunity to present oral or written evidence in support of their position;
4. A clear and concise statement of the issues;
5. Findings of fact, based exclusively on the evidence of record; and
6. The decision of the Hearing Officer based on the findings of fact and evidence introduced at the hearing.

The Hearing Officer will furnish to all parties a copy of the decision by certified, return receipt requested mail. Failure to accept the certified mail will constitute a waiver of the right to notice by such means. The Hearing Officer shall thereafter serve the copy by regular mail. Complete records of the hearing and findings shall be archived.

The Hearing Officer's decision in all grievance matters will be final.

I. MISCELLANEOUS PROVISIONS:

1. **Negotiated Settlement:** The parties may settle the grievance on mutually agreeable terms at any time during the CareerSource Tampa Bay EEO Officer's investigation or the appeal/hearing procedure, and the Local Workforce Area encourages parties to do so. If settlement is achieved, its terms shall be reduced to writing and signed by the grievant and the

respondent. A copy of the settlement agreement shall be filed with the CareerSource Tampa Bay EEO Officer along with a letter from the grievant withdrawing the grievance.

2. **Right to Representation:** Both the grievant and the respondent have the right to be represented at all stages of the grievance process by an attorney or other individual of their choice. Before a grievant or respondent's representative will be recognized by the CareerSource Tampa Bay EEO Officer, a written notice from the grievant or the respondent appointing such a representative should be received by the EEO Officer.
3. **Retaliation:** No person or agency may discharge, or in any other manner discriminate or retaliate against any person, or deny to any person a benefit to which that person is entitled because such person has filed any grievance, has testified or is about to testify in any such proceedings or investigation or has provided information or assisted in an investigation.
4. **Respondent's Duty to Maintain Records:** Once the respondent becomes aware that a grievance has been filed with the CareerSource Tampa Bay EEO Officer or with another such agency (see list below,) the respondent shall preserve all original personnel or participant records and other evidence relevant to the grievance until 3 years after the final Report of Investigation or Hearing decision is issued, whichever is later. Where the respondent fails to preserve such records, an inference of wrong doing may arise where there is a lack of documentation to refute the grievant's allegations.
5. **Respondent's Duty to Provide Information:** A respondent has a duty to provide the CareerSource Tampa Bay EEO Officer with relevant information necessary to the investigation. Where a respondent fails to provide requested information in the custody and control of the respondent in a timely manner, after notice and an opportunity to correct have been given, the failure may give rise to an inference of wrong doing where there is a lack of information to refute the grievant's allegations.
6. **Grievant's Duty to Provide Information:** A grievant has a duty to provide the CareerSource Tampa Bay EEO Officer with relevant information necessary to the investigation. The CareerSource Tampa Bay EEO Officer may dismiss a grievance where a grievant, after notice and an opportunity to correct has been given, fails to provide requested information, refuses to submit to an interview or attend meetings, or otherwise refuses to cooperate to such an extent that the CareerSource Tampa Bay EEO Officer is unable to resolve the grievance. Under such circumstances, the grievance may be dismissed without a final determination.
7. **Grievant's Right to Amend the Grievance:** The grievant has the right to amend the grievance at any time prior to the issuance of the initial notification letter. A grievant's "amendment" may not add additional issues (other than retaliation) not covered in the original grievance.
8. **Grievant's Right to Withdraw the Grievance:** The grievant has the right to withdraw his or her grievance at any time prior to the issuance of the Report of Investigation, or, if appealed, prior to the issuance of the Hearing Officer's decision. Such a withdrawal must be in writing.
9. **Confidentiality:** All records that relate to a grievance are not public record until the investigation is completed and a report or a hearing decision has been delivered. Once the CareerSource Tampa Bay EEO Officer issues a Report of Investigation or the Hearing Officer issues a decision, whichever is later, the grievance file becomes a public record and, unless

exempted by another part of the public-records law, the file is open for public inspection. To assure due process, confirmation of delivery by the United States Postal Service return receipt or by another recognized delivery company that provides documentation of delivery, will document that the report has been delivered.

Neither the grievant nor the respondent has a right to see information gathered as part of the investigation until the Report of Investigation has been issued, or, if appealed, the Hearing Officer's decision has been issued. Nonetheless, the investigator may disclose information submitted by the grievant and respondent where it is necessary to further the investigation.

ACTION STEPS REQUIRED:

Following are the action steps that must be taken by each CareerSource Tampa Bay staff, DEO staff located in CareerSource Tampa Bay offices, volunteers and interns.

- A. Each staff must review this policy directive. If the staff has a question about anything contained herein, it is his/her responsibility to immediately bring the question to the attention of his/her supervisor. If not resolved, the supervisor will contact the individual named under "Inquiries" below.
- B. It is the responsibility of each individual to immediately report any breach of this policy to the attention of the person named below.
- C. CareerSource Tampa Bay contract managers and appropriate Directors shall provide this policy to all partner agencies located in a CareerSource Tampa Bay facility, Program Contractors and Training vendors and require that each submit a letter stating that this policy was provided to all appropriate staff and that the partner or program contractor shall abide by this policy or submit their own to HR for review.
- D. Each supervisor, manager, and director is responsible for informing employees of this policy.
- E. Each individual must replace previous grievance policies with this policy reissuance.

POLICY AMENDMENTS OR REVOCATION:

Notwithstanding any of the foregoing, CareerSource Tampa Bay reserves the right to revise or revoke this Policy at any time.

This policy is written to establish local procedures and is not intended to supersede any applicable laws or regulations. Nothing in this policy shall be construed as creating any legal rights for any individual beyond the rights such persons may have under the Workforce Innovation and Opportunity Act. Failure of CareerSource Tampa Bay to adhere strictly to the steps outlined within this policy shall not be construed as a violation of rights or administrative procedures.

INQUIRIES

Anyone with a question about filing a grievance may contact the CareerSource Tampa Bay EEO Officer or any of the agencies listed in Table 1 which is attached:

Doug Tobin, EEO Officer

tobind@careersourcetb.com

4902 Eisenhower Blvd., Suite 250

Tampa, Florida 33632

813 397-2054

TDD/TTY: 800-955-8771

Table 1
Contact Information

Department of Economic Opportunity
Office for Civil Rights
107 East Madison Street MSC 150
Tallahassee, Florida 32399-4129
(850) 921-3205
TTY (via the Florida Relay Service): 711
in English, Spanish, French and Haitian Creole
FAX: (850) 921-3122

U.S. Department of Health & Human Services
Office for Civil Rights
61 Forsyth Street, SW
Atlanta, Georgia 30323
(404) 562-7886
TTY: (404) 331-2867
FAX: (404) 562-7881

U.S. Department of Labor
Civil Rights Center
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210
(202) 693-6500
TTY: (202) 693-6515
FAX: (202) 693-6505

U.S. Department of Agriculture
Office of Civil Rights
300 7th Street, SW; Suite 400
Stop Code 9430
Washington, DC 20250-9410
(202) 401-1014
TTY: (202) 401-0216
FAX: (202) 690-5686

INQUIRIES: Any questions about this procedure should be directed to the CEO or their designee.



Policy

SECTION: PROGRAMS	POLICY#018-C0012	PAGE: 1 of 5
TITLE: Supportive Service and Incentive Policy		EFFECTIVE DATE: 8.6.18
REPLACES: Supportive Service Issuance Programs Desk Guide		DATED: 8.6.18; Revision 2.21.19, Revision TBD

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide guidance on the various support services and incentive options allowed under the requirements of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth and Temporary Assistance to Needy Families (TANF) / Welfare Transition programs.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance to Needy Families (TANF) legislation and guidance provide for the provision of supportive services ~~and milestone-based incentives~~ to participants enrolled in WIOA and TANF funded programs. **The WIOA provides guidance on the provision of incentives for WIOA Youth programs.**

WIOA defines the term supportive service to mean services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

Supportive services are for eligible individuals, particularly eligible individuals with barriers to employment. Section 133(b) defines funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively who are (a) (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services. Section 134(d)(2)(A) of WIOA requires that adults and dislocated workers must be participants to receive supportive services.

Section 129 defines youth services (vii) supportive services and provision of need-based stipends necessary to enable individuals to participate in the program and to assist individuals, for a period not to exceed 12 months after the completion of training, in obtaining or retaining employment, or applying for and transitioning to postsecondary education or training; and follow-up services for not less than 12 months after the completion of participation, as appropriate.

20 CFR § 681.640 states that “incentive payments to **WIOA** youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in

writing before the commencement of the program that may provide incentive payments; align with the local program's organizational policies; and are in accordance with the requirements contained in 2 CFR part 200." **CSTB will authorize incentives to WIOA Youth customers only.**

Chapter 414, F.S., sets forth provisions for receipt of Temporary Cash Assistance (TCA) and requires all individuals who do not meet TCA exemptions to participate in work or alternative plan activities. Chapter 445, F.S., consolidates the state workforce policy direction, oversight, and welfare support functions under one board, CareerSource Florida, Inc., (CSF) and designates the Department of Economic Opportunity (DEO) as the administrative, fiscal, and implementing agency for TCA work activities and supportive services, the Welfare Transition (WT) program.

The Department of Health and Human Services has provided final approval of the Temporary Assistance for Needy Families (TANF) State Plan which authorizes support services assistance. These benefits are designed to deal with a specific crisis situation or episode of need and other service such as child care and transportation, transitional services, job retention, job advancement, and other employment-related services.

PROCEDURE:

Based on individual assessment and availability of funds, supportive services (includes incentives **for WIOA Youth only and TGA**) may be awarded to eligible program participants. Supportive services awards are intended to enable an individual to participate in workforce funded programs and activities and to secure and retain employment. Supportive services are provided on the basis of need as determined by the CSTB Career Coach working with the participant and may include:

- Transportation including support services cards, gas cards or bus passes
- Clothing including general interview clothing
- Uniforms
- Certification fees
- Tools for occupational skills training or work-related
- Assistance with education-related testing
- Needs-related payments necessary for a career seeker to participate in assigned activities
- **WIOA Youth Only:** Incentives based on defined milestone achievements
- WIOA Youth programs can provide supportive services during post exit follow-up services for up to 12 months after completion of program services.

CSTB program staff must ensure that the participant is in need and eligible for all requested supportive services and that the supportive service is necessary for ongoing participation in the program.

Documentation:

Supportive services are outlined in the customer's programmatic career plan. Customers must be in good standing with the program, in compliance and document that their requested need cannot be met or provided through any other organization or entity. The rationale for providing supportive services must be well documented in the participant's plan, supporting documentation and case notes.

Supportive services are outlined in the customer's programmatic career plan. Customers must be in good standing with the program, in compliance and document that their requested need cannot be met or provided through any other organization or entity. Our investment in supportive services will position the customer for optimal success in the program leading to increased training completion, credential attainment and employment rates by removing barriers that customers face.

Opportunities for **WIOA Youth** to earn incentives will be outlined in writing and reviewed with the customer to ensure a thorough understanding of program requirements. Supporting documentation of the activities completed or milestones achieved will be documented in the participant's file. Incentives may be issued in the form of visa gift cards.

Incentive payments may be issued to **WIOA Youth** participants for recognition and achievement directly tied to training activities, work-based learning programs (On-the-Job training, Paid Work Experience), or performance related outcomes specified in the customer's individual development plan and are issued in compliance with requirements of 2 CFR Part 200.

Eligibility:

Eligibility for supportive services will be established based on an assessment of need and documented in the participant's individual development plan. To qualify for receipt of supportive services, staff in consultation with the program participant must:

- Qualify and enroll in one or more workforce funded programs operated by CSTB.
- Demonstrate and document a need that will prevent him or her from participating in the program, accepting employment, or retaining employment
- Document that the customer is unable to afford the cost associated with addressing the need;
- Be unable to secure the needed service from another community resource;
- Complete a Statement of Need and eligibility which documents the requested service, need/eligibility along with the prescribed amount

Supportive Service Limitations:

1. CSTB will not provide supportive services retroactively or reimburse for any services previously rendered.
2. Tuition, books and fees for approved training programs are not included as supportive services. These costs are included under the Individual Training account.
3. Supportive Services cap is established as a maximum of \$700 per **Program Year** (PY) per participant. CSTB Career Coaches will track supportive service amounts per PY to ensure that established caps are not exceeded.
4. The Chief Operations Officer or designee will review supportive services funding levels on a monthly basis to ensure resources are used with the intent of this policy.
5. The Chief Executive Officer may waive the \$700, up to a maximum of \$1,500 limit if circumstances warrant. If excess of \$1,500 is needed, request must be approved by chairman of the board CSTB. Authorization to increase the limit above \$700 must be documented in case notes.

Issuance Process:

Supportive service cards cannot be mailed out to program participants. The CSTB supportive service issuance process consists of two responsible parties: the supportive service **requestor** and the supportive service **issuer**. Staff members are prohibited from acting as both requestor and issuer when dealing with a single program participant. Staff members are prohibited from issuing services to

program participants on their caseload. Under no circumstances can a CSTB Career Coach who is requesting services for a program participant also act as the Career Coach who issues services to that program participant.

Safeguarding Cards and Internal Controls:

Security protocols for safeguarding CSTB supportive service cards are of paramount concern for our organization. Each of our CSTB offices also has a safe onsite in the manager's office or dedicated safe room where the supportive service cards are housed overnight and when there are no scheduled appointments. **The supportive service cards are further stored in lockboxes within each safe.** Supportive service gatekeepers are the only individuals with authorization to access the safe. **The gatekeeper is a CSTB staff member that is not on the programs team to ensure appropriate firewalls are in place. The lockbox is issued daily by the gatekeeper to the issuers with the allotted support service cards needed for the scheduled appointments. Supportive service cards are signed in and out daily by the gatekeeper and issuer to ensure accuracy and track the responsible party for the cards.**

Supportive service cards signed out to the supportive service issuer must remain in the lockbox until the time of issuance. When not in use, the lockbox should remain in a safe or a locked drawer or locked overhead compartment. At no point are staff authorized to leave supportive service cards outside of the lockbox (i.e., placed in desk drawer, left out on desk, etc.). The Gatekeeper **and a second staff member** will perform an inventory count **bi-monthly on the** (15th and the last day of the month). The inventory count sheets are provided to the Finance Department (Program Coordinator – Finance). Program Coordinator – Finance reconciles the inventory count sheets to the inventory per Card Tracker System (defined below). No new cards issuances can occur until the inventory reconciliation process is completed AND appropriated staff are notified by the Program – Coordinator Finance.

Internal monitoring is conducted over the issuance and on hand inventory of supportive service cards. The internal monitoring is conducted to ensure issuance of supportive service cards are to eligible participants, properly documented, within established limits, and on hand inventory is appropriately controlled and agrees to card tracker and financial records.

Periodically throughout the Program Year, CSTB may change the issuers to ensure another layer of internal control.

Card Tracker System:

CSTB utilizes a Card Tracker System to record all issuance of supportive services and/or **WIOA Youth**-incentives issued to program participants. The system records the customer's signature and documents the transaction, detailed reports are generated out of this system.

Cancellation of Support Services:

This policy and some or all of its categories of support services may be cancelled or changed, in whole or in part, by CSTB at any time without notice, effective immediately, or at any time CSTB determines necessary. Exceptions may be made to this policy by CSTB if it is in the best interest of CSTB or its participants.

Policy Exceptions:

Any exceptions to the above stated policy or any part thereof, must be documented and approved by the CareerSource Tampa Bay CEO or his/her designee for consideration.

Inquiries: Any questions about this policy should be directed to the Chief Operating Officer and/or her designee.



Policy

SECTION: CSTB Board Members	POLICY# 019-C0037	PAGE: 1 of 3
TITLE: CSTB Board of Directors Conflict of Interest		EFFECTIVE DATE:
REPLACES: N/A		DATED: N/A

DISTRIBUTION: CAREERSOURCE TAMPA BAY Board members

PURPOSE: To establish a formal CareerSource Tampa Bay (CSTB) Conflict of Interest policy that provides guidelines to CSTB Board members that promotes an ethical and transparent structure.

BACKGROUND: CSTB Board of Directors promotes an ethical and transparent structure within the public-private corporation. Board members are expected to safeguard their ability to make objective, fair and impartial decisions. Board members may not accept benefits when it could be inferred by a reasonable observer that the benefit was interested to influence a pending or future decision, or to reward a past decision. Board members will not use their powers and resources of CareerSource Tampa Bay (CSTB) for personal benefit or for the benefit of immediate family members.

POLICY:

CSTB contracts are transparent and administered through processes designed to ensure fairness and accountability. CSTB contracts with board members, or with entities with which board members are involved, are approved when a quorum has been established and the contract is approved by two-thirds of the voting members present. For contracts under \$25,000 if approved. CSTB must report board related contracts to the Department of Economic Development (DEO) and CareerSource Florida (CSF), within 30 days after approval. For contracts \$25,000 and higher requires approval by CSF unless it meets one of the exclusions as outlined in the CSF 2012.05.24.A.2 State and Local Workforce Development Board Contracting Conflict of Interest Policy.

For each contract equal to or greater than \$25,000, a board must electronically submit, after the board's approval of the contract a completed contract information form certified by the board chair or vice chair as correct and true to WorkforceContract.Review@deo.myflorida.com containing the following information:

- a) Identification of all parties to the contract;
- b) Description of goods and services to be procured;
- c) Value of contract, contract renewals or contract extension;
- d) Contract term including starting date and ending date;
- e) Contract number or identifying information, if any;
- f) Identification of board member or employee whose conflict of interest required the board's approval of the contract by a two-thirds vote;
- g) The nature of the conflict of interest in the contract;
- h) A certified board membership roster listing all members on the board at the time of the vote on the approval of the contract with the vote tally indicating attendance or absence at the meeting and, for those in attendance, the affirmative and negative votes and abstentions for each member,
- i) Dated and executed conflict of interest forms, which are consistent with procedures outlined in sections 112.3143, Florida Statutes, submitted at or before the board meeting in which the vote took place, for board members who have any relationship with the contracting vendor; and
- j) Other information as specified on the contract information form.

Board members who may have a conflict of interest relating to a CSTB contract or agreement are compelled to openly disclose a potential, real, or perceived conflict as soon as the issue arises. Board members who could benefit financially from a transaction must abstain from discussion on the corresponding contract. During the voting process, the board member who has identified a conflict of interest and has abstained will be required to leave the meeting room.

Board members are in a conflict of interest whenever they themselves, or members of their immediate family, place of employment, business partners or close personal associates may personally benefit either directly or indirectly, financially or otherwise, from their position on the CSTB Board of Directors. For the purpose of this policy, "immediate family" is defined as parents, step parents, spouses, domestic partners, children, step-children, full or half siblings, in-laws, sibling in-laws, grandparents, great grandparents, step-great grandparents, aunts, uncles, nieces, nephews and grandchildren. Board members who may have a conflict of interest related to CSTB contract or agreement are compelled to disclose the conflict and abstain from voting on decisions impacting the contract or agreement.

A conflict of interest may be real, potential, or perceived. However, said member is required to adhere to the same requirement to disclose conflicts as it applies to each. Full disclosure does not remove a conflict of interest. Each Board member is responsible for determining whether any potential or actual conflict of interest exists or arises during his/her service on the board. Board members are also responsible for reporting such potential or actual conflict of interest as soon as it is discovered that such a condition exists.

CSTB Board Orientation Manual addresses conflict of interest policy. New board members receive this during orientation and sign an acknowledgement of receipt. In addition, CSTB By-Laws outline conflict of interest requirements.

This policy benefits CSTB board appointees by giving them the opportunity to disclose conflicts of interest and ensure the integrity of business presented before the board. This policy sends a strong message to those doing business with CSTB about the importance of ethics in operations and transparency in public meetings.

REFERENCES:

- WIOA Public Law 113-128 Section 101(f) - State Board Conflict of Interest & Section 107(h) - Local Board Conflict of Interest
- CareerSource Florida Policy – Board of Directors Conflict of Interest Disclosure Policy- [CSF Policy #2017.05.17.C.2](#)

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



Policy

SECTION: WIOA, WTP and Business Services	POLICY# 019-C0035	PAGE: 1 of 5
TITLE: WIOA Title I Programs Eligibility Criteria		EFFECTIVE DATE:
REPLACES: N/A		DATED: N/A

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide guidelines regarding the determination of eligibility for CSTB WIOA programs, and to provide information on the use of appropriate documentation or self-attestation to support eligibility determinations for WIOA Adult, Dislocated Worker and Youth Programs.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA provides for a workforce system that is accessible to all job seekers, customer centered, and training that is job-driven, and provides training and employment services (TEGL 19-16).

POLICY:

It is the policy of CareerSource Tampa Bay’s Local Workforce Development Board to follow established WIOA eligibility criteria and documentation guidelines as provided in Workforce Innovation and Opportunity Act, PL 113-128.

Applicant Eligibility

WIOA Adult, Dislocated Worker, and Youth applicants must meet each of the following basic eligibility criteria:

1. Hillsborough County Resident; and
2. Be authorized to work in the United States and provide appropriate documentation; and
3. If male, registered as required for the Selective Service (WIOA Sec. 189 (h))

Program staff will evaluate and verify the applicant meets appropriate WIOA eligibility criteria and suitability for services that are particular to the program the individual is attempting to enroll into and receive services.

Outlined and detailed below are the unique eligibility criteria for WIOA Adult, Dislocated Worker, and Youth programs.

WIOA Adult Eligibility

WIOA Adult program applicant must meet each of the following general eligibility criteria:

- a. Be 18 years of age or older at the time of enrollment (WIOA Sec. 3(2));
- b. If male, registered as required for the Selective Service (WIOA Sec. 189(h));
- c. Be authorized to work in the United States and provide appropriate documentation (exception: per Attachment J, TEGL 09-12).

In addition, the applicant will need to meet one of the following priority of service eligibility criteria (WIOA sec. 3(36) and WIOA sec. 3 (5)):

- Low-income individuals
- Participants on public assistance
- Individuals basic skills deficient

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 is the eligibility criteria for the WIOA Adult priority of service:

Low-income individual is defined as:

1. An individual who:
 - a. Receives or is a member of a family that receives food stamps, or
 - b. Has received in the past 26 weeks (6 months) prior to application, or is a member of a family that has received during the past 6 months
2. An individual whose:
 - a. Homeless individual, which is defined as an individual who lacks a fixed, regular, adequate nighttime residence
3. An individual who:
 - a. Has a disability, and
 - b. Whose family income does not meet income eligibility criteria but their individual income meets the low-income criteria.
4. An individual whose:
 - a. The individual receives an income, or is a member of a family that received a total family income, for the six-month period prior to WIOA registration that (in relation to family size) does not exceed the 70% of the Lower Living Standard Income Level (LLSIL) Income Guidelines that is updated each PY

Applicant on Public Assistance is defined as:

1. An individual who:
 - a. Receives Federal, State, or local government cash payments for which eligibility is determined by a needs or income test, or

- b. Receives or is a member of a family that receives cash welfare, TANF benefits, or
- c. Receives or is a member of a family that receives Supplemental Security Income (SSI).

