



Thursday, June 18, 2020 11:00 AM  
ZOOM Meeting

## Executive Committee Agenda

- 11:00-11:30 AM
  - I. **Welcome and Roll Call** ..... Sean Butler, Chair
  - II. **Public Comments**
  - III. **Approval of Minutes**
    - 1. April 16, 2020 Executive Committee Minutes ..... Sean Butler, Page 2
    - 2. April 30, 2020 Special Executive Committee Minutes ..... Sean Butler, Page 5
    - 3. May 14, 2020 Special Executive Committee Minutes ..... Sean Butler, Page 7
    - 4. June 2, 2020 Special Executive Committee Minutes ..... Sean Butler, Page 9
  - IV. **Chair’s Report**..... Sean Butler, Page 11
  - V. **Board Counsel Report**..... Jennie Tarr
  - VI. **CEO Report** ..... John Flanagan
- 11:30-12:00 PM
  - VII. **Action/Discussion Items**
    - 1. National Dislocated Worker Grant (NDWG) Policy..... Jody Toner, Page 14
    - 2. Negotiated Local Levels Policy..... Jody Toner, Page 24
    - 3. Approval of Emergency Procurement and Contract:  
Educational Data Systems. Inc. .... John Flanagan, Page 32
  - VIII. **Information Items**
    - 1. Performance Dashboard..... Chad Kunerth, Page 39
    - 2. R15 DEO Quality Assurance Preliminary Report  
Program Years 2019-20 ..... Chad Kunerth, Page 40
    - 3. Summer Job Connection..... Jennifer Wilson, Page 49
  - IX. **Future Business**
  - X. **Committee Reports**
- 12:30 PM
  - XI. **Adjournment**

- **Next Executive Committee Meeting August 20, 2020**



# CareerSource Tampa Bay

## Minutes of Executive Committee Meeting

**Date:** April 16, 2020  
**Location:** ZOOM Meeting

### Call to Order

Chair Sean Butler called the meeting to order at 11:06 a.m. There was a quorum present with the following Executive Committee members participating:

### Members in Attendance Via Zoom

Sean Butler, Benjamin Hom, Lindsey Kimball, Randall King, Commissioner Sandra Murman and Roy Sweatman.

### Not in Attendance

Sophia West.

### Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Anna Munro, Doug Tobin, Mimi Tran, Christina Witt, Dan Schneckenburger, Chad Kunerth, Fadhail Ibraheem, and Tammy Stahlgren.

### Board Counsel

Jennie Tarr.

### BOCC Liaison/Representative

Kenneth Jones.

The items are listed in the order of discussion.

▶ Indicates Committee Action

□ Indicates Action Needed

### Public Comments

- There were none.

### ▶ Approval of Minutes

### ▶ March 3, 2020 Executive Committee Meeting Minutes

- **A motion to approve the minutes of March 3, 2020 Executive Committee Meeting.**
  - **Motioned: Ben Hom**
  - **Seconded: Roy Sweatman**
- **There was no discussion. The motion carried.**

### Chairman's Report

*(Refer to Page 7 of the April 16, 2020 Executive Committee Agenda Packet for the entire Chair Report)*

Last week we saw more than 220,000 new claims entered into the Florida CONNECT system (unemployment system). In region 15 (Hillsborough County), that equated to an estimated 10,000 Reemployment Assistance (RA) claims in the Unemployment Compensation (UC) system, with more than 10,083 new registrants in Employ Florida. These are both record numbers for the county and the state, for weekly claims increases. We anticipate that number to increase for the upcoming report, as dislocations and furloughs are becoming more common.

With the passing of the CARES Act, there are relief measures in place to assist in layoff aversion for the business community, especially the small business community. Please see the link below for comprehensive information on the CARES Act:

<https://www.workforce.com/news/cares-act-offers-tax-workforce-relief-for-businesses-and-employees>.

There was a discussion about opening centers to assist with UC Claim Applications. This is currently not possible due to DEO having not opened the building to customers.

- **Recommendation to send a letter to DEO requesting building access for customers.**

## Board Counsel Report

Jennie Tarr gave a brief update on projects she has been assisting with.