WIOA Dislocated Worker Eligibility

WIOA Dislocated Workers eligibility is targeted for workers who are unemployed and have lost a job, through no fault of their own, sometimes through mass layoffs that happen during the business cycle.

WIOA Dislocated Worker program applicants must meet each of the following general eligibility criteria:

- a. Be 18 years of age or older at the time of enrollment (WIOA Sec. 3(2));
- b. If male, registered as required for the Selective Service (WIOA Sec. 189(h));
- c. Be authorized to work in the United States and provide appropriate documentation.

In addition, the applicant will need to meet one of the following eligibility criteria (WIOA Sec. 3 (15):

1. An individual who has been:
 - a. Terminated or laid off or has received a notice of termination or layoff from employment, and
 - b. Is eligible for or has exhausted unemployment compensation, and
 - c. Is unlikely to return to the previous industry or occupation.
2. An individual who has been:
 - a. Terminated or laid off, or has received notice of termination or layoff, and
 - b. Has been employed for sufficient duration (defined in our region a minimum of 6 consecutive weeks) to demonstrate workforce attachment, but
 - c. Is not eligible for Unemployment Compensation/Reemployment Assistance, and
 - d. Is unlikely to return to the previous industry or occupation.
3. An individual who has been:
 - a. Terminated or laid off or has received notice of termination or layoff from employment as a result of a permanent closure, or substantial layoff at a plant, facility, or enterprise.
4. An individual who has been:
 - a. Given a general announcement from employer that the facility will close within 180 days.
5. An individual who has:
 - a. Previously self-employed (including farmers, ranchers, and fisherman), but
 - b. Is currently unemployed due to general economic conditions in the community of residence or because of natural disaster.
6. Displaced Homemaker- An individual who was:
 - a. Providing unpaid services to family members in the home, and
 - b. Has been dependent on the income of another family member, but
 - c. Is no longer supported by that income, and
 - d. Is unemployed or underemployed, and
 - e. Is experiencing difficulty in obtaining or upgrading employment

- f. Includes dependent spouses of the Armed Forces on active duty whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change in station, or the service connected death or disability of a service member.
- 7. Military Assignment- An individual who is:
 - a. A spouse of a current member of the military who was forced to leave employment to follow spouse due to change in military assignment.
- 8. Military Assignment- An individual who is:
 - a. A previous member of the military who was discharged from the armed forces under honorable conditions and who did not retire from the military.

WIOA Youth Eligibility

1. An In-School Youth (ISY) individual must:
 - a. Be attending school, including secondary or post-secondary school;
 - b. Between the ages of 14 and 21 at the time of enrollment;
 - c. Be low-income; and
 - d. Meet one or more of the following barriers:
 - i. Basic Skills deficient;
 - ii. An English language learner;
 - iii. An offender;
 - iv. A homeless individual, a homeless child or youth, or a runaway;
 - v. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
 - vi. An individual who is pregnant or parenting;
 - vii. An individual with a disability; or
 - viii. An individual who needs additional assistance to complete an educational program or to secure or hold employment.

2. An Out-of-School Youth (OSY) individual must:
 - a. Not be attending a secondary or post-secondary school (WIOA Section 129[a]);
 - b. Be between the ages of 16 to 24 at the time of enrollment; and
 - c. Meet one of more of the following barriers:
 - a. A school dropout;
 - b. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;
 - c. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and;
 - i. Is either basic skills deficient or an English language learner;
 - d. An offender;
 - e. A homeless individual, a homeless child or youth, or a runaway;

- f. An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of home placement;
- g. An individual who is pregnant or parenting;
- h. An individual with a disability; or
- i. A low-income individual who requires additional assistance to enter or complete an educational program, or to secure or hold employment as defined by CSTB Policy Youth Requiring Additional Services #019C0031.

References

- CareerSource Florida Administrative Policy #009 On-the-Job Training: http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2019-guidance-papers/adminpol009_ojt-new.pdf?sfvrsn=2
- TEGL 8-15 Second Title I WIOA Youth Program Transition Guidance- https://wdr.doleta.gov/directives/attach/TEGL/TEGL_08-15.pdf
- TEGL 19-16 WIOA Operating Guidance: https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851
- TEGL 21-16 Third WIOA Title I Youth Formula Program Guidance: https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf
- TEGL 23-14 WIOA Youth Program Transition – https://wdr.doleta.gov/directives/attach/TEGL/TEGL_23-14.pdf
- Workforce Innovation and Opportunity Act (WIOA) Public Law 113-128,129, 170 (c), 3(2) and 189 (h)- www.govinfo.gov/content/pkg/PLAW-113publ128.pdf

INQUIRIES: Any questions about this policy should be directed to the Chief Operating Officer, Programs Director and their designee.



POLICY

SECTION: CSTB	POLICY# 019-C0038	PAGE: 1 of 5
TITLE: CSTB Policy and Procedure Development		EFFECTIVE DATE:
REPLACES: N/A		DATED:

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To effectively provide CareerSource Tampa Bay (CSTB) employees and partners the minimum requirements for understanding the development of policy and level of approval process for implementation at the local workforce development board (LWDB) level.

BACKGROUND: The purpose of developing, executing, and implementing policies and procedures are to ensure LWDB's operate in full compliance with federal and state law and regulations. Department of Economic Opportunity (DEO) is responsible for workforce policy implementation and providing guidance to Florida's 24 LWDBs by developing, updating, and issuing administrative policies. DEO routinely monitors activities, responsibilities and the external environment of program areas to identify the need for administrative policies. The monitoring process identifies areas of concerns that draw the need to update (minor revisions) or develop policy. When a need for a new or revised policy occurs, the CareerSource Florida Strategic Policy and Performance Team and DEO's Division of Workforce Services Bureau of One Stop and Program Support receive the policy assignment. Administrative policies will be issued from DEO, while strategic policies are issued from CareerSource Florida.

There are two types of policies: administrative and strategic. Administrative policies focus on specifying business rules, requirements and processes related to the implementation and operational functions of workforce programs, as well as indicate areas of performance on which local workforce development boards are monitored and measured. Strategic policies are defined as visionary, directional statements that guide decision making; while procedures are an official established way of operating a task.

Both strategic and administrative policies are reviewed by the CareerSource Florida Policy Development Workgroup to ensure that they align with the key characteristics of the Policy Development Framework prior to dispersing to Florida's 24 LWDBs.

LWDBs are responsible for adapting the issued policy to a local level within their region, then program managers develop a procedure outlining the daily operating tasks required from staff to successfully execute the LWDBS approved policy. LWDBs must ensure these policies align with federal and state

laws and regulations prior to issuing approval, and then distributing appropriately to staff and the public.

PROCEDURE: Programmatic policies and procedures are administered by CSTBs Chief of Policy and Performance (CPPO). The CPPO reviews all relevant CSF, DEO policies, USDOL ETA Training Employment Guidance Letter or (TEGLs) and Training Employment Notices (TENs) to determine need for policy, procedure or revisions. Financial Policies and procedures are developed and administered by the CFO.

OVERVIEW:

Policies and procedures are used to ensure the integrity of CSTBs employees and programs are operating in full compliance with local, state and federal law and regulation guidelines. Policies are created with the high level overview purpose to provide clarification, while procedures outline the day-to-day operational duties of a program, service or activity.

POLICY FRAMEWORK:

CSTB follows a similar framework process as CSF and DEO for developing and evaluating organizational policies. CSTB will ensure that BOD level policies are created for the following areas:

- All CSF and DEO policies requiring board policy
- Recommendations by CEO, COO, CFO and senior leadership staff
- Key programmatic areas within organization

CSTB will respond timely to create or modify local policies based on the release of any federal or state policy actions. The CPPO will establish need for the policy and review all applicable federal, state level policies, TEGL's, TEN's to ensure comprehensive subject matter expertise on relevant topics. Additional best practice research is conducted on existing workforce development policies and procedures in Florida and on a national level. Once policy research has been completed, the CPPO will develop the policy utilizing the CSTB standard template that was implemented in our region since PY 18-19.

All policies drafted by the CPPO are sent to the CSTB senior leadership team for review and input. Input is solicited and received prior to a policy being submitted to the appropriate CSTB Committee, Executive Committee or Board of Directors for review, consideration and recommendation for approval. Policies require Board level approval, prior to implementation by CSTB staff. Policies are finalized internally and prepared for CSTB Committee/Board where CPPO presents for approval.

Once approved by the Board of Directors, the policy is updated with official implementation date, formatted in a PDF version and sent out to the CSTB senior leadership team. The policy is then placed on the U Drive at U:\Career Services\2019 Policies and Procedures and then placed on the Intranet (<http://local.careersourcetampabay.com/>) – located under the “CSTB Policy and Procedure” header and also placed on the CSTB website (<https://www.careersourcetampabay.com/reports-and-publications/>) - located under the “Reports and Publications” section under “About Us.”

PROCEDURES (Staff Guides):

Directors and Program Coordinators are responsible for creating draft Procedures that are required to support policy implementation or standalone to address operational needs in their departments. The Director reviews and submits procedure to the CPPO for review and approval, the COO is copied on this request. The CPPO will review and ensure relevant compliance with federal, state level and local policies, TEGl's, TEN's, etc. The CPPO will make required edits/suggestions and send back to the originating Director and copy the COO. Once all required edits/suggestions are made, the Director will submit the final procedure to CPPO for review/approval.

Once CPPO reviews and approves, a procedure # will be assigned and an email confirmation authorizing release of procedure. Director is responsible for dispersing the approved procedure to their team, copying the CPPO and COO and placing on the U: Drive and conducting subsequent staff training. Director is responsible for execution of procedures within their respective department(s).

FORMAT

Each policy/procedure is drafted using the approved template including the CSTB logo. All CSTB Policies and Procedures are presented in Arial 11-point type.

- Header: Identifies the Section (department within the organization impacted by policy); Policy # (see Matrix & Numbering Section below), Title, Effective Date, Replaces and Dated.

SECTION:	POLICY#
TITLE:	EFFECTIVE DATE:
REPLACES: N/A	DATED:

- Distribution: Identifies specific staff/department that is impacted by the release of the policy/procedure.
- Background: Provides a narrative summary of issues which caused the policy to be created. The background may be a timeline including workforce issues the policy seeks to resolve and legislation or administrative law that was passed, changed or repealed.
- Procedure: Identifies what issues are at stake, what the policy/procedure seeks to accomplish and to whom the policy applies.
- Overview: Provide a high level summary overview of the policy/procedure.
- References: A summary of federal and state legislation, executive order, administrative law, or other strategic policies, administrative policy, or guidance, including TEGl's, TEN's, CareerSource Florida and DEO policies.
- Inquiries: Identifies which member of the CSTB leadership team staff should direct questions in relation to policy/procedure.

Other sections may be added as necessary to describe issues, provide a summary or ensure alignment with policy/procedure.

MATRIX & NUMBERING SYSTEM:

CSTB established a matrix to track all approved policies and procedures. Each policy/procedure also is assigned a unique policy/procedure number, consisting of a 7 digit alpha and numeric code. For example: 018-C001 the first three digits are the Program Year, the C – stands for CSTB and the second set of numbers is the chronological assignment based on policy issuance during the PY. The matrix outlines the topic, program impacted, policy/procedure #, effective date, revision date and total # of pages. The CSTB Policy Matrix is located on the U Drive (as outlined above).

IMPLEMENTATION TIMELINE:

1. Once the full BOD approval is received, the CPPO will release the policy to the senior leadership team within two business days.
2. Following the implementation of the policy, the CPPO and COO will conduct a Policy Q&A session with CSTB Directors within 5 business days. Documentation of this Policy Q&A session (agenda and sign-in sheet) will be sent to CEU mailbox. The purpose of this session is to review the policy, ensure that the leadership team fully understands the scope and to provide an opportunity to ask questions prior to implementation with frontline staff. This investment will also expedite the creation of any procedures that need to be created governing daily operations.
3. Two weeks/ten business days from the completion date of the Policy Q&A training, the Directors/Coordinators are responsible for conducting formal staff development training with their teams/departments. Directors/Coordinators are responsible for dispersing the policy to their team. Documentation of this formal training (agenda, sign-in sheet and materials) will be sent to CEU mailbox. NOTE: Training for staff can be conducted earlier than the 10 business days, as needed at discretion of Director based on policy subject and impact to department/organization.

POST IMPLEMENTATION ANALYSIS:

As part of the policy development framework, the CPPO will evaluate new policy effectiveness through formal touch points. Thirty (30) business days from the release of the policy with the Directors/Coordinators. The Directors/Coordinators will be required to complete a Post Implementation Policy form and provide tangible input. The touch point will allow for continuous improvement feedback between operations and the CPPO to determine if any issues/challenges were experienced during implementation phase; identify if any policy modifications are warranted and determine if any additional staff development training is necessary. Documentation of results will be scanned into the CEU mailbox.

ONGOING TRAINING:

The Directors/Coordinators will conduct ongoing programmatic training through the Program Year (PY). Twice a year they will conduct formal refresher training where CSTB Board level policies and internal procedures will be reviewed and discussed. Additionally, off cycle training will be conducted in the departments on a quarterly basis.

PERIODIC REVIEW:

On an annual basis, the CPPO will convene a cross-functional team to review existing policies and procedures to determine validity, identify warranted modifications and develop a plan of action for corrections and timeline for submission to CSTB Committee/BOD as appropriate.

Obsolete or ineffective policies may be eliminated by action or consent of the CSTB Board.

When significant changes are made to applicable federal, state law, CareerSource Florida or Department of Economic Opportunity policies, CSTB must determine if revisions are necessary to existing policies.

Changes in executive leadership, staff, training opportunities, and technology may also be factors in determining the need to review of existing policies.

MODIFICATIONS:

Modification of a policy/procedure could include, but is not limited to minor revisions or major changes at federal, state or local level. Policy and procedure updates are minor revisions needed to the pre-existing policy and procedures that do not affect the intent or objective of the policy, which may include:

- Clarify points outlined in the initial policy or procedure
- Restructure the initial information in the policy for a better flow, description, or explanation
- Corrections to existing definitions, punctuation, spelling, or agency titles
- Addition of new definitions
- Incorporating attachments to assist in policy statements or clarification

As policy and procedure modifications are made the same process outlined above would be adhered to for edits, review, and approval and dispersing to management and staff.

REFERENCES:

<https://careersourceflorida.com/wp-content/uploads/2019/09/Policy-Development-Framework.pdf>

INQUIRIES: Any questions about this procedure should be directed to the CEO, Chief of Policy and Performance Officer or their designee.



Policy

SECTION: TAA	POLICY# 019-C0039	PAGE: 1 of 5
TITLE: Trade Adjustment Assistance Funding		EFFECTIVE DATE:
REPLACES: N/A		DATED: N/A

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide a policy that clearly outlines the requirements for the TAA funding.

BACKGROUND: The amended Trade Act of 1974 established the TAA program to assist individuals who have become laid off or whose jobs have been threatened as a result of foreign trade or competition (trade-affected workers) to return to suitable employment with more marketable skills. The TAA program provides reemployment services and allowances to participants deemed eligible by the DOL ([TAA Eligibility Guidelines](#)). The Local TAA Coordinator will make a sound effort to assist the eligible participant to complete the approved training plan, successfully. This policy provides the expectations and standards required for approved TAA funding expenditures.

POLICY: At the beginning of each PY, DEO will automatically carry over the remaining allocation from the previous PY. If the local workforce development board (LWDB) does not have any funds to be carried over and a TAA petition is certified in their service area, then the LWDB may request an initial allocation by emailing the request to the DEO Bureau of Financial Management after the TAA informational session with the trade-affected workers has been held. The submitted request for funds may consider the following:

1. The number of trade-affected workers;
2. Estimated participant levels; and
3. The projected cost of training.

LWDBs are expected to use funds within the period that is defined within the Notice of Grant Award/Fund Availability and must ensure that these funds are not used to offset any funds the LWDB receives under WP, WIOA, or any other program. LWDBs may request additional TAA program funds by emailing the request to the DEO Bureau of Financial Management if the LWDB has expended the initial allocation of funds for the PY.

The LWDB must ensure that allocated TAA funds are used as a first option to provide allowable expenses to eligible participants that fall into the four cost categories, which are: program, case

management, job search and relocation, and administrative funds. In addition, CSTB is required to approve training for a TAA participant if the following six program criteria's are met:

1. There is no suitable employment available for the worker;
2. The worker would benefit from appropriate training;
3. There is a reasonable expectation of employment following completion of such training;
4. Training is reasonably available to the worker from either governmental agencies or private sources;
5. The worker is assessed and qualified to undertake and complete such training; and
6. The training is suitable for the worker (based upon the worker's capabilities, background and experience) and available at a reasonable cost.

The Local TAA Coordinator is required to fully document each of the six criteria (20CFR 617.22(a)) as the basis for approving or denial of TAA-funded training.

Program Funds

Training is paid by CSTB to a training vendor utilizing an Individual Training Account (ITA). TAA doesn't restrict approved training options to the CSTB Approved Training Provider List. TAA funded training providers are not required to be added to the WIOA Eligible Training Provider List (ETPL). While CSTB may encourage the use of the local ETPL, restricting TAA training options to only the local ETPL is not authorized per federal guidance. TEGL 05-15 states in 236 (a)(5)(H) of the 2015 Act that training options under the TAA Program are not limited to training programs available under Title I of WIOA. Unlike our regular WIOA Program, under TAA there is no federal or state limit on the amount of program funding that can be expended on training for a trade-affected worker. TAA training services include: classroom training, registered apprenticeship, on-the-job training, and customized training. Allowable support services include, but are not limited to the following: books, required supplies, course fees, registration fees, travel and subsistence costs for training outside the local commuting area, and other items or services deemed required by the training institution for successful completion of training.

Administrative Funds

Administrative funding is capped to 10% of the state's total allocated funding and is used primarily to support state-level administration of the TAA program.

Employ Florida Reporting

CSTB is required to report training expenditures for TAA participants in Employ Florida when they are accrued, regardless of when billing, payments, or disbursements take place. Training expenditures are considered to be accrued when the participant can no longer drop the course and is financially liable for the cost of the course to the training provider.

CSTB is required to report TAA-approved training costs in Employ Florida (EF) under the participant's TRA Payments subsection of the TAA application. TAA Coordinator is required to indicate appropriate training benchmarks from an IEP and document accordingly in EF.

Case Management Funds

A requirement of at least 5% of the state's program allocation must be spent on providing case management and employment services to TAA participants, excluding the participants covered under TAARA of 2002. WIOA and WP funds are required to be utilized to support employment services for TAA participants that are covered under TAARA of 2002.

LWADBS are required under Section 235 of the Trade Act of 1974 P.L. 93-618 to offer the following 8 employment services to trade-affected workers, and the offer must be documented:

1. Comprehensive Assessments;
2. Individual Employment Plans;
3. Training Information;
4. Financial Aid Information;
5. Employability Skills;
6. Career Counseling;
7. Labor Market Information; and
8. Supportive Service Information.

Outlined below are the allowable activities that are considered to be case management and qualify as allowable uses of case management funds:

1. Promotion of the TAA program to potentially trade-affected employers;
2. Conducting Rapid Response TAA information sessions;
3. Entering data into Employ Florida, including entering service codes and case notes;
4. Establishing and updating training benchmarks;
5. Developing and tracking training plans (including verifying satisfactory participation);
6. Monitoring TAA participant files;
7. Developing and tracking IEPs to include removing employment barriers;
8. Costs associated with training TAA and LWDB staff on the TAA program, including activities and services available to TAA participants;
9. Maintaining and enhancing tools and equipment (including electronic equipment) that would improve case management services;
10. Program-related supplies, equipment, travel, postage, utilities, rental, and maintenance of office space for the Local TAA Coordinator;
11. Indirect costs associated with the program; and
12. Any other staff costs related to case management.

Some case management services may be appropriately provided under WIOA or WP as basic or individualized career services. The case management cost category supports direct charges for Local TAA Coordinator salary and benefits.

Local TAA Coordinators

The TAA program operates in accordance with warranted principles under the WP Act, which is outlined in TEGL No. 01-10. DEO is required to use TAA funds to hire merit-staff employees to provide case management and employment services to trade-affected workers, and apply to these staff member(s) the standards in accordance with 5 CFR Part 900, subpart F. LWDBs are required to designate at least one merit-staff employee under their functional supervision to operate as the Local TAA Coordinator to ensure case management and employment services

are provided. The Local TAA Coordinator is funded primarily by WP funds. CSTB has established a designed DEO TAA Coordinator for our region. The TAA Coordinator is managed by DEO Jobs & Benefits Supervisor.

Job Search and Relocation Allowances

LWADB may receive funding to provide job search and relocation allowances to TAA participants who have no reasonable expectation of securing suitable employment within the state defined commuting area (see DEO memorandum, [State Definition of Trade Adjustment Assistance Commuting Area](#)).

Job search allowance is to be used to subsidize transportation and subsistence (lodging and meals) costs related to job search activities. The amount payable for job search allowance is 90% of the total costs of transportation and 90% of the total costs for subsistence.

Transportation costs are determined under U.S. General Services Administration's (GSA) privately-owned vehicle mileage reimbursement rates. Subsistence cost payments are determined by the federal per diem rate as defined by GSA. Reimbursement must not exceed \$1,250 for any worker.

Relocation allowance is to be used to subsidize the moving costs of TAA participants who have secured permanent employment outside of the state-defined commuting area. The amount payable for relocation allowance is 90% of the reasonable and required expenses of moving the participant, their family, and their household items. Participants may be eligible for a lump sum that is equivalent to 3 times their weekly wage, but with a maximum cap of \$1,250.

Under TAARA of 2002, TAAEA of 2011 and TAARA of 2015, participants can receive an allowance equal to ninety (90) percent of each of their job search and relocation expenses, up to a maximum of \$1,250 for each benefit. Under TGAAA of 2009, participants may receive up to \$1,500 for each benefit.

LWDBs shall request job search and relocation funds on an as-need basis, and may request funds by emailing the request to DEO's Bureau of Financial Management at Caroline.Womack@deo.myflorida.com

References

- Trade Adjustment Assistance Act of 1974, as amended - <https://www.doleta.gov/tradeact/law/>
- Trade Adjustment Assistance Reform Act (TAARA) of 2002
- Trade and Globalization Adjustment Assistance Act (TGAAA) of 2009
- Enacted by the TGAAA of 2009
- Trade Adjustment Assistance Extension Act (TAAEA) of 2011
- Trade Adjustment Assistance Reauthorization Act (TAARA) of 2015
- Trade Adjustment Assistance for Workers and the TAA Reauthorization Act of 2015
- The Amendments to the Trade Act of 1974 Enacted by the Trade Adjustment Assistance
- Reauthorization Act (TAARA) of 2015
- 20 Code of Federal Regulations (CFR) Part 617- <https://www.law.cornell.edu/cfr/text/20/part-617>

- 41 Code of Federal Regulations (CFR) Chapters 300-304 Federal Travel Regulation (FTR) - <https://www.gsa.gov/policy-regulations/regulations/federal-travel-regulation-fttr>
- Training and Employment Guidance Letter (TEGL) 05-15 Operating Instructions for Implementing - https://wdr.doleta.gov/directives/attach/TEGL/TEGL_05-15.pdf
- TEGL 15-12 Delivery of Benefits and Services to Trade Adjustment Assistance (TAA) Program- https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15_12.pdf
- TEGL 16-16 One Stop Operations Guidance for the American Job Center Network Delivery System – https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Acc.pdf
- TEGL 22-08 Operating Instructions for Implementing the Amendments to the Trade Act of 1974- <https://wdr.doleta.gov/directives/attach/tegl/TEGL22-08.pdf>

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

Key Regional Workforce / Demographic Indicators

- In September 2019, the unemployment rate in Hillsborough County was 2.9 percent. This rate was 0.2 percentage point lower than the region's year ago rate of 3.1 percent. The region's September 2019 unemployment rate was 0.1 percentage point lower than the state rate of 3.0 percent. The labor force was 755,450 up 13,792 (+1.9) over the year. There were 21,963 unemployed residents in the region.
- The industries gaining in jobs over the year were:
 - Professional and Business services +8,100 jobs
 - Mining, Logging, and Construction +4,700 jobs
 - Financial Activities +3,400 jobs
 - Education and Health Services +1,300 jobs
 - Manufacturing +2,000 jobs
 - Trade, Transportation, and Utilities +2,700 jobs
 - Leisure and Hospitality +3,200 jobs

Key Initiatives/ Events

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. 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, 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.

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)

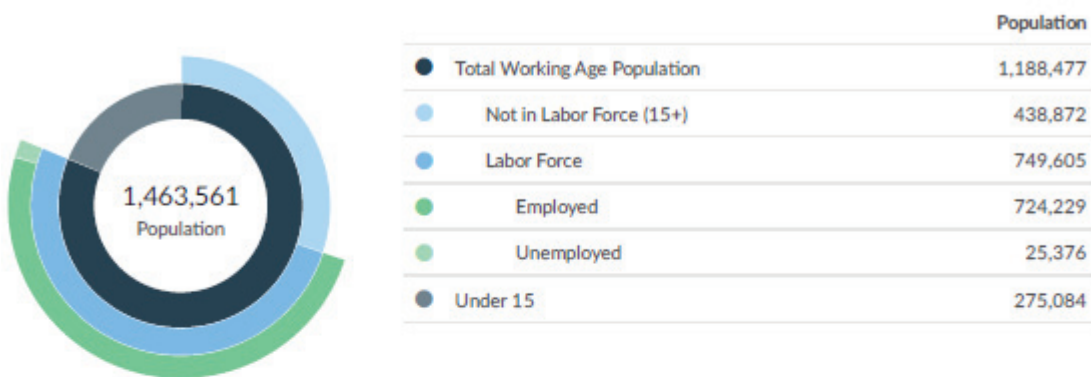
Median household income is \$3.9K below the national median household income of \$57.7K.

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.

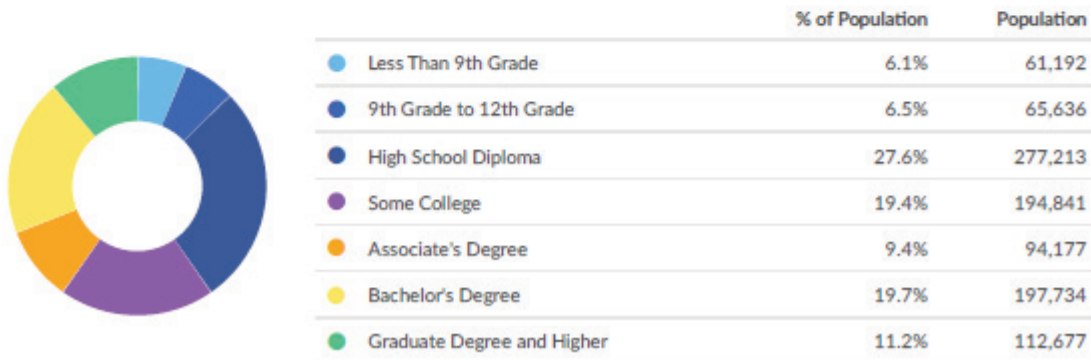
	Population (2019)	Labor Force (2019)	Jobs (2019)	Cost of Living	GRP	Imports	Exports
Region	1,463,561	749,605	757,531	103.1	\$92.16B	\$60.82B	\$80.60B
Florida	21,624,814	10,470,783	9,753,437	100.9	\$1.02T	\$691.45B	\$672.44B
Georgia	10,625,793	5,130,878	5,010,340	93.4	\$571.80B	\$430.03B	\$556.14B

2019 Labor Force Breakdown

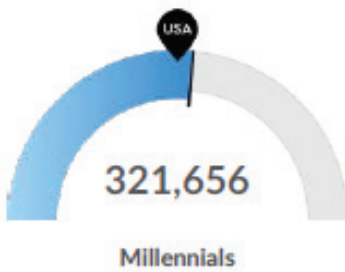


Educational Attainment

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).



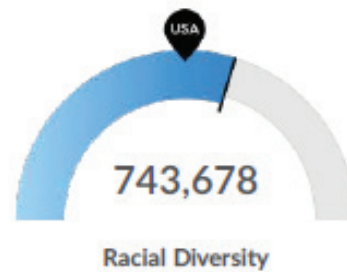
Population Characteristics



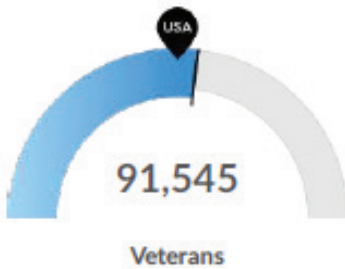
Hillsborough County, FL has 321,656 millennials (ages 25-39). The national average for an area this size is 295,408.



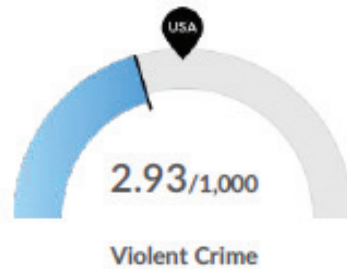
Retirement risk is about average in Hillsborough County, FL. The national average for an area this size is 415,934 people 55 or older, while there are 378,044 here.



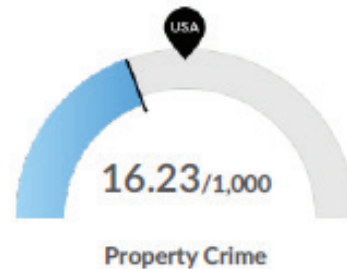
Racial diversity is high in Hillsborough County, FL. The national average for an area this size is 569,288 racially diverse people, while there are 743,678 here.



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



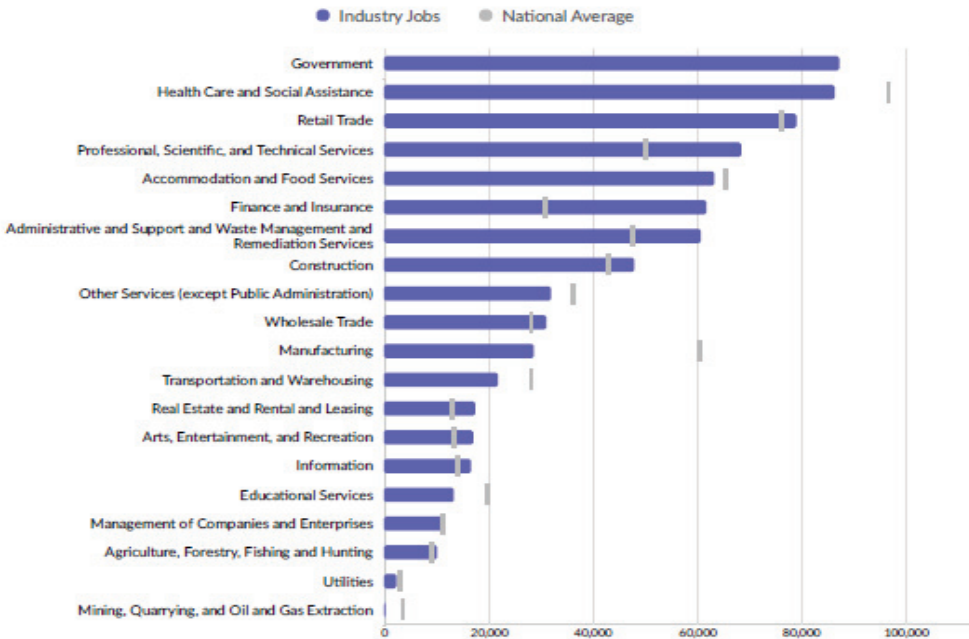
Hillsborough County, FL has 2.93 violent crimes per 1,000 people. The national rate is 3.87 per 1,000 people.



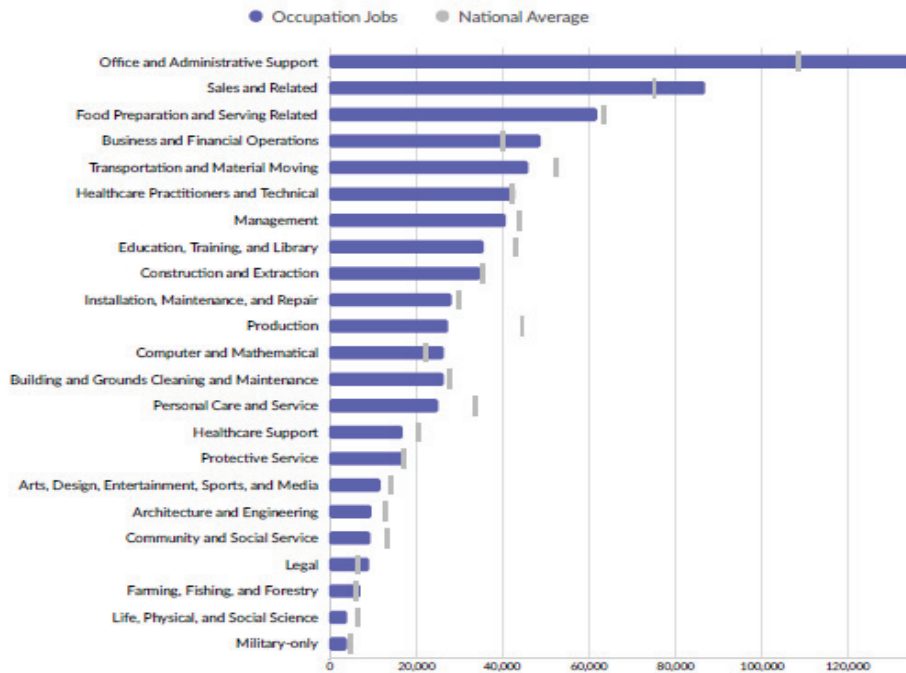
Hillsborough County, FL has 16.23 property crimes per 1,000 people. The national rate is 22.98 per 1,000 people.

Industry Characteristics

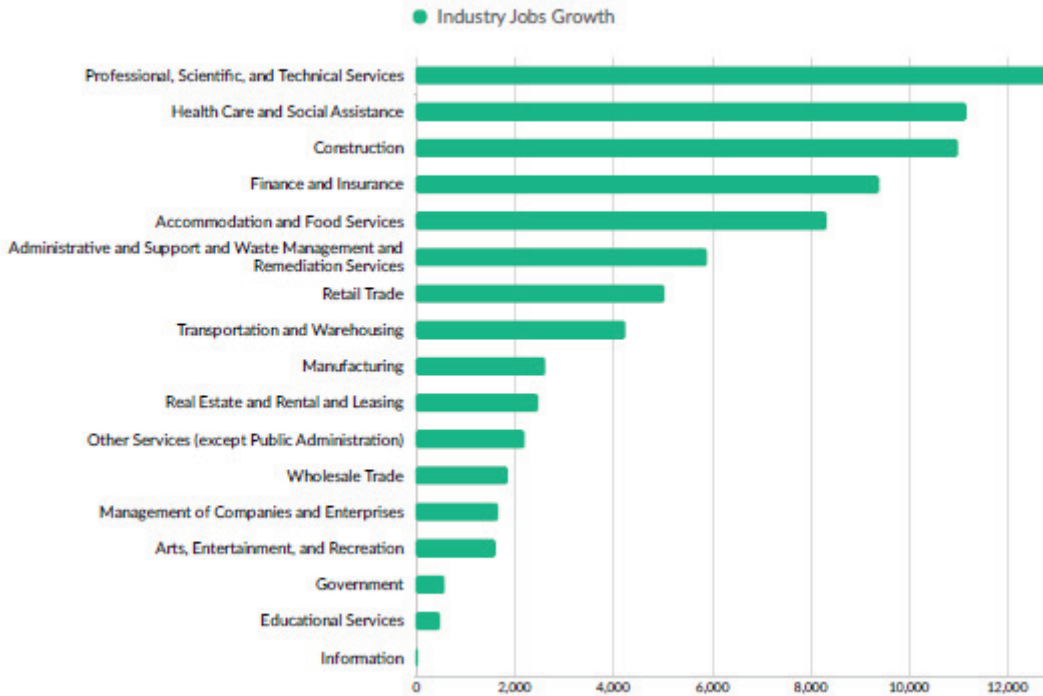
Largest Industries



Largest Occupations



Top Growing Industries



Top Growing Occupations



Presentation:
Sunshine Laws and Public Records
Presenter: Jennie Tarr

SUNSHINE AND PUBLIC RECORDS

Sunshine

- 1. WHAT IS THE SUNSHINE LAW?**
- 2. WHEN DOES THE SUNSHINE LAW BEGIN TO APPLY?**
- 3. WHEN IS A MEETING SUBJECT TO THE SUNSHINE LAW?**
- 4. WHAT DOES THE SUNSHINE LAW REQUIRE?**
- 5. WHAT DO BOARD MEMBERS NEED TO KNOW ABOUT COMMUNICATIONS THAT COULD BE SUBJECT TO THE SUNSHINE LAW?**

Public Records

- 1. WHAT IS A PUBLIC RECORD IN THIS AGE OF TECHNOLOGY?**
- 2. WHAT DOES THE TERM PUBLIC RECORD MEAN?**
- 3. WHAT DO BOARD MEMBERS NEED TO KNOW ABOUT COMMUNICATIONS THAT COULD MEET THE DEFINITION OF A PUBLIC RECORD?**



Action Item #1

Outsource of Services

Background:

Currently, CareerSource Tampa Bay functions simultaneously in a variety of roles. The Organization functions as the Administrative Entity, Fiscal Agent, Local Workforce Development staff and Direct Provider of Services. 20 CFR § 679.430 provides guidance related to the requirements that entities who perform multiple functions must adhere to. An organization who performs more than one function must develop a written agreement with the Chief Elected Official to clarify how the organization will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant Office and Management and Budget Circulars, and the State's Conflict of Interest Policy.

To ensure CareerSource Tampa operates in an environment that incorporates a system of internal controls, CareerSource Tampa Bay has engaged an experienced workforce development consultant to review current service delivery methods and structure to identify and help implement industry recognized firewalls and internal controls.

Results:

In order to delineate and implement checks and balances between the local workforce development board, staff of the local workforce development board and the entity serving as the service provider, management recommends outsourcing (1) One Stop Operator and Career Services as a bundled service (2) Adult and Dislocated Worker and (3) Business Services. The benefits of outsourcing include but is not limited to:

- Provides a firewall between the Board's oversight functions and the provision of direct services.
- Allows the Board to focus on the "big picture" needs of the workforce system rather than managing the day-to-day operations of the Career Centers.
- Enables the Board to select organizations with the best operational expertise for the services to be provided.
- Empowers the Board to provide straightforward oversight and monitoring without a potential conflict of interest.
- Allows the Board to end failed contracts and select new providers, as needed.

- Board can identify priorities and align procurement to meet those priorities, either system-wide or specific focus areas.
- Drive innovation, new ideas and high performance through procuring for services not the usual domain of the traditional workforce projects.
- Leverage funds as part of the procurement process to align additional resources to serve the community.
- Enable the transition of out-of-the-area effective practices from other locations that offer new solutions and outcomes to the programs in the community.

Recommend the services to be formally procured and the selection committee be comprised of members of the Executive Committee, One Stop Committee and Workforce Solutions Committee. Projected timeline for procurement will kick off the request for proposal in November with culmination of Provider by the March 2019 Board of Directors meeting.

Recommendation:

The Executive Committee recommends outsourcing and to formally procure (1) One Stop Operator and Career Services as a bundled service (2) Adult and Dislocated Worker and (3) Business Services.



Compensation and Benefits Study Action Item # 2

Background

Preface

CareerSource Tampa Bay engaged a consultant, Compensation Resources, Inc. (CRI), to perform a compensation and benefits analysis in July 2019. CRI did a market analysis of CSTB's current salary structure, performed a staff survey, and reviewed the entity's benefit structure in comparison to the market. In addition, CSTB consulted with its Benefits Broker, Gallagher Insurance, Risk Management and Consulting (Gallagher), to obtain alternative health and welfare benefit plans that are in line with industry standards.

Results of Compensation and Benefits Study

At the Finance Committee Meeting on October 31, 2019, the results of the staff survey, salary and benefits study were discussed. As a result of the salary analysis, a new salary structure with ranges was created. In addition, the salary analysis identified three (3) employees who are below market. The Finance Committee made a motion and approved that the three (3) employees be brought to market at a cost of \$9,176.

For the Benefits Study, CSTB was found to be competitive with its overall benefits package. However, CRI recommends that CSTB eliminate the benefit stipend in its current form and move to a more traditional cafeteria style benefit structure effective July 1, 2020. This will align with the organizational restructuring in which approximately 48% or 60 employees will be outsourced.

Alternative Options

Potential options for the cafeteria plan subsequent to June 30, 2020 which would provide a more equitable benefit structure amongst all staff are provided below:

Alternative options provided by Gallagher:

- To provide a cafeteria contribution of approximately \$13,500 per employee
- To provide a cafeteria contribution of \$12,000 for those earning less than \$90,000 and a cafeteria contribution of \$25,000 for those earning more than \$90,000

CSTB alternative options:

- To provide a cafeteria contribution based on salary bands
- To provide a staggered cafeteria contribution percentage based on salary bands

Due to the reduction in employees, CRI also recommends the consideration of joining a PEO (Professional Employer Organization) in order to realize better rates on future benefit packages. CSTB is also in discussion with Hillsborough County regarding the potential of joining their benefit plan.

Next Steps

Options that provide a more equitable structure amongst all staff will be presented to the Finance Committee at their next meeting.

Recommendation

The Finance Committee recommends the continuation of the current benefit stipend through the end of the fiscal year June 30, 2020 at which time the organization would transition to a more equitable cafeteria style benefit structure similar to one of the alternatives provided above. 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.



Action Item # 3

Audit engagement letter for fiscal year ending June 30, 2019

Background:

CareerSource Tampa Bay Board formally procured for Audit and Tax Services, RFP 19-0412. The culmination of the RFP resulted in Audit Committee selection and Board approval of James Moore & Co., P.L. as the CPA firm to provide those services.

Results:

Draft engagement letter which describes the CPA's terms and conditions to provide Audit and Tax Services are included in the engagement letter. The term of the engagement letter is for the year ended June 30, 2019. In addition, the engagement may be renewed for up to four additional years at the option of the CPA Firm and CareerSource Tampa Bay.

Recommendation:

Staff recommend to 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. And, if no changes are required, to provide approval to finalize the engagement letter.

October 22, 2019

Tampa Bay Workforce Alliance
d/b/a CareerSource Tampa Bay
4902 Eisenhower Boulevard
Suite 250
Tampa, Florida 33634

You have requested that we audit the financial statements of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay, which comprise the statement of financial position as of June 30, 2019 and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements. In addition, we will audit the entity's compliance over major federal award programs for the period ended June 30, 2019. We are pleased to confirm our acceptance and our understanding of this audit engagement by means of this letter. Our audit will be conducted with the objective of our expressing an opinion on the financial statements and an opinion on compliance regarding the entity's major federal award programs. Upon completion of the audit for the year ended June 30, 2019, this engagement may be renewed for up to four additional years at the option of both parties, at the rates specified in attachment six of James Moore & Co, P.L.'s response to RFP 19-0412. Any further renewals will be evidenced by an engagement letter.

Schedule of Expenditures of Federal Awards

We will subject the schedule of expenditures of federal awards to the auditing procedures applied in our audit of the financial statements and certain additional procedures, including comparing and reconciling the schedule to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and additional procedures in accordance with auditing standards generally accepted in the United States of America. We intend to provide an opinion on whether the schedule of expenditures of federal awards is presented fairly in all material respects in relation to the financial statements as a whole.

Data Collection Form

Prior to the completion of our engagement, we will complete the sections of the Data Collection Form that are our responsibility. The form will summarize our audit findings, amounts, and conclusions. It is management's responsibility to submit a reporting package including financial statements, schedule of expenditure of federal awards, summary schedule of prior audit findings, and corrective action plan along with the Data Collection Form to the federal audit clearinghouse. The financial reporting package must be text searchable, unencrypted, and unlocked. Otherwise, the reporting package will not be accepted by the federal audit clearinghouse. We will assist you in the electronic submission and certification. You may request from us copies of our report for you to include with the reporting package submitted to pass-through entities.

121 Executive Circle
Daytona Beach, FL 32114-1180
Telephone: 386-257-4100

133 East Indiana Avenue
DeLand, FL 32724-4329
Telephone: 386-738-3300

5931 NW 1st Place
Gainesville, FL 32607-2063
Telephone: 352-378-1331

2477 Tim Gamble Place, Suite 200
Tallahassee, FL 32308-4386
Telephone: 850-386-6184

Website: www.jmco.com | Email: info@jmco.com | Member of AGN International with offices in principal cities worldwide

The Data Collection Form is required to be submitted within the *earlier* of 30 days after receipt of our auditors' reports or nine months after the end of the audit period, unless specifically waived by a federal cognizant or oversight agency for audits. Data Collection Forms submitted untimely are one of the factors in assessing programs at a higher risk.

Audit of the Financial Statements

We will conduct our audit in accordance with auditing standards generally accepted in the United States of America (U.S. GAAS), the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States of America and the audit requirements of Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to error, fraudulent financial reporting, misappropriation of assets, or violations of laws, governmental regulations, grant agreements, or contractual agreements.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. If appropriate, our procedures will therefore include tests of documentary evidence that support the transactions recorded in the accounts, tests of the physical existence of inventories, and direct confirmation of cash, investments, and certain other assets and liabilities by correspondence with creditors and financial institutions. As part of our audit process, we will request written representations from your attorneys, and they may bill you for responding. At the conclusion of our audit, we will also request certain written representations from you about the financial statements and related matters.

Because of the inherent limitations of an audit, together with the inherent limitations of internal control, an unavoidable risk that some material misstatements or noncompliance (whether caused by errors, fraudulent financial reporting, misappropriation of assets, detected abuse or violations of laws or governmental regulations) may not be detected exists, even though the audit is properly planned and performed in accordance with U.S. GAAS and *Government Auditing Standards* of the Comptroller General of the United States of America. Please note that the determination of abuse is subjective and *Government Auditing Standards* does not require auditors to detect abuse.

In making our risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. However, we will communicate to you in writing concerning any significant deficiencies or material weaknesses in internal control relevant to the audit of the financial statements that we have identified during the audit. Our responsibility as auditors is, of course, limited to the period covered by our audit and does not extend to any other periods.

We will issue a written report upon completion of our audit of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay's financial statements. Our report will be addressed to the board of directors of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

In accordance with the requirements of *Government Auditing Standards*, we will also issue a written report describing the scope of our testing over internal control over financial reporting and over compliance with laws, regulations, and provisions of grants and contracts, including the results of that testing. However, providing an opinion on internal control and compliance over financial reporting will not be an objective of the audit and, therefore, no such opinion will be expressed.

Audit of Major Program Compliance

Our audit of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay's major federal award program(s) compliance will be conducted in accordance with the requirements of the Single Audit Act, as amended and the Uniform Guidance and will include tests of accounting records, a determination of major programs in accordance with the Uniform Guidance and other procedures we consider necessary to enable us to express such an opinion on major federal award program compliance and to render the required reports. We cannot provide assurance that an unmodified opinion on compliance will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion or withdraw from the engagement.

The Uniform Guidance requires that we also plan and perform the audit to obtain reasonable assurance about whether the entity has complied with applicable laws and regulations and the provisions of contracts and grant agreements applicable to major federal award programs. Our procedures will consist of determining major federal programs and performing the applicable procedures described in the U.S. Office of Management and Budget *OMB Compliance Supplement* for the types of compliance requirements that could have a direct and material effect on each of the entity's major programs. The purpose of those procedures will be to express an opinion on the entity's compliance with requirements applicable to each of its major programs in our report on compliance issued pursuant to the Uniform Guidance.

Also, as required by the Uniform Guidance, we will perform tests of controls to evaluate the effectiveness of the design and operation of controls that we consider relevant to preventing or detecting material noncompliance with compliance requirements applicable to each of the entity's major federal award programs. However, our tests will be less in scope than would be necessary to render an opinion on these controls and, accordingly, no opinion will be expressed in our report.

We will issue a report on compliance that will include an opinion or disclaimer of opinion regarding the entity's major federal award programs and a report on internal controls over compliance that will report any significant deficiencies and material weaknesses identified; however, such report will not express an opinion on internal control.

Management's Responsibilities

Our audit will be conducted on the basis that management acknowledge and understand that they have responsibility:

1. For the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America;
2. For the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to error;
3. For identifying, in its accounts, all federal awards and state financial assistance received and expended during the period and the federal programs under which they were received, including federal awards and funding increments received prior to December 26, 2014 (if any), and those received in accordance with the Uniform Guidance (generally received after December 26, 2014);
4. For maintaining records that adequately identify the source and application of funds for federally funded activities;
5. For preparing the schedule of expenditures of federal awards (including notes and noncash assistance received) in accordance with the Uniform Guidance requirements;
6. For the design, implementation, and maintenance of internal control over federal awards;
7. For establishing and maintaining effective internal control over federal awards that provides reasonable assurance that the nonfederal entity is managing federal awards in compliance with federal statutes, regulations, and the terms and conditions of the federal awards;
8. For identifying and ensuring that the entity complies with federal statutes, regulations, and the terms and conditions of federal award programs and implementing systems designed to achieve compliance with applicable federal statutes, regulations, and the terms and conditions of federal award programs;
9. For disclosing accurately, currently, and completely the financial results of each federal award in accordance with the requirements of the award;
10. For identifying and providing report copies of previous audits, attestation engagements, or other studies that directly relate to the objectives of the audit, including whether related recommendations have been implemented;
11. For taking prompt action when instances of noncompliance are identified;
12. For addressing the findings and recommendations of auditors, for establishing and maintaining a process to track the status of such findings and recommendations and taking corrective action on reported audit findings from prior periods and preparing a summary schedule of prior audit findings;
13. For following up and taking corrective action on current year audit findings and preparing a corrective action plan for such findings;
14. For submitting the reporting package and data collection form to the appropriate parties;
15. For making the auditor aware of any significant contractor relationships where the contractor is responsible for program compliance;
16. To provide us with:
 - a. Access to all information of which management is aware that is relevant to the preparation and fair presentation of the financial statements, and relevant to federal award programs and state financial assistance projects, such as records, documentation, and other matters;
 - b. Additional information that we may request from management for the purpose of the audit; and
 - c. Unrestricted access to persons within the entity from whom we determine it necessary to obtain audit evidence;

17. For adjusting the financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the current year or period(s) under audit are immaterial, both individually and in the aggregate, to the financial statements as a whole;
18. For acceptance of nonattest services, including identifying the proper party to oversee the nonattest work;
19. For maintaining adequate records, selecting and applying accounting principles, and safeguarding assets;
20. For informing us of any known or suspected fraud affecting the entity involving management, employees with significant role in internal control and others where fraud could have a material effect on compliance;
21. For the accuracy and completeness of all information provided;
22. For taking reasonable measures to safeguard protected personally identifiable and other sensitive information;
23. For including the auditors' report in any document containing financial statements that indicates that such financial statements have been audited by the entity's auditor.

With regard to the supplementary information referred to above, you acknowledge and understand your responsibility (a) for the preparation of the supplementary information in accordance with the applicable criteria, (b) to provide us with the appropriate written representations regarding supplementary information, (c) to include our report on the supplementary information in any document that contains the supplementary information and that indicates that we have reported on such supplementary information, and (d) to present the supplementary information with the audited financial statements, or if the supplementary information will not be presented with the audited financial statements, to make the audited financial statements readily available to the intended users of the supplementary information no later than the date of issuance by you of the supplementary information and our report thereon.

As part of our audit process, we will request from management, written confirmation concerning representations made to us in connection with the audit, including your understanding of your responsibilities as defined in this letter to us in your management representation letter.

We will prepare the trial balance for use during the audit. Our preparation of the trial balance will be limited to formatting information into a working trial balance based on management's chart of accounts.

Reporting

We will issue a written report upon completion of our audit of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay's financial statements. Our report will be addressed to the board of directors of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay. We cannot provide assurance that an unmodified opinion will be expressed. Circumstances may arise in which it is necessary for us to modify our opinion, add an emphasis-of-matter or other-matter paragraph(s), or withdraw from the engagement.

Engagement Administration, Fees, and Other

We understand that your employees will prepare all confirmations we request and will locate any documents or support for any other transactions we select for testing.

During the course of the engagement, we may observe opportunities for economy in, or improved controls over, your operations. We will bring such matters to the attention of the appropriate level of management, either orally or in writing.

You agree to inform us of facts that may affect the financial statements of which you may become aware during the period from the date of the auditors' report to the date the financial statements are issued.

Mark Payne is the service leader for the audit services specified in this letter. His responsibilities include supervising the services performed as part of this engagement and signing or authorizing another qualified firm representative to sign the reports.

Our fees for these services, including expenses, will be \$21,500 plus \$1,500 for the 990 tax return. Our ability to provide services in accordance with our estimated fees depends on the quality, timeliness, and accuracy of Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay 's records, and, for example, the number of general ledger adjustments required as a result of our work. We will also need your personnel to be readily available during the engagement to respond in a timely manner to our requests. Lack of preparation, poor records, general ledger adjustments and/or untimely assistance will result in an increase of our fees.

At the conclusion of our audit engagement, we will communicate to those charged with governance the following significant findings from the audit:

- Our view about the qualitative aspects of the entity's significant accounting practices;
- Significant difficulties, if any, encountered during the audit;
- Uncorrected misstatements, other than those we believe are trivial, if any;
- Disagreements with management, if any;
- Other findings or issues, if any, arising from the audit that are, in our professional judgment, significant and relevant to those charged with governance regarding their oversight of the financial reporting process;
- Material, corrected misstatements that were brought to the attention of management as a result of our audit procedures;
- Representations we requested from management;
- Management's consultations with other accountants, if any; and
- Significant issues, if any, arising from the audit that were discussed, or the subject of correspondence, with management.

In accordance with the requirements of *Government Auditing Standards*, we have attached a copy of our latest external peer review report of our firm for your consideration and files.

We will perform the following nonattest services: Preparation of IRS form 990 and the data collection form. With respect to any nonattest services we perform, Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay's management is responsible for (a) making all management decisions and performing all management functions; (b) assigning competent individuals (Anna Munro, CPA and Sheila Doyle, CPA) to oversee the services; (c) evaluating the adequacy of the services performed; (d) evaluating and accepting responsibility for the results of the services performed; and (e) establishing and maintaining internal controls, including monitoring ongoing activities.

In accordance with the requirements of the Internal Revenue Service, we will prepare from your records and information you will provide, Internal Revenue Service Form-990—Return of Organizations Exempt from Tax and the required filings for Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay. Should these require an extension, we will notify you as soon as possible. We will not audit or express assurance on these returns and filings.

The audit documentation for this engagement is the property of James Moore & Co., P.L. and constitutes confidential information. However, we may be requested to make certain audit documentation available to a grantor or their designee, a state agency providing direct or indirect funding, or the U.S. Government Accountability Office pursuant to authority given to it by law or regulation, or to peer reviewers. If requested, access to such audit documentation will be provided under the supervision of James Moore & Co., P.L. personnel. We will notify you of any such request. Furthermore, upon request, we may provide copies of selected audit documentation to these agencies and regulators. The regulators and agencies may intend, or decide, to distribute the copies or information contained therein to others, including other governmental agencies.

This engagement letter includes the attached James Moore & Co., P.L. Standard Terms and Conditions as Attachment A which is incorporated and made a part of this engagement letter by reference.

We appreciate the opportunity to be of service to you and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign the enclosed copy and return it to us.

Respectfully,

JAMES MOORE & CO., P.L.

The services described in the foregoing letter are in accordance with our requirements. The terms described in the letter are acceptable to us and are hereby agreed to.

Tampa Bay Workforce Alliance,
d/b/a CareerSource Tampa Bay

By: _____

Date: _____

REPORT ON THE FIRM'S SYSTEM OF QUALITY CONTROL

April 11, 2018

To the Members
James Moore & Co., P.L.
and the National Peer Review Committee

We have reviewed the system of quality control for the accounting and auditing practice of James Moore & Co., P.L. (the firm) in effect for the year ended October 31, 2017. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at www.aicpa.org/prsummary. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

Required Selections and Considerations

Engagements selected for review included engagements performed under *Government Auditing Standards*, including compliance audits under the Single Audit Act, and audits of employee benefit plans and an examination of a service organization (SOC 2 engagement).

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

Opinion

In our opinion, the system of quality control for the accounting and auditing practice of James Moore & Co., P.L. in effect for the year ended October 31, 2017, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency (ies)* or *fail*. James Moore & Co., P.L. has received a peer review rating of *pass*.

Haddock Reid Embank Betts PLLC

Attachment A
James Moore and Co., P.L.
Standard Terms and Conditions

The terms and conditions set forth below are incorporated into the engagement letter agreement pursuant to which James Moore & Co., P.L. (“JMCO”, the “Firm”) will provide services to Tampa Bay Workforce Alliance, d/b/a CareerSource Tampa Bay (“Client”).

1. **Management’s Responsibilities** – Management of Client is responsible for establishing and maintaining an effective internal control system. JMCO services may include advice and recommendations which management may or may not adopt. Client’s management shall be fully and solely responsible for applying independent business judgment with respect to the services and work product provided by JMCO, to make implementation decisions, if any, and to determine further courses of action with respect to any matters addressed in any advice, recommendations, services, reports, or other work product or deliveries to Client. Management is responsible for the safeguarding of assets, the proper recording of transactions in the books of accounts, the substantial accuracy of the financial records, and the full and accurate disclosure of all relevant facts affecting the engagement to JMCO. Client should retain all the documents, canceled checks, and other data that form the basis of income and deductions. If the engagement also includes tax services, these records may be necessary to prove the accuracy and completeness of tax returns to a taxing authority. Client has final responsibility for the tax return(s) and; therefore should review the return(s) carefully before signing and filing.
2. **Responsible Person** – Client designates the individual signing the engagement letter (“Representative”) as the individual to whom JMCO should look to provide information, communicate, and answer questions. Client understands that JMCO will rely on the Representative designated above and that decisions by the Representative may be beneficial to some and detrimental to others. JMCO is directed to rely on the Representative for all Client decisions including but not limited to tax treatments, allocation of income and expense items, tax elections and accounting treatments. All communication with the Representative is deemed to be communication with Client.
3. **Advice in Writing** – JMCO only provides advice for Client to rely upon in writing. Casual discussions of tax, accounting or other issues and informal communication are not advice upon which Client can rely. Client agrees that the only advice from JMCO upon which Client may rely is written advice received from JMCO on our letterhead or via e-mail.
4. **Unencrypted E-Mail Use Authorized for Communication** – In connection with this engagement, JMCO may communicate with Client or others via e-mail transmission. As e-mails can be intercepted and read, disclosed, or otherwise used or communicated by an unintended third party, or may not be delivered to each of the parties to whom they are directed and only to such parties, JMCO cannot guarantee or warrant that e-mails from JMCO will be properly delivered and read only by the addressee. Therefore, JMCO specifically disclaims and waives any liability or responsibility whatsoever for interception or unintentional disclosure or communication of e-mail transmissions or for the unauthorized use or failed delivery of e-mails transmitted by JMCO in connection with the performance of this engagement. In that regard, Client agrees that JMCO shall have no liability for any loss or damage to any person or entity resulting from the use of e-mail transmissions, including any consequential, incidental, direct, indirect, or special damages, such as loss of revenues or anticipated profits, or disclosure or communication of confidential or proprietary information. During the term of this engagement Client and JMCO may use email as a form of communication as long as no Personally Identifiable Information (“PII”) is included in the email. At no time shall emails include an attachment. Documents will be shared via JMCO sharefile only.

5. **Cooperation** – Client agrees to cooperate with JMCO in the performance of JMCO services for the Client, including providing JMCO with reasonable facilities and timely access to Client’s data, information and personnel. Client shall be responsible for the performance of Client’s employees and agents and for the accuracy and completeness of all data and information provided to JMCO for purposes of this engagement. Client shall be responsible for the performance of Client’s employees and agents and for the accuracy and completeness of all data and information provided to JMCO for purposes of this engagement. If JMCO is not timely receiving the required information from client, JMCO shall notify client in writing specifically describing the problem, and the parties shall attempt to remedy the situation. Thereafter, in the event that JMCO is still unable to obtain required information on a timely basis JMCO may revise its estimate of fees, alter the services required and/or terminate the engagement.
6. **Independent Contractor** – Client and JMCO are both independent contractors and neither Client nor JMCO are, or shall be considered to be, an agent, distributor or representative of the other. Neither Client nor JMCO shall act or represent itself, directly or by implication, as an agent of the other or in any manner assume or create any obligation on behalf of, or in the name of, the other.
7. **Payment of Invoices** – JMCO will bill Client for professional services, expenses, and out-of-pocket costs on a monthly basis. Payment is due within 30 days of the date on the billing statement. JMCO reserves the right to suspend work or terminate the engagement in the event that payment is not received within 30 days of the date on the billing statement. JMCO shall notify client in writing if information furnished is not satisfactory for JMCO to perform work on a timely basis, and the parties shall attempt to remedy the situation. Thereafter, JMCO may suspend work or terminate the engagement if information furnished is not satisfactory for JMCO to perform work on a timely basis. JMCO will notify Client if work is suspended or terminated. If JMCO elects to terminate the engagement for nonpayment or for any other reason provided for in this letter, the engagement will be deemed to have been completed for purposes of payment being due from Client. Upon written notification of termination, even if JMCO has not released work product, Client will be obligated to compensate JMCO for all time expended and to reimburse JMCO for all out-of-pocket costs through the date of termination. Suspension of work or termination of the engagement may result in missed deadlines, penalties/interest along with other consequences and Client agrees that suspended work or termination of the engagement shall not entitle Client to recover damages from JMCO. All fees, charges and other amounts payable to JMCO hereunder do not include any sales, use, value added or other applicable taxes, tariffs or duties, payment of which shall be the sole responsibility of Client, excluding any applicable taxes based on JMCO’s net income or taxes arising from the employment or independent contractor relationship between JMCO and JMCO’s personnel. A late payment charge of 1½% per month will be assessed on any balance that remains unpaid after deduction of current payments, credits, and allowances after 90 days from the date of billing. This is an Annual Percentage Rate of 18%.
8. **Confidential & Proprietary Information** – Client and JMCO both acknowledge and agree that all information communicated by one party (the “Disclosing Party”) to the other (the “Receiving Party”) in connection with this engagement shall be received in confidence, shall be used only for purposes of this engagement, and no such confidential information shall be disclosed by the Receiving Party or its agents or personnel without the prior written consent of the other party. Except to the extent otherwise required by applicable law or professional standards, the obligations under this section do not apply to information that: (a) is or becomes generally available to the public other than as a result of disclosure by the Receiving Party, (b) was known to the Receiving Party or had been previously possessed by the Receiving Party without restriction against disclosure at the time of receipt thereof by the Receiving Party, (c) was independently developed by the Receiving Party without violation of this agreement or (d) Client and JMCO agree from time to time to disclose. Each party shall be deemed to have met its nondisclosure obligations under this paragraph as long as it exercises the same level of care to protect the other’s information, except to the extent that applicable law, regulations or professional standards

impose a higher requirement. JMCO may retain, subject to the terms of this Paragraph, one copy of Client's confidential information required for compliance with applicable professional standards or internal policies. If either Client or JMCO receives a subpoena or other validly issued administrative or judicial demand requiring it to disclose the other party's confidential information, such party shall (if permitted to do so) provide written notice to the other of such demand in order to permit it to seek a protective order. So long as the notifying party gives notice as provided herein, the notifying party shall be entitled to comply with such demands to the extent permitted by law, subject to any protective order or the like that may have been entered into in the matter. In the event that Client wishes to assert a privilege or Client fails to respond and JMCO asserts the privilege on Client's behalf, Client agrees to pay for all expenses incurred by JMCO in defending the privilege, including, by way of illustration only, JMCO's attorney's fees, court costs, outside adviser's costs, penalties and fines imposed as a result of Client asserting the privilege or Client's direction to JMCO to assert the privilege. JMCO's techniques, judgments, methodology, and practices relating to its engagement practices are agreed by Client and JMCO to constitute proprietary confidential business information in the nature of trade secrets, security measures, systems and procedures which are in the nature of competitive interests which would impair the competitive business of JMCO should the information be released.

9. **Disclosures** – Certain communications involving advice are privileged and not subject to disclosure. By disclosing the contents of those communications to anyone, or by turning over information about those communications to the government, Client, Client's employees or Client's agents may be waiving this privilege. To protect this right to privileged communication, please consult with JMCO or an attorney prior to disclosing any information about JMCO advice. Should Client determine that it is appropriate for JMCO to disclose any potentially privileged communication; Client agrees to provide JMCO with written, advance authority to make that disclosure.
10. **Force Majeure** – Neither Client nor JMCO shall be liable for any delays resulting from circumstances or causes beyond our reasonable control, including, without limitation, fire or other casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any government agency or authority.
11. **Indemnification** – Client, its officers and directors hereby agrees to indemnify; agrees to pay for the defense (with counsel of JMCO's choosing) of JMCO, (including JMCO's principals, employees and authorized agents) and agrees to hold JMCO harmless from any and all suits, claims, actions, proceedings, liabilities, judgments, losses and costs whatsoever (including but not limited to attorneys' fees and litigation costs) arising in connection with any services performed or products provided by JMCO pursuant to, or under the cover of this engagement letter (Indemnity) as described in this paragraph. This Indemnity relates only to circumstances in which there is a knowing misrepresentation by Client and/or its management relating to this engagement. The foregoing indemnity is intended to apply to the extent not contrary to applicable law. This provision shall survive the termination of this engagement for a period of five years.
12. **Document Retention and Ownership** – The parties agree that JMCO will endeavor to retain documents and records in accordance with the Firm's Record Retention and Destruction Policy. Client agrees that after the specified period of retention expires (typically seven (7) years), documents and records may not be available. However, the related engagement records will not be destroyed regardless of the retention period, if JMCO has knowledge of potential or pending legal action and/or investigation by a regulatory agency, and it has been determined by the Firm that the records in question are relevant to said legal action and/or investigation. If it is determined that the records in question are relevant to the legal action and/or investigation, the Firm will impose a litigation hold on the records thereby suspending the scheduled destruction of the records. As potential or pending legal action or an investigation may not be public knowledge, we request that you inform us of any such legal action or investigation in a timely manner. Likewise, we request that you inform us when all legal action or investigation has been concluded so that the Firm can release the litigation hold and the

records related to our engagement can be destroyed in accordance with our Record Retention and Destruction Policy. JMCO does not retain original client records or documents. Records prepared by us specifically for you as part of this engagement (for example, financial statements and other financial reports, tax returns, general ledgers, depreciation schedules, etc.) and other supporting records prepared by JMCO (for example, adjusting entries and related support, data combining schedules, calculations supporting amounts in tax returns and financial statements, letters, memos and electronic mail, etc.) will remain part of the engagement records. When any records are returned or provided to you, it is your responsibility to retain and protect them for possible future use, including potential examination by any government or regulatory agencies. JMCO owns and retains the rights to JMCO's internal working papers; any information created by JMCO is not the property of Client. In the event that documents are requested by the Representative or any other individual considered by law or regulation to be our client we will furnish the documents readily available in the Client file (which shall not include any obligation on JMCO's part to undertake a search of JMCO's electronic document and email files) to the requesting party.

13. **Hosting of Client Data** – JMCO does not Host, is not the custodian of, and accepts no responsibility for Client financial and non-financial data. Client acknowledges that it has sole responsibility for the storage and preservation of its financial and non-financial data.
14. **Professional Standards** – JMCO will perform this engagement in accordance with the professional standards applicable to the engagement including those standards promulgated by the American Institute of Certified Public Accountants. In the event that issues arise that present a conflict of interest and/or a potential for breach of professional standards it may become necessary to terminate or suspend services of this engagement.
15. **Use of Third Party Providers** – In the normal course of business, JMCO uses the services of third-parties and individual contractors, which are not employees of JMCO. Those services are performed at various levels and in various aspects of JMCO's engagements including bookkeeping, tax return preparation, consulting, audit and other attest services and clerical and data entry functions. It is possible that during the course of the engagement JMCO may utilize such third-party and individual contractor sources. JMCO shall provide written notice to the Chief Financial Officer prior to using any third party in order to provide client a reasonable opportunity to object to such use. Additionally, the engagement will, of necessity, require JMCO to handle confidential information and JMCO expects third-party service providers and individual contractors to maintain the confidentiality of such information. To be reasonably assured that unauthorized release of confidential client information does not occur, JMCO requires those individuals and third-party service providers to enter into a written agreement to maintain the confidentiality of such information. Client acceptance of this arrangement acknowledges and accepts our handling of confidential Client information including access by third-party and individual service providers.
16. **Limitation of Liability and Actions** – Neither party may assert against the other party any claim in connection with this engagement unless the asserting party has given the other party written notice of the claim within one (1) year after the asserting party first knew or should have known of the facts giving rise to such claim. Notwithstanding anything to the contrary, JMCO's maximum aggregate liability in this engagement (regardless of the nature of the any claim asserted, including contract, statute, any form of negligence, tort, strict liability or otherwise and whether asserted by Client, JMCO or others) shall be limited to twice the sum of the fees paid to JMCO during the term of this engagement. In no event shall JMCO be liable for consequential, incidental, special or punitive loss, damage or expense (including, without limitation, lost profits, opportunity costs, etc.) even if JMCO had been advised of their possible existence. This provision shall survive the termination of this agreement.

17. **Mediation** – Prior to resorting to arbitration or litigation that may arise regarding the meaning, performance or enforcement of this engagement or any prior engagement the parties agree to attempt resolution of any dispute in mediation administered by and conducted under the rules of the American Arbitration Association (AAA) in mediation session(s) in Hillsborough County, Florida. Unless the parties agree in writing to the contrary, the parties will engage in the mediation process in good faith once a written request to mediate has been given by any party to the engagement. The results of any such mediation shall be binding only upon agreement of each party to be bound. Each party may disclose any facts to the other party or to the mediator that it in good faith considers reasonably necessary to resolve the dispute. However, all such disclosures shall be deemed in furtherance of settlement efforts and shall not be admissible in any subsequent proceeding against the disclosing party. Except as agreed to in writing by both parties, the mediator shall keep confidential all information disclosed during mediation. The mediator shall not act as a witness for either party in any subsequent proceeding between the parties. The costs of any mediation proceeding shall be shared equally by the participating parties.

18. **Binding Arbitration** – All disputes not resolved by mediation (as described above) arising out of and/or related to the services and/or relationship with JMCO and Client will be resolved through binding arbitration. The parties agree that they are irrevocably voluntarily waiving the right to a trial by jury by entering into this voluntary binding arbitration agreement. The arbitration proceeding shall take place in Hillsborough County, Florida. The arbitration shall be governed by the provisions of the laws of Florida (except if there is no applicable state law providing for such arbitration, then the Federal Arbitration Act shall apply) and the substantive law of Florida shall be applied without reference to conflicts of law rules. In any arbitration instituted hereunder, the proceedings shall proceed in accordance with the then current Arbitration Rules for Professional Accounting and Related Disputes of the AAA, except that discovery shall be limited to identification of witnesses, exchange of expert reports, deposition of experts only, exchange of documents in the Client file and interrogatories and shall not include any exchange of e-mail or any requirement to produce or search for e-mail. Any Dispute regarding discovery, or the relevance or scope thereof, shall be determined by the Arbitration Panel (as defined below). For amounts in dispute less than One Million Dollars, the arbitration shall be conducted before a single arbitrator appointed as a neutral by the AAA. The single arbitrator shall be both a licensed attorney and a licensed certified public accountant at the time of appointment as the arbitrator. If the amount in dispute is One Million Dollars or more, the arbitration shall be conducted before a panel of three persons, all panel members must be members of the AAA's panel of neutrals with one arbitrator selected by each party (party selection shall be completed within twenty days of receipt of the panel nominees from the AAA or, failing party selection the panel members shall be appointed by the AAA), and the third member of the panel will be selected by the AAA will be licensed as a certified public accountant at the time of appointment to the panel (the "Arbitration Panel"). The party-selected arbitrators shall be treated as neutrals. The Arbitration Panel shall have no authority to award non-monetary or equitable relief, but nothing herein shall be construed as a prohibition against a party from pursuing non-monetary or equitable relief in a state or federal court. The parties also waive the right to punitive damages and the arbitrators shall have no authority to award such damages or any other damages that are not strictly compensatory in nature. In rendering their award the Arbitration Panel shall issue a reasoned award. The Arbitration Panel is directed to award attorneys' fees and costs along with the costs of the arbitration proceeding to the prevailing party as determined by the Arbitration Panel. The confidentiality provisions applicable to mediation shall also apply to arbitration. The award issued by the Arbitration Panel may be confirmed in a judgment by any federal or state court of competent jurisdiction. In no event shall a demand for arbitration be made after the date on which the initiation of the legal or equitable proceeding on the same dispute would be barred by the applicable statute of limitations or statute of repose or this agreement. For the purposes of applying the statute of limitations or repose or this agreement, receipt of a written demand for arbitration by the AAA shall be deemed the initiation of the legal or equitable proceeding based on such dispute.

19. **Employees** – Both Client and JMCO agree that they will not employ any employee of the other within one year of the employee’s last day of employment with the other, unless mutually agreed upon in writing. Employment of a former employee within one year of the employee leaving the other party may cause significant economic losses and/or breach of professional standards for JMCO and potential economic loss and/or potential conflicts of interest for Client. If this provision is breached, client will pay 3 months’ salary of the employee to JMCO.
20. **Posting and Distribution of Information** – JMCO’s permission is required prior to distribution or posting of JMCO work product. If Client plans to distribute or post online any of JMCO’s work product, a copy of the document, reproduction master or proof will be submitted to JMCO not less than seven days prior to distribution or posting to provide JMCO sufficient time for our reading and approval prior to distribution or posting. If, in our professional judgment, the circumstances require, we may withhold our written consent. Client agrees that prior to posting an electronic copy of any of JMCO’s work product, including but not limited to financial statements and our report(s) thereon, that Client will ensure that there are no differences in content between the electronic version posted and the original signed version provided to management by JMCO. Client agrees to indemnify JMCO, defend using counsel of JMCO’s choosing and hold JMCO harmless from any and all claims that may arise from any differences between electronic and original signed versions of JMCO’s work product.
21. **Assignment** – Neither party may assign any of its rights or obligations under the terms of this engagement without the prior written consent to the other.
22. **Additional Work** – From time to time Client may request that JMCO undertake to complete additional work. In the event that such work is undertaken without a separate written engagement understanding then the terms of this engagement letter shall govern the additional work.
23. **Entire Agreement** – This engagement letter constitutes the entire understanding between the parties regarding the JMCO services and supersedes all prior understandings relating to JMCO services. No amendment, modification, waiver or discharge of the terms of this engagement letter shall be valid unless in writing and signed by authorized representatives of both parties. This understanding has been entered into solely between Client and JMCO, and no third-party beneficiaries are created hereby. In the event any provision(s) of the terms of this document shall be invalidated or otherwise deemed unenforceable, such finding shall not cause the remainder of this document to become unenforceable. The proper venue for all actions involving the relationship between JMCO and Client are the tribunals of principal jurisdiction in Hillsborough County, Florida. This engagement and the relationship between the parties shall be construed and enforced in accordance with, and governed by Florida law without giving effect to Florida’s choice of law principles. This document may be transmitted in electronic format and shall not be denied legal effect solely because it was formed or transmitted, in whole or in part, by electronic record; however, this document must then remain capable of being retained and accurately reproduced, from time to time, by electronic record by the parties and all other persons or entities required by law. An electronically transmitted signature or acknowledgment will be deemed an acceptable original for purposes of binding the party providing such electronic signature.



Action Item # 4 Approval of Training Programs

Background: During the 1.17.2019 the Board approved entering into contract with Hillsborough Community College to provide short-term pre-vocational training in Welding, Soldering and Cabling, and Mechatronics/Robotics at CareerSource Tampa Bay Career Prep Center located at 2605 N. 43rd Street, Tampa FL 33605 or at a mutually agreed upon HCC facility.

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 WIOA, the below are presented to the board for approval:

Hillsborough Community College

Hillsborough Community College, an existing approved training vendor, submitted Program Cost and Performance Data Worksheets for the following programs:

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition	Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	RTOL 19-20 Entry Wage Rate*
Welding	Included	\$3,595	Included	\$3,595	3 months	73%	\$13.46	\$14.16
Soldering & Cabling	Included	\$2,495	Included	\$2,495	6 weeks	97%	\$13.46	\$14.16
Mechatronics/ Robotics	Included	\$3,595	Included	\$3,595	3 months	72%	\$13.43	\$14.75

- *NOTE: The costs are all-inclusive in the listed tuition rate.*

Legend:

- *Average Wage at Placement was Provided by the Training Vendor*
- *Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 19-20.*

Recommendation: Staff recommends approval for the Mechatronics/Robotics training program as it meets the established ETPL criteria for LWDB 15.



Information Item # 1

USDOL/ DEO Compliance Review

Background: CareerSource Tampa Bay received the U.S. Department of Labor Employment and Training Administration (USDOL/ETA) Compliance Review of CareerSource Tampa Bay (CSTB) and Career Source Pinellas (CSPIN) on May 16, 2019. In response to the USDOL/ETA Compliance Review Report, the DEO issued a formal corrective action plan (CAP) on June 28, 2019. The CAP formally responds to each of the findings and questioned costs. In addition, the CAP includes corrective actions of DEO, CSTB and CSPIN that have already been taken or are in progress. USDOL/ETA in a report dated October 14, 2019 provided a response to DEO's CAP.

Outlined below is a summary timeline:

- 5.21.19 – CareerSource Tampa Bay participated in an initial call with DEO.
- 5.22.19- CareerSource Tampa Bay conducted a conference call with DEO, senior leadership team and Hillsborough County Liaison to discuss scope of the required preliminary corrective action plan and initial timeline.
- CareerSource Tampa Bay conducted several internal key senior leadership meetings to review and analyze the entire report, findings, required action, proactive steps, current action steps, completed action steps, status of each item and actual or anticipated completion dates.
- CareerSource Tampa Bay CEO worked closely with Hillsborough County Liaison to obtain responses for findings warranting their input on corrective action.
- 5.24.19- CareerSource Tampa Bay submitted the initial draft corrective action response- LWDB 15 USDOL Compliance Review Response to DEO.
- 5.30.19 – CareerSource Tampa Bay updated the matrix and uploaded documentation to DEO SharePoint.
- CareerSource Tampa Bay has responded and continues to respond to clarifying questions that DEO leadership staff have presented over the past few weeks. As necessary our corrective action response- LWDB 15 USDOL Compliance Review Response has been updated to reflect our position and supporting documentation uploaded to DEO SharePoint.
- 6.28.19 – DEO issued formal corrective action plan to USDOL/ETA in response to the USDOL/ETA Compliance Review Report issued on May 15, 2019. Certain actions noted in this CAP will require revisions to CSTB By-laws and will be addressed by the CSTB Ad Hoc By-laws Committee in conjunction with Hillsborough County Board of County Commissioners to ensure compliance.
- 10.23.19 – CareerSource Tampa Bay received notification of USDOL/ETA's response dated October 14, 2019 to the DEO. The USDOL/ETA report is in response to DEO's formal corrective action plan. USDOL/ETA deemed the documentation provided and corrective actions taken to date to be insufficient to fully address the required actions in the findings. As a result, all findings and questioned costs remain unresolved. Formal response to USDOL/ETA report is due by November 28th.
- 10.30.19 – CareerSource Tampa Bay had a conference call with DEO and CareerSource Pinellas to discuss the USDOL/ETA report. CareerSource Tampa Bay has been requested to provide any documents readily available to resolve or update the USDOL findings by November 12, 2019.
- 11.12.19 – CareerSource Tampa Bay submitted to DEO documents that were readily available to resolve or update the USDOL findings.



Information Item # 2

Continuous Improvement Performance Initiative

Background: Driven by our commitment to excellence and continuous improvement and based on feedback from local workforce development boards throughout the state, CareerSource Florida and the Department of Economic Opportunity developed the **Continuous Improvement Performance Initiative**. The federal Workforce Innovation and Opportunity Act (WIOA) includes Primary Indicators of Performance in which all states are responsible for achieving targeted performance. The measures and components included in the Continuous Improvement Performance Initiative, launching in fiscal year 2019-2020, offer additional measures specifically aligned with the goals and strategies of the State of Florida. The metrics within the Continuous Improvement Performance Initiative focus on the core services of the network: employment, training and business services.

- **Employment Rate 1st Quarter After Exit:** The percentage of WIOA and Wagner-Peyser participants* who exited the system and had certified wages the first quarter after exit.
- **Participant Training Rate:** The percentage of WIOA participants* who received training services.
- **Business Penetration:** The number of business establishments provided a staff-assisted, high-value service by a local board.
 - *Local workforce development boards will receive additional credit for serving individuals with barriers to employment and businesses in up to five targeted industry sectors identified in their local WIOA plans.*
 - Training Services include: <https://careersourceflorida.com/wp-content/uploads/2019/10/CIP-Training-Codes.pdf>
 - Business Penetration Codes include: <https://careersourceflorida.com/wp-content/uploads/2019/10/CIP-Business-Codes.pdf>
 - Populations with Barriers to Employment: <https://careersourceflorida.com/wp-content/uploads/2019/10/CIP-Additional-Credit-Barriers.pdf>
 - FAQ: <https://careersourceflorida.com/wp-content/uploads/2019/10/CIP-FAQs.pdf>



Continuous Improvement Performance Initiative FY 2019-2020 Participant Training Rate Service Codes

The following Employ Florida service codes represent the **training services*** included in the **Participant Training Rate** metric for fiscal year 2019-2020.

222: English as a Second Language (ESL)	333: TAA – Approved Customized Training
300: Occupational Skills Training - Approved Provider (ITA)	334: TAA – Approved Occupational Skills Training
301: On-The-Job Training (Does not apply to Youth)	335: TAA – Approved Remedial Training
302: Entrepreneurial Training (Does not apply to Youth)	336: TAA – Approved ESOL Required Only
303: Occupational Skills Distance Learning	337: TAA Prerequisite Training
304: Customized Training	338: TAA Apprenticeship Training
305: Skill Upgrading and Retraining	341: TAA – Occupational Skills Training – Non-Approved Provider (No ITA)
308: Prerequisite – Adult	401: Pre-Employment Training / Work Maturity
313: WP Enrolled in State and Local Training	403: Other Occupational Skills Training – Youth
314: WP Enrolled in Apprenticeship Training	404: Other Non-Occupational Skills Training – Youth
315: Adult Literacy, Basic Skills, GED Prep	405: Prerequisite – Youth
316: Incumbent Worker Training (Local)	407: Customized Training – Youth
317: Other Occupational Skills Training – Adult	416: Occupational Skills Training – Approved Provider
318: Other Non-Occupational Skills Training – Adult	419: Support Services – Stipends
324: Adult Educ w/ Occ. Skills Training – Approved Provider (ITA)	424: Registered Apprenticeship – Youth
328: Occupational Skills Training – Non-Approved Provider (No ITA)	430: Youth Occupational Skills Training – Non-Approved Providers
329: Registered Apprenticeship – Adult and Dislocated Workers	439: Post-Secondary Education – During Participation – Youth
332: TAA – Approved On-the-Job Training (Does not apply to Youth)	

* Excludes Employ Florida service codes associated with time-limited special initiative grants.



Continuous Improvement Performance Initiative FY 2019-2020 Business Penetration Service Codes

The following Employ Florida service codes represent **staff-assisted, high-value business services** included in the **Business Penetration** metric for fiscal year 2019-2020.

In Numerical Order

E02: Provided Job Fair Services	E35: Job Referrals and Placement
E04: Provided Mass Recruitment Services	E38: On the Job Training
E05: Provided Detailed Labor Market Study	E41: Public Sector – Temporary Jobs
E06: Provided Candidate Pre-Screening	E42: Rapid Response/Dislocated Workers Assistance
E08: Reviewed resumes and referred eligible individuals	E43: Short-Time Compensation
E10: Veteran Services	E44: Provided Human Resource Services
E12: On-Site Workshop – Recruitment	E45: Temporary Employment Service Center
E13: On-Site Workshop – Retention	E49: Organizational Visit VET/MSFW
E25: Customized Training	E50: Employer Outreach Visit VET/MSFW
E29: Employer Workshop	E58: Provided Recruitment Assistance for Registered Apprenticeship Openings
E30: Entered into Recruiting Agreement	E61: Provided Recruitment Assistance for Registered Apprenticeship Openings to Underrepresented Pop.
E31: Incumbent Worker Training	E62: Assisted in the Development of a New Registered Apprenticeship Program
E32: Job Benefit Analysis	E63: Assisted in the Development of a New Pre-Apprenticeship Program
E33: Job Development	ETC: Manufacturing Career Fair Participation
E34: Job Order	



Continuous Improvement Performance Initiative

FY 2019-2020 Business Penetration Service Codes

By Service Category

Employer Information and Support Services

- E05: Provided Detailed Labor Market Study
- E10: Veteran Services
- E32: Job Benefit Analysis
- E50: Employer Outreach Visit VET/MSFW
- E62: Assisted in the Development of a New Registered Apprenticeship Program
- E63: Assisted in the Development of a New Pre-Apprenticeship Program

Employer Services – Training

- E10: Veteran Services
- E25: Customized Training
- E31: Incumbent Worker Training
- E38: On the Job Training

Strategic Planning/Economic Development Activities

- E05: Provided Detailed Labor Market Study

Rapid Response/ Business Downsizing Assistance

- E42: Rapid Response/Dislocated Workers Assistance

Untapped Labor Pools Activities

- E10: Veteran Services
- E33: Job Development
- E49: Organizational Visit VET/MSFW
- E61: Provided Recruitment Assistance for Registered Apprenticeship Openings to Underrepresented Pop.

Workforce Recruitment Assistance

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • E02: Provided Job Fair Services • E04: Provided Mass Recruitment Services • E06: Provided Candidate Pre-Screening • E08: Reviewed resumes and referred eligible individuals • E12: On-Site Workshop – Recruitment • E13: On-Site Workshop – Retention • ETC: Manufacturing Career Fair Participation | <ul style="list-style-type: none"> • E29: Employer Workshop • E30: Entered into Recruiting Agreement • E32: Job Benefit Analysis • E34: Job Order • E35: Job Referrals and Placement • E41: Public Sector – Temporary Jobs • E43: Short-Time Compensation | <ul style="list-style-type: none"> • E44: Provided Human Resource Services • E45: Temporary Employment Service Center • E58: Provided Recruitment Assistance for Registered Apprenticeship Openings • E61: Provided Recruitment Assistance for Registered Apprenticeship Openings to Underrepresented Pop. |
|--|--|--|



Continuous Improvement Performance Initiative

FY 2019-2020 Additional Credit: Populations with Barriers to Employment

Local workforce development boards receive additional credit in the **Employment Rate 1st Quarter After Exit** and **Participant Training Rate** metrics for serving individuals who are identified in Employ Florida as having one or more of the **barriers to employment** listed below. Local workforce development boards receive .20 (or one-fifth of a point) in additional credit for each barrier to employment.*

American Indian or Alaskan Native	Individuals with disabilities
Current or former foster care youth	Long-term unemployed 27+ consecutive weeks
Displaced homemakers	Low-income individuals**
Eligible migrant and seasonal farmworkers	Native Hawaiian or Other Pacific Islander
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	Older individuals (55+)
Exhausting Temporary Assistance for Needy Families (TANF) within two years – Part A Title IV of the Social Security Act	Reemployment Assistance Program claimants
Ex-Offenders	Single parents including single pregnant women
Homeless individuals or runaway youth	Veterans

* An individual with more than one barrier to employment counts multiple times.

** A low-income individual is identified in Employ Florida as an individual meeting at least one of the following conditions:

- Economic disadvantaged
- Food stamps
- Foster child
- Free lunch
- General assistance
- High poverty
- Homeless
- Refugee
- Runaway
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)



Continuous Improvement Performance Initiative

Frequently Asked Questions

Overview

1. Why was the Continuous Improvement Performance Initiative created?

The Continuous Improvement Performance Initiative was conceptualized in support of the CareerSource Florida Board of Directors' core value of continuous improvement for Florida's workforce development system. Aligned with CareerSource Florida's corporate goals and supported by local workforce development board leaders, this initiative represents the evolution of how we measure, track and improve performance at the state and local levels. The federal Workforce Innovation and Opportunity Act (WIOA) includes Primary Indicators of Performance in which all states are responsible for achieving targeted performance. The metrics and components included in the Continuous Improvement Performance Initiative offer additional measures specifically aligned with WIOA and the goals and strategies of the State of Florida.

2. How was the Continuous Improvement Performance Initiative developed?

The initiative was designed and developed based on input from local workforce development board leaders during strategy planning and feedback sessions. Team members from CareerSource Florida and the Department of Economic Opportunity conducted best practices research, historical data analyses and evaluation of past systems. [Florida's Performance Funding Model](#) was instrumental in the design of the Continuous Improvement Performance Initiative. Additionally, a Performance Advisory Council, consisting of local workforce development board representatives, was established to provide ongoing feedback and recommendations for continuous improvement.

3. What are the metrics that make up the Continuous Improvement Performance Initiative?

The Continuous Improvement Performance Initiative focuses on three mission-critical metrics:

- **Employment Rate 1st Quarter After Exit:** The percentage of WIOA and Wagner-Peyser participants* who exited the system and had certified wages the first quarter after exit.
- **Participant Training Rate:** The percentage of WIOA participants* who received [training services](#).
- **Business Penetration:** The number of business establishments provided a [staff-assisted, high-value service](#) by a local workforce development board.

** Excludes participants served through time-limited special initiative grants (e.g., apprenticeship grants).*

4. What do local workforce development boards need to do to be eligible to participate in the Continuous Improvement Performance Initiative?

Local workforce development boards must be currently certified as required by the Workforce Innovation and Opportunity Act (see [DEO Administrative Policy 93](#)) to participate in the Continuous Improvement Performance Initiative. This includes meeting 90 percent of the target for each WIOA Primary Indicator of Performance two years in a row.

5. Where can local workforce development boards find additional information about the Continuous Improvement Performance Initiative?

A CareerSource Florida Performance website is being developed to house the details and data related to the Continuous Improvement Performance Initiative. In the meantime, updates are provided to local workforce development boards by phone, email and webinar, and information is posted on [CareerSource Florida's website](#).

6. Once the CareerSource Florida Performance website launches, how often will the data for each Continuous Improvement Performance Initiative metric be updated on the site?

The CareerSource Florida Performance website will be updated on a monthly basis, around the 15th of the month as follows:

- *Preliminary* data supporting the three Continuous Improvement Performance Initiative metrics will be updated on the Performance website as soon as it is available.
- Final quarterly data for the training and business metrics will be updated on the Performance website following the 30-day period when local workforce development boards are finalizing their data in Employ Florida.
- Final quarterly wage data for the employment metric will be updated five months after the first quarter after exit (when wages are earned) to allow for the certification of wages by the Department of Revenue.

Due to the lag in certified wage data, the first data set for wages will be available in May 2020. Below is the schedule for the certified wage data for fiscal year 2019-2020 performance:

Performance Period / Participant Exit Dates	1st Quarter After Exit/ Wages Earned	Wage Data Updated Online
July 1 – Sept. 30, 2019	Oct. 1 – Dec. 31, 2019	May 2020
Oct. 1 – Dec. 31, 2019	Jan. 1 – March 31, 2020	August 2020
Jan. 1 – March 31, 2020	April 1 – June 30, 2020	November 2020
April 1 – June 30, 2020	July 1 – Sept. 30, 2020	February 2021

7. What level of funding did the Continuous Improvement Performance Initiative receive for fiscal year 2019-2020?

The CareerSource Florida Board of Directors allocated \$5 million to recognize targeted local workforce development board performance on the metrics within the Continuous Improvement Performance Initiative during fiscal year 2019-2020.

8. How are local workforce development boards awarded for performance in the Continuous Improvement Performance Initiative?

Performance awards are allocated using the federal formula funding model, with each local workforce development board allotted the same proportionate percentage as their federal formula funding. Each local workforce development board's annual allocation is divided evenly by quarter among the three metrics.

9. Is performance on the Continuous Improvement Performance Initiative measured on an annual basis?

Performance in the Continuous Improvement Performance Initiative is measured on a quarterly basis. Current-year performance, including additional credit, is compared to performance, excluding additional credit, from the same quarter in the previous year.

10. How is local workforce development board performance evaluated for award funding?

Each local workforce development board that meets the WIOA requirements for certification and meets its target for a Continuous Improvement Performance Initiative metric in any given quarter, receives award funding for that quarter.

11. What is the inquiry process for local workforce development boards or other entities with questions about the Continuous Improvement Performance Initiative?

Inquiries regarding the Continuous Improvement Performance Initiative may be sent to CareerSource Florida by email at performance@careersourceflorida.com.

Metrics

1. What are the numerators and denominators for each metric in the Continuous Improvement Performance Initiative?

The numerator and denominator for each Continuous Improvement Performance Initiative metric is as follows:

- **Employment Rate 1st Quarter After Exit**
 - **Numerator:** Participants* who exited during the period being measured and had certified wages, reported by the Department of Revenue, in the first quarter after exit.
 - **Denominator:** Participants* who exited during the period being measured.

- **Participant Training Rate**

- **Numerator:** [Participants](#)* who are in training, or have completed training, during the period being measured.
- **Denominator:** Participants* served during the period being measured.

- **Business Penetration**

- **Numerator:** The number of business establishments that were provided a [staff-assisted, high-value service](#) by the local workforce development board during the period being measured.
- **Denominator:** N/A (*this metric is not a rate*)

* Excludes participants served through time-limited special initiative grants (e.g., apprenticeship grants).

2. How were Employ Florida codes determined for inclusion in the training and business metrics?

The Employ Florida service codes included in the Continuous Improvement Performance Initiative were selected to align with the service codes included in the Workforce Innovation and Opportunity Act's Primary Indicators of Performance.

3. Are participants served through time-limited special initiative grants included in the employment and training metrics?

The Continuous Improvement Performance Initiative recognizes performance with award funding allocations aligned to the baseline funding formulas for each local workforce development board. Awards for the Continuous Improvement Performance Initiative support core services rendered by local workforce development boards to job seekers and businesses; and, therefore, excludes additional funding that may have been allocated for time-limited special grants.

4. Does the employment metric include supplemental data added to Employ Florida from follow-up outreach by local workforce development board staff?

The Employment 1st Quarter After Exit metric includes only certified wage data from the Florida Department of Revenue.

5. If participants complete training in the quarter being measured but they are still receiving services, will they count in the numerator and the denominator of the training metric for the following quarter?

Participants who complete training during a quarter will not be counted in the numerator the following quarter, unless they are receiving additional training. Participants will be counted in the denominator of subsequent quarters if they continue to receive services, other than training, in those quarters.

If participants are no longer receiving services, they should be exited from the system per WIOA's exit definition, available in [Attachment I](#) of the [Training and Employment Guidance Letter \(TEGL\) No. 10-16, Change 1](#).

6. Does the business metric measure the number of businesses served or the number of services provided to businesses?

The Business Penetration metric measures the number of *business establishments* provided a [staff-assisted, high-value service](#) in each performance quarter. The additional credit added to the metric measures the number of staff-assisted, high-value *services* provided to business establishments in up to five board-selected [targeted industry sectors](#).

7. Do local workforce development boards receive credit for serving businesses outside their local area?

A local workforce development board receives credit in the business metric for any business establishment served regardless of geographic location.

[Methodology](#)

1. What is the methodology for the Continuous Improvement Performance Initiative?

The methodology for the Continuous Improvement Performance Initiative is as follows:

- Targets are set for each local workforce development board based on thorough reviews and analyses of historical performance data. Updated performance targets are provided as data becomes available following the completion of each quarter.
- For the employment metric:
 - As data becomes available, the Employment Rate for the quarter being measured is calculated using the metric's numerator and denominator. The Employment Rate becomes a baseline for future performance target setting.
 - Additional credit is added to the numerator used to determine the Employment Rate. Local workforce development boards receive .20 (or one-fifth of a point) for each [barrier to employment](#) identified in Employ Florida for the participants in the numerator.
 - The numerator including the additional credit is then divided by the Employment Rate's denominator, and the result of this calculation becomes the final Employment Rate + Additional Credit for the quarter.
- For the training metric:
 - As data becomes available, the Training Rate for the quarter being measured is calculated using the metric's numerator and denominator. The Training Rate becomes a baseline for future performance target setting.
 - Additional credit is added to the numerator used to determine the Training Rate. Local workforce development boards receive .20 (or one-fifth of a point) for each [barrier to employment](#) identified in Employ Florida for the participants in the numerator.

- The numerator including the additional credit is then divided by the Training Rate's denominator, and the result of this calculation becomes the final Training Rate + Additional Credit for the quarter.
- For the business metric:
 - As data becomes available, the Business Penetration for the quarter being measured is calculated; this is a count (not a rate) of [business establishments](#) provided a [staff-assisted, high-value service](#). The Business Penetration becomes a baseline for future performance target setting.
 - Additional credit is added to the Business Penetration. Local workforce development boards receive .30 (or approximately one-third of a point) for each staff-assisted, high-value [service](#) provided to business establishments in up to five board-selected [targeted industry sectors](#). This calculation becomes the final Business Penetration + Additional Credit.
- The performance of local workforce development boards is measured by comparing the quarterly metric including additional credit (e.g., Employment Rate + Additional Credit) to baseline performance (the metric without additional credit from the same quarter in the previous year).
- Local workforce development boards receive funding awards for each metric for which the improvement/performance target is met each quarter.

2. How are targets set for the Continuous Improvement Performance Initiative?

Quarterly targets for each local workforce development board are set following thorough reviews and analyses of historical and current performance data. The quarterly improvement/performance target for each metric within the Continuous Improvement Performance Initiative is based on the Employment Rate, Training Rate and Business Penetration, without additional credit, from the same quarter in the previous year.

For the 2019-2020 fiscal year, the improvement target is set at 10 percent with current-year performance measured by comparing the metric including additional credit to performance on the metric excluding additional credit during the same quarter in the previous year. Future quarterly performance targets are provided as data becomes available following the completion of each quarter.

3. Do local workforce development boards receive additional credit within the three Continuous Improvement Performance Initiative metrics?

Local workforce development boards receive .20 (or one-fifth of a point) in additional credit in the employment and training metrics for each [barrier to employment](#) identified in Employ Florida for the participants in the numerator. Individuals with more than one barrier to employment count multiple times.

Local workforce development boards also receive .30 (or approximately one-third of a point) for each [staff-assisted, high-value service](#) provided to business establishments in up to five board-selected, [targeted industry sectors](#). Each local workforce development board selects up to five industry sectors, at the two-digit NAICS code level, identified in its current Workforce Innovation Opportunity Act plan.

Industry sectors with more than one NAICS code (e.g., manufacturing, retail, and transportation and logistics) count as one industry sector for the purpose of additional credit. Employ Florida maintains an updated list of NAICS codes.

4. How were the additional credit populations determined for the Continuous Improvement Performance Initiative?

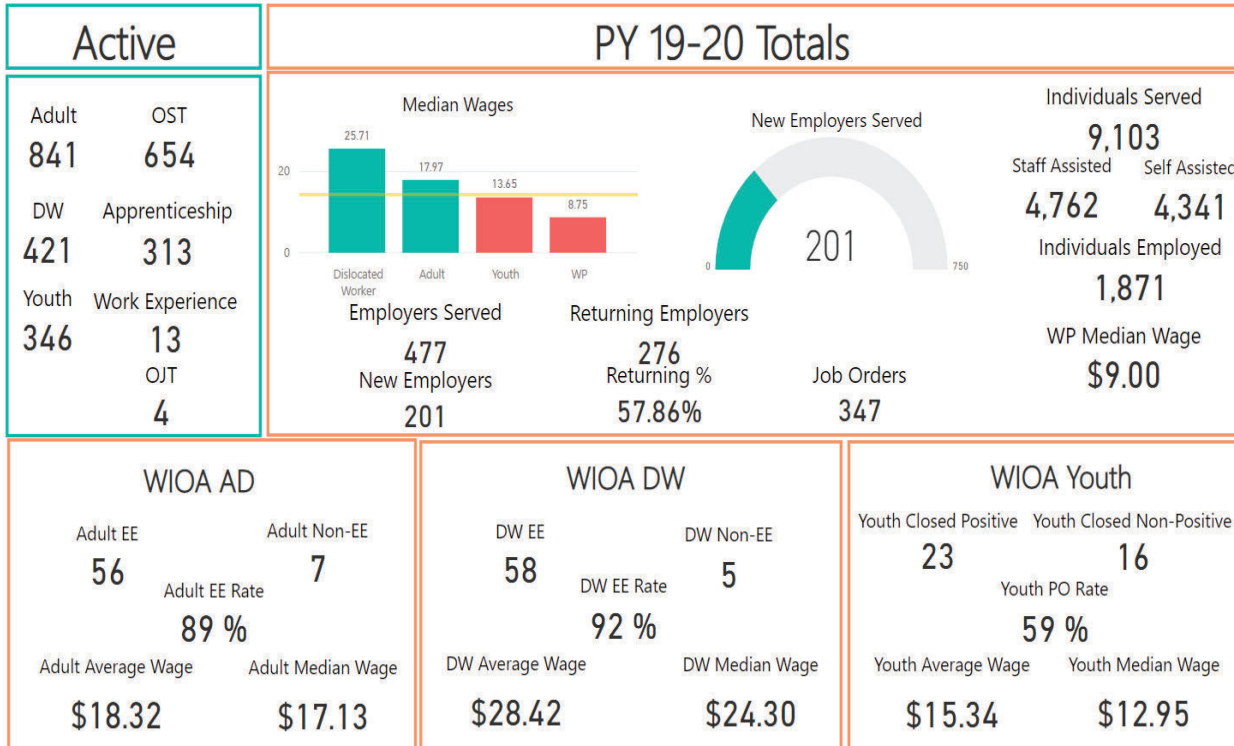
The Continuous Improvement Performance Initiative follows the definitions for barriers to employment in the [Workforce Innovation and Opportunity Act](#). A full list of the barriers to employment included in the Continuous Improvement Performance Initiative is available [here](#).

5. What are the data sources for the Continuous Improvement Performance Initiative?

[Employ Florida](#) is the sole data source for the Continuous Improvement Performance Initiative. The data for the three metrics and additional credits are pulled from Employ Florida (not Connect, One-Stop Service Tracking, Salesforce, or any other system), with wages certified by the Florida Department of Revenue.



Information Item # 3 CSTB Performance Dashboard 10.1.19



Source: Employ Florida/OSST

Last Updated
10/1/2019



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

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:

- **10.8.19** – Hired our year round **SJC Program Coordinator**, Jennifer Wilson
- **10.21.19** – **SJC Program End Awards Celebration** - Recognized outstanding employer champions, key partners and youth
- **11.19 & 11.20 -Staff FAQs** – SJC team conducting informational sessions for staff
- **SJC Portfolio** - 2020 theme is Channeling Your Inner Superhero
- **Goal: Serve 1,500 youth**

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

- **Outreach & Partner meetings ongoing**
- **Save the Date:** 1.6.2020 online application launches

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



Information Item # 5

Results of DEO's financial monitoring activities performed for the program years 2017-18 and 2018-19 or monitoring period July 1, 2017 through March 31, 2018. Each monitoring period included on-site visits, which occurred April 2 – 6, 2018 and March 19 – 21, 2019.

**Financial Compliance Monitoring Report
2017-18 and 2018-19
CareerSource Tampa Bay
Local Workforce Development Board No. 15**

**Bureau of Financial Monitoring and Accountability
Florida Department of Economic Opportunity**

September 30, 2019

107 East Madison Street
Caldwell Building
Tallahassee, Florida 32399
www.floridajobs.org



2017-18 Financial Compliance Monitoring Report
CareerSource Tampa Bay
Local Workforce Development Board No. 15
Period Reviewed: July 1, 2017 – March 31, 2019

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I. INTRODUCTION AND MONITORING APPROACH

As set forth in the following authoritative publications, annually the Department of Economic Opportunity (DEO) is required to perform monitoring of its subrecipients:

- Workforce Innovation and Opportunity Act (WIOA), Section 184
- 31 USC 7502(f)(2)(B), Single Audit Act Amendments of 1996, (Pub. L.104-156)
- 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- 20 CFR 667, Administrative Provisions Under Title I of the Workforce Investment Act
- Federal granting agency regulations, including:
 - 29 CFR 95.21 and 97.20, Standards for financial management systems
 - 29 CFR 95.51 and 97.40, Monitoring and reporting program performance

The DEO, Bureau of Financial Monitoring and Accountability (FMA) uses its financial monitoring tool (tool) as a guide to conduct the monitoring. The tool was developed to provide the framework for monitoring activities performed by FMA as well as the criteria used to monitor. This tool was provided to the Local Workforce Development Board (LWDB).

The sample size and selections for each tool objective was based on, but not limited to, a risk assessment performed by FMA and reviews of the monthly general ledger and cost allocation statistics. The risk assessment includes factors such as the funding allocation to each LWDB; results of prior monitoring and audit reports; personnel and staffing changes; and organizational structure. Sample selections assist the monitors in the following:

- Gaining an understanding of the financial management systems processes and assess whether the policies and procedures provide for accurate, current and complete disclosure of the financial results of each grant program.
- Gaining an understanding of the internal control processes and assessing whether the internal controls reasonably assure compliance with federal laws, regulations, and program compliance requirements.
- Determining if appropriate and sufficient cash management and revenue recognition procedures are in place, being followed, and comply with federal and state requirements.

- Determining if the required reconciliations between the financial records and SERA have been appropriately performed on a timely basis and adequately documented.
- Determining if prepaid program items are adequately or accurately safeguarded, managed, tracked and reported.
- Determining if the cost allocations are accurate, supported and consistent with the cost allocation plan.
- Determining if payroll records are properly maintained for employees; if personnel activity reports (PAR) comply with applicable cost principles; and verify salary and benefit costs are charged/allocated to funding sources in accordance with the PAR and the cost allocation plan.
- Determining if salary and bonuses paid to employees and charged to grant programs subject to the Salary and Bonus Cap do not exceed the Cap for the calendar year.
- Determining if purchasing/procurement transactions comply with the appropriate federal or state procurement laws, and the organization's procurement policies.
- Determining if the LWDB's contracting process and contract monitoring comply with federal and state requirements, and the organization's contracting policies.
- Determining if the LWDB's subawarding and subrecipient monitoring activities comply with federal requirements, and the organization's policies and procedures.
- Determining if property management activities comply with federal requirements and the organization's policies and procedures.
- Determining if non-payroll related disbursements are reasonable, necessary, allocable and properly recorded in the financial records.

This report was prepared at the conclusion of the DEO's financial monitoring activities performed for LWDB-15 for the 2017-18 and 2018-19 monitoring periods. Each monitoring period included on-site visits, which occurred April 2 - 6, 2018 and March 19 - 21, 2019.

II. ENTRANCE AND EXIT CONFERENCE

Entrance Conference

The annual monitoring covered two monitoring periods, 2017-18 and 2018-19; entrance conferences were conducted for each. When the 2017-18 monitoring occurred, CareerSource's Tampa Bay and Pinellas had combined administrative functions, so the entrance conference was conducted with the representatives from both Tampa Bay and Pinellas. The entrance conference occurred on April 2, 2018 and present were Jennifer Brackney, Interim Director Pinellas; Judith Dorcy, Interim Director Tampa Bay; Anna Munro, Director of Fiscal Compliance, Sheila Doyle and Jeannette Lugo; Directors of Finance; and Alice Cobb, Director Human Resources. Also, present at this entrance conference were Andrew Collins, Chief Operating and Financial Officer, CareerSource Florida; and DEO representatives Shila Salem, Kathy Keeton, Maureen Castaño, Chad Myrick and Tom Abney.

An entrance conference was conducted March 19, 2019, for the onsite portion of the 2018-19 monitoring with Anna Munro, Director of Fiscal Compliance, and Shelia Doyle, Chief Financial Officer, CareerSource Tampa Bay.

The general purpose of the entrance conferences was to discuss the annual monitoring, testing objectives and other issues.

Exit Conference

For the 2017-18 monitoring period, an exit conference was conducted April 6, 2018, with CareerSource's Tampa Bay and Pinellas representatives Anna Munro, Sheila Doyle and Jeannette Lugo. Issues noted, during the on-site monitoring, were brought to the attention of the LWDB management after the annual monitoring.

For 2018-19, an exit conference did not occur at the conclusion of the onsite portion of monitoring due to the finance staff having to attend a prior scheduled board meeting.

III. MONITORING RESULTS

FMA performed financial monitoring procedures based on the DEO 2017-18 and 2018-19 Financial Monitoring Tools. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support current year findings, other non-compliance issues and observations. Detailed information for these items is disclosed in the following section of this report.

Summarized below are the results of testing by category as detailed in the DEO 2017-18 and 2018-19 Financial Monitoring Tools:

2018-19 Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
1.0 – Prior Year Corrective Action Follow-Up	No	N/A		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
2.0 – Financial Management Systems	-	-	-	-
3.0 – Internal Control Environment	-	-	-	1
4.0 – Cash Management and Revenue Recognition	-	-	-	-
5.0 – SERA Reporting and Reconciliation	-	-	-	-
6.0 – Prepaid Program Items	-	-	-	-
7.0 – General Ledger and Cost Allocations	-	-	-	-
8.0 – Payroll and Personnel Activity Report (PAR) Testing	-	-	1	-
9.0 – Salary and Bonus Cap	-	-	-	1
10.0 – Purchasing	-	-	1	-
11.0 – Contracting / Contract Monitoring	-	-	1	1
12.0 – Subawarding / Subrecipient Monitoring	-	-	1	3
13.0 – Property Management	-	-	-	-
14.0 – Disbursement Testing	-	-	-	1
TOTAL	-	-	4	7

IV. FINDINGS

There were no findings during the monitoring periods of July 1, 2017 – March 31, 2019 and April 1, 2018 – March 31, 2019.

V. OTHER NON-COMPLIANCE ISSUES

There were no other non-compliance issues during the monitoring periods of July 1, 2017 – March 31, 2019 and April 1, 2018 – March 31, 2019.

VI. OBSERVATIONS

2017 - 18 Observation #15-18-01

Category: Contracting

Condition: One of the contracts reviewed during monitoring, Dex Imaging, Inc, did not include the required provisions which address:

- Equal Employment Opportunity,
- Clean Air Act and the Federal Water Pollution Control Act, and
- Byrd Anti-Lobbying Amendment

Criteria: 2 CFR Appendix II to Part 200—Contract Provisions for Non-Federal Entity Contracts Under Federal Awards

“In addition to other provisions required by the Federal agency or non-Federal entity, all contracts made by the non-Federal entity under the Federal award must contain provisions covering the following, as applicable.

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not

and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.”

Recommendation: To ensure compliance with 2 CFR, Part 200, Appendix II, DEO recommends that CareerSource Tampa Bay (CSTB) review all active vendor contracts to ensure they comply with the criteria set forth in 2 CFR, Part 200, Appendix II.

This condition was not observed in testing during the 2018-19 monitoring.

LWDB Response: Management concurs with the observation. Appendices to new vendor agreements will be attached which includes the required contractual provisions as required under 2 CFR Appendix II to Part 200. In addition, active vendor contracts will be reviewed to ensure compliance with 2 CFR, Part 200, Appendix II.

2017 - 18 Observation #15-18-02

Category: Subawarding

Condition: The subaward reviewed during monitoring, USF – Tampa Bay H-1B TechHire Partnership Grant program, did not include the required Environmental Tobacco Smoke provision.

Criteria: In accordance with Part C of P.L. 103-227, the "Pro-Children Act of 1994," reauthorized under the No Child Left Behind Act of 2001, Pub. L. 107-110 or 20 USC 7181, smoking is prohibited in any portion of any indoor facility owned or leased or contracted by an entity and used regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs whether directly or through State or local governments. Federal Programs include grants, cooperative agreements, loans, and loan guarantees, and contracts. The law does not apply to children's' services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug and alcohol treatment.

Recommendation: To ensure compliance with Pub. L. 107-110 or 20 USC 7181, DEO recommends that CSTB review all active subawards to ensure they comply with the criteria where applicable.

This condition was not observed in testing during the 2018-19 monitoring.

LWDB Response: Management concurs with the observation. A checklist will be developed as a mechanism to ensure compliance with contractual provisions, as applicable.

2017 - 18 Observation #15-18-03

Category: Payroll and PAR Testing

Condition: The Human Resource Generalist position shared duties for both CSTB and CareerSource Pinellas. DEO was provided with board minutes from 2011 that indicated a shared services agreement was approved by both boards whereby salaries, travel, and benefits would be shared 50/50 between the

boards for the CEO, CFO, and COO positions. However, per inquiry, the boards currently share more than the 3 positions approved in 2011, but it appears that this arrangement was not approved by either Board of Directors nor had been formalized in a written agreement.

Criteria: Page 16 of the 2015-16 CSTB cost allocation plan states that they do not have formal resource sharing agreements, but further indicated that CSTB and CareerSource Pinellas had entered into a shared services agreement whereby the President/Chief Executive Officer is equally shared.

Recommendation: The board should ensure that all shared service positions are included as part of a written agreement, ensure that the positions are approved by both Board of Directors, and the information is included in the Cost Allocation Plan that is provided to the Department of Economic Opportunity.

Note: During the 2017-18 monitoring period, there were combined administrative functions shared with several staff between CSTB and CareerSource Pinellas which have since ceased. Since these two LWDB's no longer have combined administrative functions among its staff, shared services agreements are unnecessary.

LWDB Response: Management concurs with the observation.

2018 - 19 Observation #15-19-01

Category: Purchasing

Condition: CSTB provided information for the purchasing sample selected, EMSI, stating procurement by noncompetitive (sole source) proposal. However, vendors such as Chmura and Burning Glass have provided quotes and similar software to other Local Workforce Development Boards in the state. Justification and cost price analysis were not included in the supporting documentation.

Criteria: 2 CFR 200.320(f) and 29 CFR 97.36(4) state procurement by noncompetitive proposals is procurement through solicitation of a proposal from only one source and may be used only when one or more of the following circumstances apply:

- (1) The item is available only from a single source;
- (2) The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation;
- (3) The Federal awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from the non-Federal entity; or
- (4) After solicitation of a number of sources, competition is determined inadequate.

Additionally, cost analysis, i.e., verifying the proposed cost data, the projections of the data, and the evaluation of the specific elements of costs and profit, is required.

Recommendation: DEO recommends CSTB provides complete supporting documentation including justification and cost price analysis for the procurement by noncompetitive proposal.

LWDB Response: Management concurs with the observation.

VII. TECHNICAL ASSISTANCE

2017 - 18 Technical Assistance #15-18-01

Category: Internal Control Environment

Efficient and effective succession planning is imperative to the continuity of operations upon the voluntary or involuntary turnover of employees in key or critical positions. Succession planning acknowledges that staff will not be with an organization indefinitely and it provides a plan and process for addressing the changes that will occur when they leave. Succession planning also addresses hiring, recruiting, and training employees for critical positions for current and future leadership positions.

CSTB should develop formal, written succession plans and keep the plans on record for use as necessary.

During the 2018-19 monitoring period, CSTB stated, “The Organization understands the importance of a succession plan and contingency plan for assignment of responsibilities. In the event there is an open Director level position, the program coordinator will work directly with the COO until the position is filled. The Chair will appoint an interim CEO in the event this position is vacated. CEO will appoint interim COO and/or interim CFO, if needed. An Ad Hoc Committee will be established to address a more formalized succession plan.”

2017 - 18 Technical Assistance #15-18-02

Category: Subawarding

In accordance with Public Law 103-333, Section 508: “When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all States receiving Federal funds, including but not limited to State and local governments and recipients of Federal research grants, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.”

CSTB provides the above statement in the USF – Tampa Bay H-1B TechHire Partnership Grant program subaward agreement in section 4.6.2 Publicity on page.15 of the executed agreement. However, CSTB should provide the (1) the percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs.

2017 - 18 Technical Assistance #15-18-03

Category: Subawarding

CFR 200.331, Requirements for pass-through entities, the non-Federal entity is responsible for ensuring that every subaward is clearly identified to the subrecipient as a subaward and includes the following

information at the time of the subaward and if any of these data elements change, include the changes in subsequent subaward modification. When some of this information is not available, the pass-through entity must provide the best information available to describe the Federal award and subaward. Required information includes:

- Contact information for awarding official of the Pass-through entity; [200.331(a)(1)(x)]
- Identification of whether the award is R&D; [200.331(a)(1)(xii)]

In our review of the USF – Tampa Bay H-1B TechHire Partnership Grant the contact information for the awarding official and whether the award was for research and development was not provided in the agreement.

2017 - 18 Technical Assistance #15-18-04

Category: ETA Salary

Section 7013 of Public Law 109-234 limits salary and bonus compensation for individuals who are paid by funds appropriated under Employment and Training Administration (ETA). None of the funds available for expenditure on or after the date of enactment of the section (June 15, 2006) shall be used by a recipient or subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall apply to funds provided by contract, grant, or interagency agreement, but shall not apply to contractors providing goods and services as defined in 2 CFR 200.330, Subrecipient and contractor determinations.

The ETA Salary Calculation provided represented the President/CEO salary was equally shared between CSTB and CareerSource Pinellas. Upon further inquiry, it was determined that the President/CEO's time was charged 55% to CSTB and the remaining 45% to CareerSource Pinellas. Assistance was provided to ensure the salary amounts provided for the President/CEO were accurately allocated between the two boards, and DEO verified that the salary and bonus over the ETA cap was reclassified to unrestricted.

This condition was not observed in testing during the 2018-19 monitoring.

2018 - 19 Technical Assistance #15-19-01

Category: Contracting

In our review of the Dynamics Works contract it was noted that the Clear Air Act and Federal Water Pollution Control Act provision was not listed as part of the contract.

The Clear Air Act and Federal Water Pollution Control Act states, "*Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387).*" The contract term was for one year with three additional one-year terms. At the current contract rate of \$39,341.00 the LWDB would not exceed the \$150,000 threshold until year four of the contract. If CSTB intends to renew the contract each year, CSTB should ensure the provision is added to the contract prior to year four of the contract.

2018 - 19 Technical Assistance #15-19-02

Category: Subawarding

In our review of the Junior Achievement of Tampa Bay original contract and three amendments, there were incorrect dates and mathematical budget errors in the signed subaward agreement. CareerSource Tampa Bay should ensure that all information included in contractual agreements have been reviewed for accuracy.

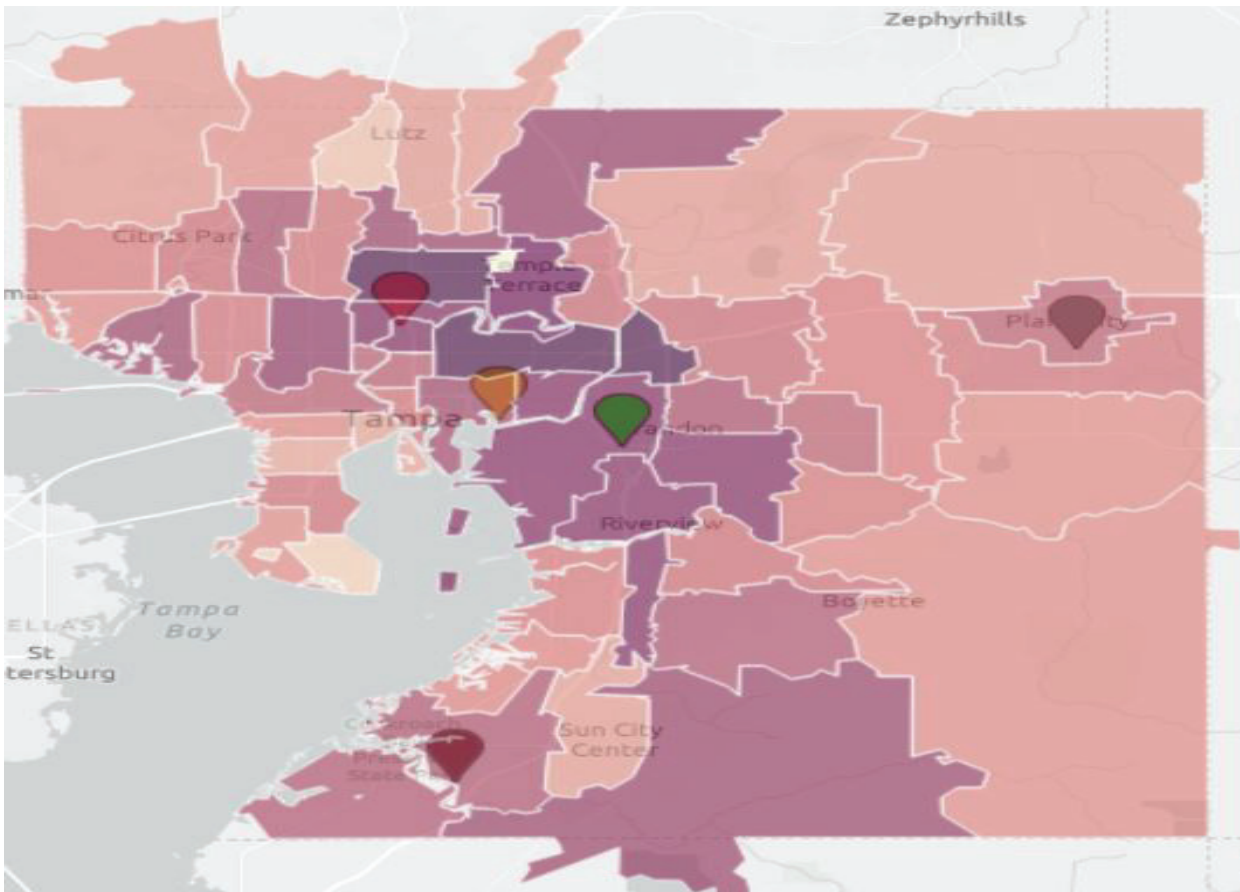
2018 - 19 Technical Assistance #15-19-03

Category: Disbursement Testing

In our review of Disbursement Sample 8, it was noted that CSTB was invoiced in June 2018 for the reimbursement of approximately two years of parking fees for staff to park in the garage of the Tampa Hillsborough Economic Development Corporation (EDC). Upon further inquiry, it was noted the Tampa Hillsborough Economic Development EDC had been billed monthly for parking by Park One, but did not in turn bill CSTB monthly due to staff transition at Tampa Hillsborough EDC. Although CSTB paid the parking invoice timely to Tampa Hillsborough EDC, for budgetary purposes, CSTB staff should have noted that parking fees for staff had not been made in more than a year and should ensure that future parking reimbursement invoices are being received timely and paid in the current fiscal year.

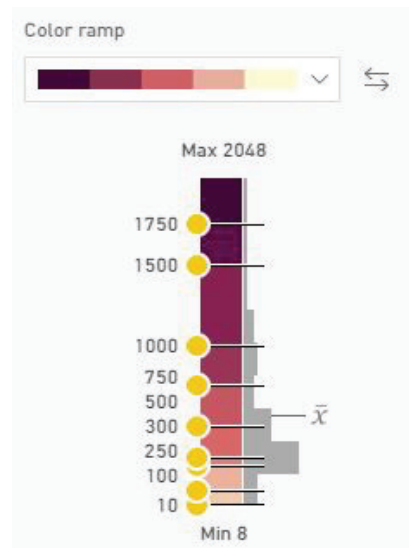
Information Item # 6

Heat Map Jobseekers



Heat Map Job Seekers

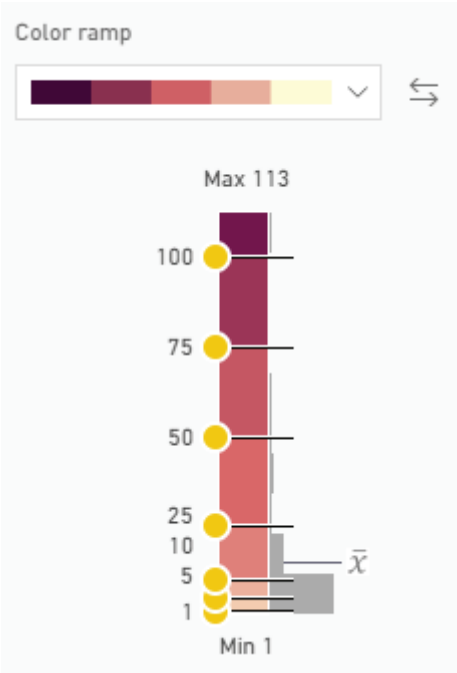
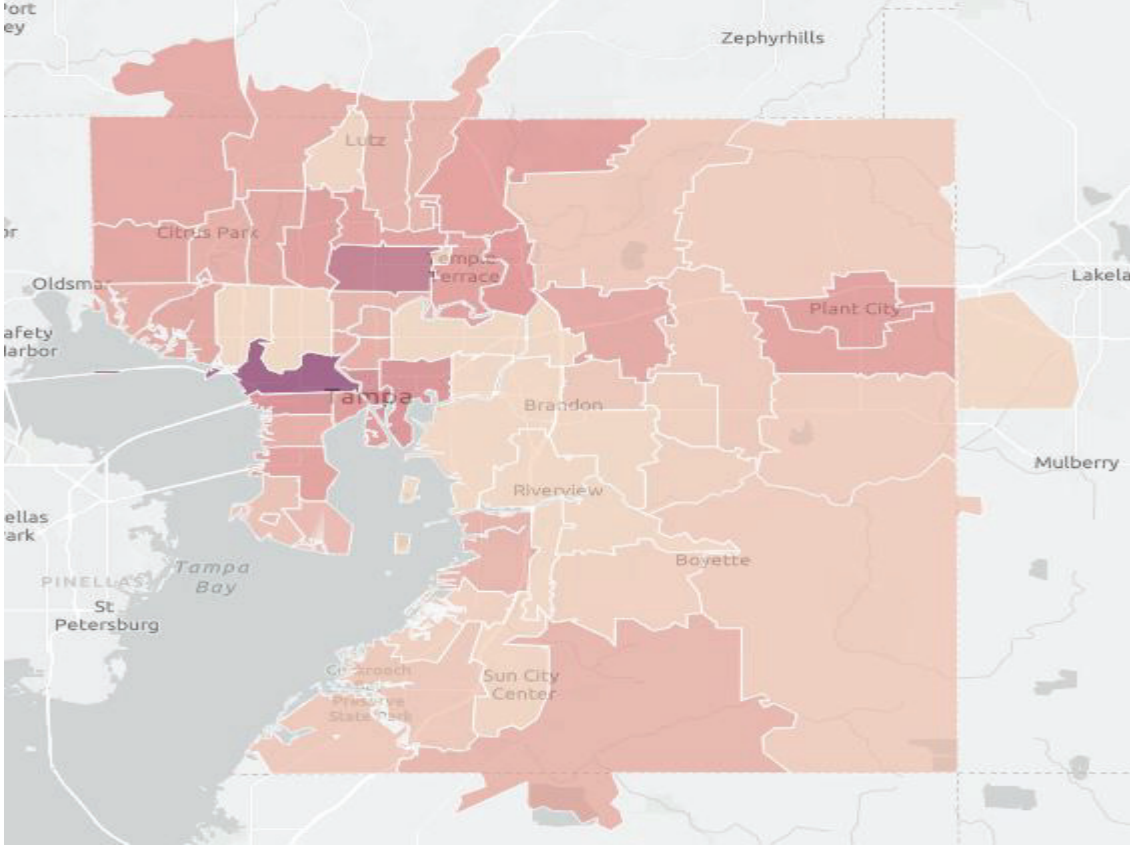
- Current offices are in areas with high levels of customers respective to the surrounding areas.
- Town N Country area has the most customers without an office close by for both Job Seekers and Employers
- Data includes customers who come to the office to receive services as well as self-service



Jobseeker Distribution By Zip Code

City	Zip	PY1819 Count	Office
Tampa	33612	2048	In N. Florida Zip
Tampa	33610	1791	Close to N. Florida and CPC
Temple Terrace	33617	1451	Close to N. Florida Zip
Palm River-Clair Mel	33619	1238	In Brandon Zip
Tampa	33604	1220	Adjacent to N. Florida Zip
Riverview	33578	1208	Adjacent to Brandon Zip
Brandon	33511	1199	Adjacent to Brandon Zip
Egypt Lake-Leto	33614	1042	Close to N. Florida Zip
New Tampa	33647	987	Closest to N. Florida Zip
Wimauma	33598	913	Close to Ruskin Zip
University	33613	899	Close to N. Florida
Town n Country	33615	851	Closest to N. Florida
Tampa	33605	824	In CPC Zip
Brandon	33510	703	Adjacent to Brandon Zip
Carrollwood	33624	699	Closest to N. Florida
Ruskin	33570	681	In Ruskin Zip
Riverview	33579	679	Close to Brandon Zip
Tampa	33607	607	Closest to CPC and N. Florida Zip
Tampa	33603	601	Close to N. Florida and CPC
Plant City	33563	582	In Plant City Zip

Heat Map Employers



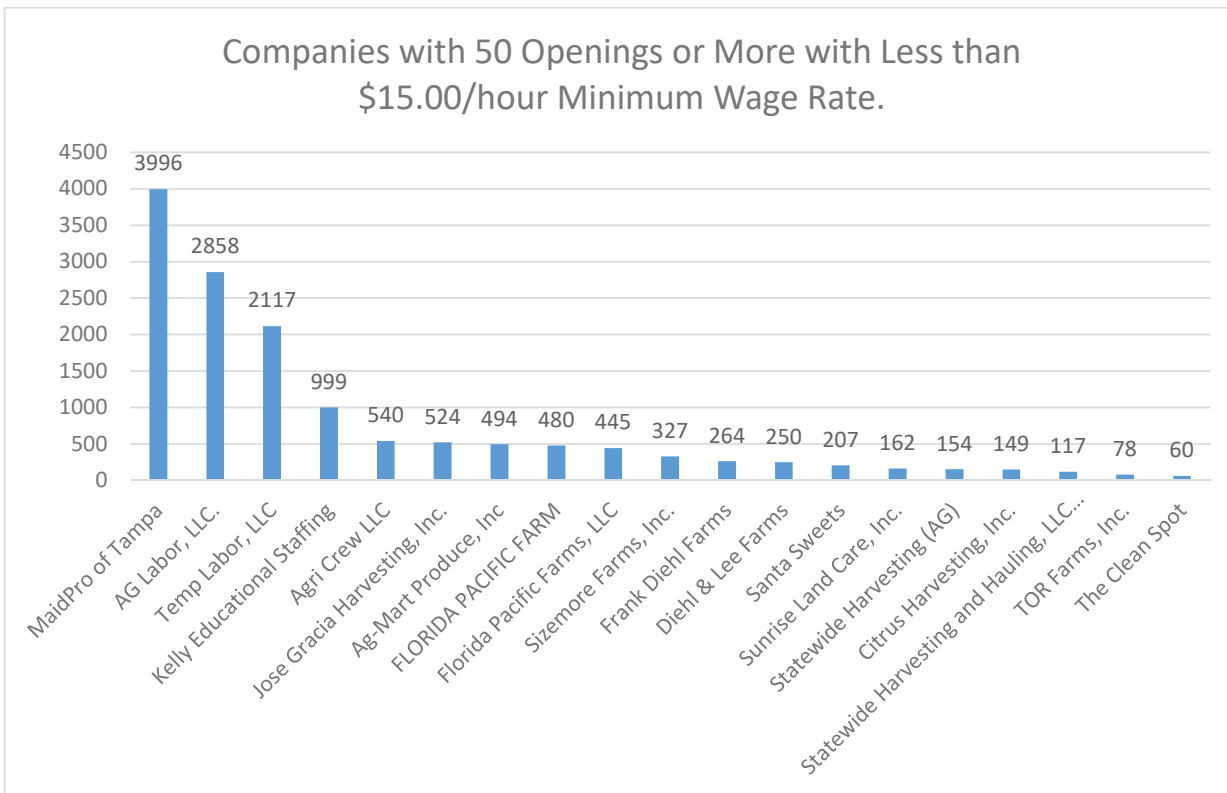
Employer Served by Zip Table

City	Zip	Employer Count	Office
Palm River-Clair Mel	33619	113	In Brandon Zip
Tampa	33607	103	Closest to CPC and N. Florida
Tampa	33612	65	In N. Florida Zip
Town n Country	33634	60	Closest to N. Florida
Tampa	33610	55	Close to N. Florida and CPC Zip
Egypt Lake-Leto	33614	50	Close to N. Florida Zip
Tampa	33602	42	Adjacent to CPC Zip
Tampa	33609	38	Close to N. Florida and CPC Zip
Tampa	33605	36	In CPC Zip
Temple Terrace	33637	25	Close to N. Florida Zip
Brandon	33511	24	Adjacent to Brandon Zip
Tampa	33606	21	Close to CPC Zip
Carrollwood	33618	19	Closest to N. Florida Zip
New Tampa	33647	19	Closest to N. Florida Zip
Plant City	33563	18	In Plant City Zip
Riverview	33578	18	Adjacent to Brandon Zip
Tampa	33611	17	Closest to CPC and N. Florida
University	33613	17	Close to N. Florida
Temple Terrace	33617	17	Close to N. Florida Zip
Plant City	33566	15	Adjacent to Plant City Zip



Information Item # 7

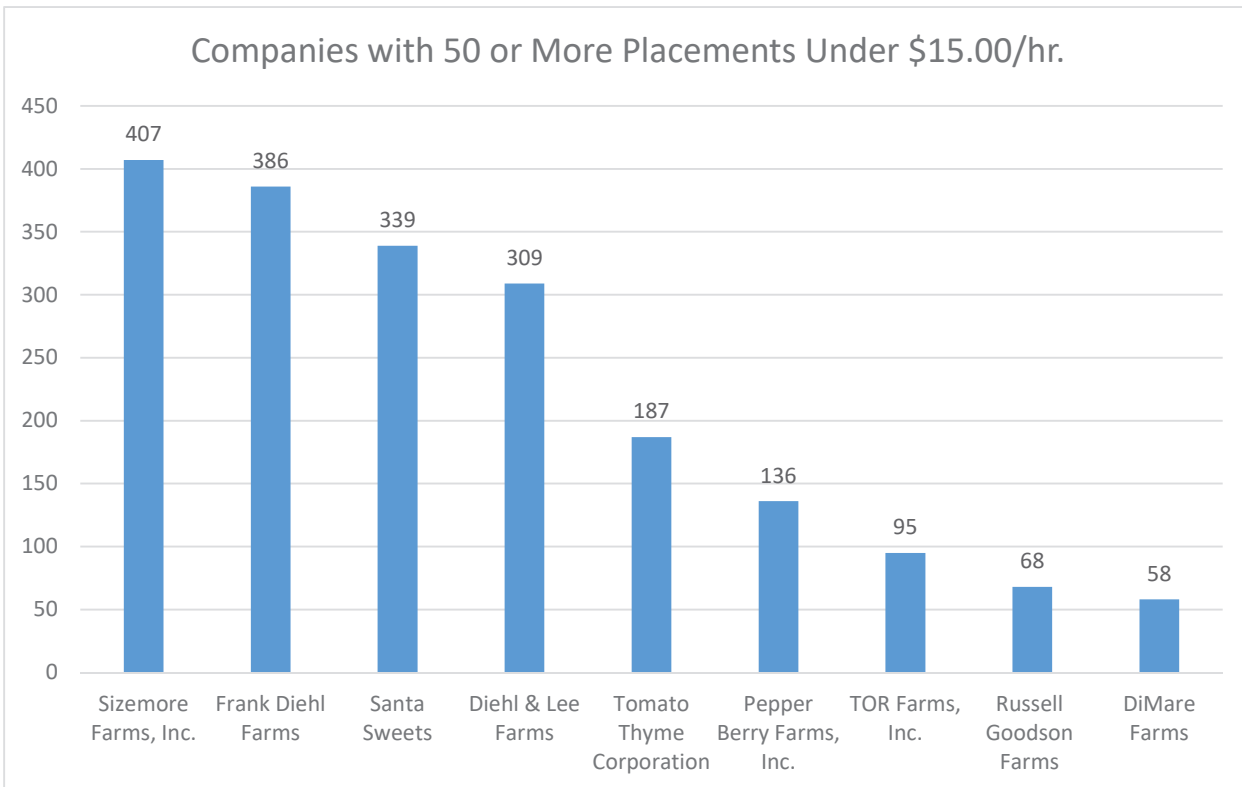
Job Order Analysis



- Many employers who do not want their wage displayed will list minimum wage to ensure wage compliance.
 - Registered Nurses, Accountants are occupations we know pay more than \$15.00 but were employer entered job orders with minimum wages listed.
- Placement wage information is provided by the employer after hire so this is the most accurate wage metric.
- Many positions and placements for MSFW related job orders which have a low wage and high number of openings and affects the average wage rate for WP heavily.

Row Labels	Number of Positions
Farmworkers and Laborers, Crop	9775
Maids and Housekeeping Cleaners	4070
Teachers and Instructors, All Other	1073
Registered Nurses	1060
Engineers, All Other	673
Computer User Support Specialists	582
Managers, All Other	560
Customer Service Representatives	533
Business Operations Specialists, All Other	486
Retail Salespersons	463
Landscaping and Groundskeeping Workers	448
Sales Representatives, Services, All Other	429
Accountants	401
Information Security Analysts	391
Graders and Sorters, Agricultural Products	382
Entertainment Attendants and Related Workers, All Other	373
Healthcare Practitioners and Technical Workers, All Other	334
Management Analysts	330
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	275
First-Line Supervisors of Office and Administrative Support Workers	270
Production Workers, All Other	266
Driver/Sales Workers	255
Financial Specialists, All Other	218
Automotive Master Mechanics	207
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	204

Job Orders



Placed Job Orders

Job Title	Average Wage	# of Placements
Farmworkers and Laborers, Crop	\$ 8.54	1647
Graders and Sorters, Agricultural Products	\$ 8.90	370
Customer Service Representatives	\$ 12.47	92
Social Workers, All Other	\$ 10.00	29
Stock Clerks- Stockroom, Warehouse, or Storage Yard	\$ 10.06	21
Solar Thermal Installers and Technicians	\$ 13.88	16
Audio and Video Equipment Technicians	\$ 12.00	12
Taxi Drivers and Chauffeurs	\$ 9.22	10
Preschool Teachers, Except Special Education	\$ 10.30	10
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	\$ 10.50	9
Food Preparation Workers	\$ 11.86	9
Childcare Workers	\$ 11.68	9
Laborers and Freight, Stock, and Material Movers, Hand	\$ 12.13	8
Sales Representatives, Services, All Other	\$ 10.84	8
Farmworkers, Farm, Ranch, and Aquacultural Animals	\$ 8.46	8
Cashiers	\$ 9.30	8
Construction Laborers	\$ 13.86	7
Maids and Housekeeping Cleaners	\$ 9.35	7



Information Item # 8

Eligible Training Provider – Waivers

Background:

The workforce development system established under WIOA emphasizes informed consumer choice, job-driven training, provider performance, and continuous improvement. In order to maximize customer choice, CareerSource Tampa Bay must identify eligible training providers that are qualified to receive WIOA title I-B funds to train adults and dislocated workers, including those with disabilities.

To maximize consumer choice, the Chief Executive Officer and his/her designee will provide a waiver to approve a training program or training provider that is not included on the list of approved training providers or programs, on a case by case basis.

The Board asked for an update on any WIOA ITA waivers made by the CEO or his designee, below is a summary of the waivers that have been approved from 8.9.19 through 9.30.19.

Summary:

Funding Stream	Current PY Budgeted ITA Amount	Training Provider	Training Program	Waiver Reason
OSY	\$4,253.19	University of South Florida	Public Relation Specialist	Exceed the ITA lifetime cap of \$10,000 by \$500. Customer is in final semester and is not working at this time because she has taken on additional courses to complete her degree in public relations.
OSY	\$5,000.00	University of South Florida	Paralegals and Legal Assistants - Online	Exceed PY ITA cap by \$1,995. Total cost of the training program is a one-time payment of \$6995. Program is not PELL-eligible and candidate does not have the financial means to cover the costs of training.
OSY	\$5,000.00	Galen School of Nursing	Nursing	Exceed the PY ITA cap by \$1,228 for current enrolled nursing student. Candidate is coming from a low income family and is unable to cover the difference.



Information Item # 9 Strategic Plan

Community Workforce Advancements (CWA), Workforce Development Consultants, are currently conducting interviews with certain Board members and Partners. The interviews are being conducted to gather information from their perspective on what is working well and what needs to be improved. This information will be used in conjunction with other information that has been gathered to develop a Plan that will include but is not limited to key strategies, primary tactics, major goals and planned outcomes. Results of the interviews to date are bulleted on the following page:

Perspectives on CSTB's Work in Community

- Viewed as key player in developing the workforce - mostly focused on low-skilled, disconnected
- Public has moved on from “scandal” and see working with new management as opportunity
- System is seen as bureaucratic and difficult for customers to navigate – not customer-friendly
- CSTB used to be “unemployment office” – now public not sure where unemployment office is
- CSTB focuses on short-term engagements with job seekers as it needs to “get credit”

Suggested Strategic Objectives for CSTB

- Raising wage levels of workers (not selling region as low-wage area)
- Create more short-term, work-based learning options (apprenticeships viewed as too long)
- Pathways for everyone – job placement & advancement training for wide range of qualifications
- Create partnerships to address issues of lack of transportation & housing
- Create more bridges to community-based programs – center’s cost-sharing rules drive some away
- Train business service representatives to understand and specialize in industries they are assigned to

Suggestions on Key Partnerships for CSTB Effectiveness

- Chambers of commerce & industry associations
- Economic development offices
- Mayor’s office – new opportunities with new mayor
- Tampa Bay Partnership
- College access initiative (LEAP)
- Staffing organizations – often front door to jobs in multiple sectors
- Opportunities for special populations to be served in centers & through new referral processes

Suggestions on Outcome Metrics for SCTB

- Customer satisfaction – employers & job seekers
- Reduction in time to fill job openings
- Return-on-investment for training funds spent
- Job placement still primary outcome – should be tied to wage increases/advancement in jobs
- Attainment of credentials that employers endorse as high value – should be valued in the industry, not just with specific employer



Information Item # 10 Public Relations/Marketing Update

OVERVIEW: CareerSource Marketing team has hired a new marketing specialist, Shedlyn Joseph brings with him graphic, video and photography skills. Advertising will kick into to high gear December-February. Look for promotion around Vision 2020 Business/Education Summit, Business Services events and Summer Job Connection 2020.

NEW WEBSITE: October, 2019 CSTB Marketing launched the new website. This platform is mobile friendly which can be easily read on smart phones, android devices and i-pads.

NEWSLETTER: November 4, 2019, CSTB Marketing sent out the first electronic newsletter to the Leadership Team, Board Members and All Staff. We will be sending this out on a regular basis.

2019-20 MARKETING CAMPAIGNS:

General Advertising Campaign Calendar: (billboards, radio, digital marketing, cable tv)

December 2-7, 2019

Target Business Leaders who might want to participate in the Summer Jobs Connection in 2020. Table talk set for December 13, 2019.

December 6-10, 2019

Target Business Leaders: Industry Consortium (Trades/Transportation) December 12, 2019

January 6-10, 2020

Summer Job Connection: Now taking applications for 2020 (Hillsborough County Businesses and Youth 16-24 go to www.CareerSourceTampaBay.com)

February 24-28, 2020

Business Services/CareerSource Tampa Bay is here to help you, here's what we can do. (February 24-28, 2020)

Tampa Bay Business Journal Campaign Calendar

Completed/September 2019 (Fall Work Campaign)

- Tampa Bay Business Journal – 1x Half Page Ad promoting Business Sectors
- TBBJ Afternoon Newsletter (Premium Top Position) – 1 Week (6x/Sends)

December 2019 (Specs due 11/22/19 in print December 5?)

- People First Awards Sponsorship (Excellence in Human Resources)
- Ad Due: 11/22/19
- Vision 2020 (Business Services)

December 2019 (2019-2020 Book of Lists Full Page Ad (Largest Tampa Bay Employers)

- Published December 27, 2019
- Outreach: Business Sectors

January 2020 (Vision 2020)

- Economic Outlook Sponsorship
- Full Page Ad in Special Publication
- Two Week Digital Sponsorship (80,000 Impressions) on Tampa Bay Business Journal website.
- Outreach: Summer Job Connection

January 13-17 2020 (TBA)

- Tampa Bay Business Journal – 1x Half Page Ad
- TBBJ Afternoon Newsletter (Premium Top Position) – 1 Week (6x/Sends)
- Outreach: Vision 2020 or Business Consortium

February 2020 (Vision (2020))

- Tampa Bay Business Journal – 1x Half Page Ad
- TBBJ Afternoon Newsletter (Premium Top Position) – 1 Week (6x/Sends)
- Vision 2020 or Business Consortium

February 10-14 2020 (TBA)

- Tampa Bay Business Journal – 1x Half Page Ad
- TBBJ Afternoon Newsletter (Premium Top Position) – 1 Week (6x/Sends)

Website Traffic

Timeframe	Page Views	Unique Page Views	Website Users	Average Time on Page	Bounce Rate	Sessions
July 2018–June 2019	1,227,655	861,540	203,861	1:34	54.8%	372,264
July 2018–Sept 2018	362,125	252,632	67,670	1:39	53.9%	110,218
July – Sept 2019	267,277	185,806	45,062	1:21	52.7%	77,414

Source: Google Analytics

Social Media Traffic

Month	Social Media Impressions	Social Media Engagements	# of Social Media Followers	# of New Social Media Followers	Social Media Clicks	Total Messages/Posts
July 2018 – June 2019	321,810	8,425	5,943	1,450	N/A	N/A
July 2018 – Sept 2019	106,000	3,597	N/A	394	N/A	N/A
July – Sept 2019	787,170	5,224	6,666	475	3,572	305

Source: Sprout Social

Public Relations

Month	# of Press Releases	# of Media Inquiries	Earned Media Impressions	Earned Media Dollar Figure	# of Positive Stories Published	# of Negative Stories Published
July 2018 – June 2019	6	9	269,724	\$10,317	22	4
July – Sept 2019	8	0	163,288	\$11,810	6	0

DEFINITIONS:

Page Views is the total number of pages viewed. Repeated views of a single page are counted.

Unique Page Views is the number of sessions during which the specified page was viewed at least once. A unique page view is counted for each *page URL + page Title* combination.

Bounce Rate: A *bounce* is a single-page session on your site. In Analytics, a bounce is calculated specifically as a session that triggers only a single request to the Analytics server, such as when a user opens a single page on your site and then exits without triggering any other requests to the Analytics server during that session. Bounce rate is single-page sessions divided by all sessions, or the percentage of all sessions on your site in which users viewed only a single page and triggered only a single request to the Analytics server.

Earned Media: Amount of free publicity typically generated from press releases.

Updated 11.13.2019



Information Item # 11

Expenditure Reports for the period ending September 30, 2019

CareerSource Tampa Bay
Grant Award to Actual Expenditures
FY 2019-2020
For Period Ending 9/30/2019

Program Description	Award Begin Date	Award End Date	Award Amount	FY 19-20 Budget	FY 19-20 Expenditures YTD	FY 19-20 Remaining Budget	FY 19-20 Expenditure Rate	Overall Expenditure Rate Expected	Overall Expenditure Rate Actual
Workforce Innovation Opportunity Act									
WIOA - Adult PY2018	7/1/18	6/30/20	2,755,573	1,308,804	1,019,754	289,050	77.91%	62%	90%
WIOA - Adult PY2019	7/1/19	6/30/21	2,621,848	2,828,571	-	2,828,571	0.00%	12%	0%
WIOA - Dislocated Worker PY2018	7/1/18	6/30/20	2,975,639	2,418,120	787,215	1,630,905	32.55%	62%	45%
WIOA - Dislocated Worker PY2019	7/1/19	6/30/21	2,975,147	1,928,876	-	1,928,876	0.00%	12%	0%
WIOA - Youth PY2018	4/1/18	6/30/20	3,014,051	2,787,772	516,452	2,271,320	18.53%	67%	25%
WIOA - Youth PY2019	4/1/19	6/30/21	2,837,546	2,270,037	-	2,270,037	0.00%	22%	0%
WIOA - Supplemental	7/1/19	12/31/20	265,535	265,535	-	265,535	0.00%	17%	0%
WIOA - Sector Strategies - Career READY	7/1/19	12/31/19	20,000	20,000	20,000	-	100.00%	50%	100%
WIOA - Sector Strategies - IT Training	7/1/19	12/31/19	70,000	70,000	29,631	40,369	42.33%	50%	42%
WIOA - Community Based Sec Str	7/1/19	12/31/19	25,000	25,000	1,731	23,269	6.92%	50%	7%
WIOA - Apprenticeship FLA	5/1/18	4/30/20	100,000	73,759	10,690	63,069	14.49%	71%	37%
WIOA - Soft Skills	2/1/19	8/31/20	100,000	96,345	-	96,345	0.00%	42%	3.7%
WIOA - Hurricane Maria Outreach	1/1/18	9/30/19	71,507	3,978	3,978	0	100.00%	100%	100%
Total Workforce Innovation Opportunity Act				14,096,796	2,389,451	11,707,345	16.95%		
Employment Services									
Wagner Peyser PY2018	7/1/18	9/30/19	1,402,798	239,021	239,021	0	100.00%	100%	100%
Wagner Peyser PY2019	7/1/19	9/30/20	1,418,050	1,318,050	-	1,318,050	0.00%	20%	0%
DVOP PY2018	10/1/18	9/30/19	170,374	42,133	42,133	(0)	100.00%	100%	100%
DVOP PY2019	10/1/19	9/30/20	179,165	134,315	-	134,315	0.00%	0%	0%
LVER PY 2018	10/1/18	9/30/19	49,672	12,100	12,100	(0)	100.00%	100%	100%
LVER PY 2019	10/1/19	9/30/20	50,243	37,593	-	37,593	0.00%	0%	0%
Supplemental Nutrition Assistance Program PY2018	10/1/18	9/30/19	747,031	197,427	197,427	(0)	100.00%	100%	100%
Supplemental Nutrition Assistance Program PY2019	10/1/19	9/30/20	600,000	450,000	-	450,000	0.00%	0%	0%
Reemployment Assistance Program PY2018	10/1/18	9/30/19	71,167	31,880	16,905	14,975	53.03%	100%	79%
Reemployment Assistance Program PY2019	10/1/19	9/30/20	40,000	30,000	-	30,000	0.00%	0%	0%
TAA Administration PY2017	7/1/17	9/30/19	31,695	22,292	598	21,694	2.68%	100%	32%
TAA Training PY2018	7/1/18	9/30/19	129,512	109,667	6,129	103,538	5.59%	100%	20%
TAA Training PY2019	10/1/19	9/30/20	60,000	60,000	-	60,000	0.00%	0%	0%
TAA Case Management PY2018	7/1/18	9/30/19	52,480	34,544	4,001	30,543	11.58%	100%	42%
Military Family	7/1/19	6/30/20	98,434	98,434	27,158	71,276	27.59%	25%	28%
Total Employment Services				2,817,457	545,472	2,271,985	19.36%		
Welfare Transition									
Welfare Transition Program PY2018 Oct-June	10/1/18	7/31/19	3,672,466	455,590	455,590	(0)	100.00%	100%	100%
Welfare Transition Program PY2019 July-Sept	7/1/19	11/30/19	1,058,660	1,058,660	588,093	470,567	55.55%	60%	56%
Welfare Transition Program PY2019 Oct-June	10/1/19	6/30/20	3,175,978	3,175,978	-	3,175,978	0.00%	0%	0%
Total Welfare Transition				4,690,228	1,043,683	3,646,545	22.25%		
Direct Grants & Special Projects									
RESEA Transition PY2019	1/1/19	3/31/20	510,169	377,417	190,646	186,771	50.51%	60%	63%
RESEA Transition PY2020	4/1/20	6/30/21	400,000	100,000	-	100,000	0.00%	0%	0%
NEG - Hurricane Maria Evacuees	10/1/17	9/30/20	200,000	176,796	30,034	146,762	16.99%	67%	27%
USDOL Tech Hire	7/1/16	6/30/20	3,796,320	1,278,551	212,622	1,065,929	16.63%	81%	72%
Tech Hire Evaluation	3/20/18	6/30/20	75,000	29,422	8,225	21,197	27.96%	67%	72%
Tampa Housing	5/15/17	3/31/21	148,275	91,374	4,368	87,006	4.78%	61%	21%
Citi Foundation	9/18/17	8/31/19	250,000	3,739	3,739	(0)	100.00%	100%	100%
Total Direct Grants & Special Projects				2,057,300	449,634	1,607,666	21.86%		
Totals				\$ 23,661,780	4,428,240	19,233,540	18.71%		

Training Budget vs. Actual				
Budget	Actual Exp to date	Remaining Budget	% spent to date	% Target
\$ 8,791,781	\$ 1,026,177	\$ 7,765,604	11.67%	16.67%

# of customers served	Avg Cost per
1,565	\$ 655.70

Note: # served - Includes ITA's, OJT's, PWE's, IWT's Supportive Services, apprenticeships, training certifications

**CareerSource Tampa Bay
Expenditure Report
For Period Ending September 30,2019**

Funding Sources

Total WIOA	Total Emp Services	Total WTP	Total Direct Grants and Special Proj	Total All
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Current Year Budgeted Revenues:

Carryforward Funds from FY 2019	6,803,778	580,841	198,782	609,249	8,192,650
FY 2020 Award	8,700,076	2,554,116	4,491,446	1,748,051	17,493,689
Total Funds available	15,503,854	3,134,957	4,690,228	2,357,300	25,686,339
Interfund transfer	-	-	-	-	-
Less: Planned Carryforward for FY 2021	(1,407,058)	(317,500)	-	(300,000)	(2,024,558)
Total Available Funds Budgeted	14,096,796	2,817,457	4,690,228	2,057,300	23,661,781

Expenditures to Date:

Pooled Costs:

Case Management	685,717	212,783	305,207	125,310	1,329,017
Business Services	308,518	-	78,091	-	386,609
Career Services	162,126	-	-	33,220	195,346
Indirect Costs	270,739	56,314	66,806	26,558	420,417
One Stop Operating	61,813	177,930	46,528	30,849	317,120
Technology	14,100	66,289	14,021	1,149	95,559
Community Outreach	1,785	6,690	1,646	1,091	11,212
Staff Training & Development	-	11,425	-	-	11,425
Total Pooled Costs:	1,504,798	531,431	512,299	218,177	2,766,705

Direct Costs:

Service Provider Contracts	-	-	-	-	-
Participant & Worked Based Learning Costs	880,852	6,129	531,384	121,124	1,539,489
Program Staff Direct	-	-	-	74,732	74,732
DEO (Jointly managed staff) travel	-	6,957	-	-	6,957
Other Operating Costs	3,801	955	-	35,601	40,357
Total Direct Costs:	884,653	14,041	531,384	231,457	1,661,535

Total Expenditures to Date	2,389,451	545,472	1,043,683	449,634	4,428,240
Unexpended Balance	11,707,345	2,271,985	3,646,545	1,607,666	19,233,541
% of Budget Expended	16.95%	19.36%	22.25%	21.86%	18.71%

**CareerSource Tampa Bay
Pooled Cost Expenditure Detail
For Period Ending September 30,2019**

	Case Management	Business Services	Career Services	Indirect Costs	One Stop Operating	Technology	Community Outreach	Staff Training & Dev	Total
Total Pooled Cost Budgets	5,669,470	1,375,000	1,277,032	2,536,653	1,915,000	500,000	340,000	50,000	13,663,155
Expenditures:									
Salaries & Benefits	1,266,139	372,318	194,552	321,269	-	-	-	11,425	2,165,704
Accounting/Audit Fees	-	-	-	-	-	-	-	-	-
Legal Fees	-	-	-	1,875	-	-	-	-	1,875
Bank Fees	-	-	-	835	-	-	-	-	835
Payroll Processing Fees	-	-	-	18,050	-	-	-	-	18,050
Professional Fees	9,763	2,722	280	36,661	-	-	-	-	49,426
Contract Labor	-	-	-	-	-	-	-	-	-
Contract IT Svcs	-	-	-	8,193	-	85,972	-	-	94,165
Office Rent / Lease	32,492	4,794	-	13,266	241,735	-	-	-	292,287
Utilities	-	-	-	-	5,713	-	-	-	5,713
Repairs & Maintenance	-	-	-	-	573	-	-	-	573
Security	264	30	-	129	17,303	-	-	-	17,727
Janitorial Services	-	-	-	-	2,370	-	-	-	2,370
Pest Control	-	-	-	-	186	-	-	-	186
Equipment Rental	2,231	300	-	965	13,473	-	-	-	16,968
Copy machine usage / maintenance	2,964	339	-	1,457	7,905	-	-	-	12,665
Office Supplies	864	94	-	667	3,577	-	-	-	5,202
Operating Supplies	70	-	-	155	-	13	1,054	-	1,292
Computer Software License / Maint	-	-	-	-	1,805	9,224	-	-	11,029
Equipment <5000	229	-	-	-	-	-	-	-	229
Postage / Shipping	-	-	-	113	-	-	-	-	113
Document Shredding	114	11	-	59	665	-	-	-	849
Insurance Com Property	-	-	-	-	-	-	-	-	-
Insurance General Liability	-	-	-	-	-	-	-	-	-
Insurance D&O	-	-	-	-	-	-	-	-	-
Telecommunication	3,626	736	69	2,895	21,817	-	-	-	29,142
Outreach / Marketing	-	543	-	-	-	-	9,923	-	10,466
Travel - Mileage	281	635	424	48	-	-	-	-	1,388
Travel - Out of town	6,867	2,729	-	5,956	-	-	-	-	15,552
Meetings & Conferences	3,000	1,002	-	4,486	-	-	50	-	8,538
License/Dues/Other Fees	114	354	21	3,339	-	350	185	-	4,362
Other Expenses	-	-	-	-	-	-	-	-	-
Total Expenditures to Date	1,329,017	386,609	195,346	420,417	317,121	95,559	11,212	11,425	2,766,705
Unexpended Balance	4,340,453	988,391	1,081,686	2,116,236	1,597,879	404,441	328,788	38,575	10,896,450
% of Budget Expended	23%	28%	15%	17%	17%	19%	3%	23%	20%
Salaries & Benefits as a % of total	95%	96%	100%	76%	0%	0%	0%	0%	0%
Operating costs as a % of total	5%	4%	0%	24%	100%	100%	100%	100%	100%



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