## CEO Report

### Updates

- Telework update- CSTB is working remotely 100% and have had very limited issues with equipment. We have expanded call center hours to mirror DEO's. We will evaluate the numbers to determine the need to continue the 2<sup>nd</sup> shift and weekend hours.
- Virtual Plan update.
- 4/8/2020 Town Hall Meeting with CSTB staff.
- 4/13/2020 Implemented Contact Center extended hours of operation, six days a week and staffing a 2<sup>nd</sup> shift.
- 4/1/-2020 Released Podcast on "How to File Unemployment or Reemployment Benefits," featuring CEO John Flanagan, COO Juditte Dorcy, and Commissioner Murman.
- BOCC approved Local Plan 4/15/2020.
- 4/1/2020 Hired new Director of Youth - Fadhail Ibraheem.

### Upcoming

- DEO Annual Programmatic Monitoring visit has been rescheduled for the week of 5/4-5/8/2020.
- 5/7/2020 Tampa Bay Chamber: Panelist -We are putting together a webinar focused on resources for employees who have been economically impacted by COVID-19.

### Upcoming Conference

- United States Conference of Mayors scheduled for June 2020.
- NAWB Conference Rescheduled June 28<sup>th</sup>- July 1<sup>st</sup>.

## ▶ **Action Item #1: WIOA Youth 5% Exception & 5% Limitation Policy** (Refer to Page 9 of the April 16, 2020 Executive Committee Agenda Packet)

- **A motion to approve the WIOA 5% Exception and 5% Limitation Policy**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Lindsey Kimball**
- **The motion carried.**

## Information Items

### Information Item #1 Covid-19 Key Metrics Report – Update given by Chad Kunerth (Refer to Page 13 of the April 16, 2020 Executive Committee Agenda Packet)

Comparing the weeks 3/29-4/4 to 3/22-3/28

- 414% increase in New SNAP Cases
- 72% increase in Calls Received by Staff
- 91% increase in Website Inquiries
- 60% increase in New WT Cases

### Information Item #2 Performance Dashboard – Update given by Chad Kunerth (Refer to Page 14 of the April 16, 2020 Executive Committee Agenda Packet)

No discussion

Information Item #3 R15 DEO Quality Assurance Report, Program Years 2017-18 & 2018-19 - Update given by Jody Toner

*(Refer to Page 15 of the April 15, 2020 Executive Committee Agenda Packet)*

CSTB CAP was submitted on 12/17/19. DEO reviewed the CAP and requested additional information including a review of all open cases for WT, all active WP participants, and all open Job Orders. A call with DEO on 1/27/20, resulted in a revised review of this request to include a substantial review with a documented plan on corrected issues. The additional information requested was provided on 2/4/20.

DEO requested another revised CAP addressing additional information on Finding #15.18 -WP Job Order Placements and Obtained Employments and Finding #15.19 Job Order Requirements. This was submitted to DEO on 4/7/2020 and we are awaiting their response.

Additionally, DEO is scheduled to conduct our PY 19-20 onsite programmatic monitoring review during the week of 5/4/2020. Due to the impacts of COVID-19 in our region, we've requested to reschedule the upcoming DEO Annual Programmatic Monitoring visit

Information Item #4 Summer Job Connections – Update given by Jody Toner

*(Refer to Page 21 of the April 16, 2020 Executive Committee Agenda Packet)*

3/31/2020 – We hit capacity, so the 2020 SJC Youth Applications have officially closed. We are presently still accepting applications for Hillsborough County businesses. We are surveying SJC Employers that have already applied, to gauge their interest and ability to participate in the program. We have received a 50% response from those companies, with 97% still interested in participating. We are exploring options with the SJC Leadership Team to re-evaluate our model, considering moving from a traditional PWE to a Career Exploration model.

Information Item #5 Public Relations and Marketing – Update given by Doug Tobin

*(Refer to Page 22 of the April 16, 2020 Executive Committee Agenda Packet)*

The Marketing department has been busy printing unemployment applications, updating Hot Jobs on the CSTB Website, media calls, and updating the CSTB COVID 19 Job Resource Tool Kit.

**Future Business**

- No update given.

**Committee Reports**

- No update given.

**Adjournment**

- The meeting was adjourned at approximately 12:17 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

## CareerSource Tampa Bay Minutes of Special Executive Committee Meeting

**Date:** April 30, 2020  
**Location:** ZOOM Meeting

### Call to Order

Chair Sean Butler called the meeting to order at 11:31 a.m. There was a quorum present with the following Executive Committee members participating.

### Members in Attendance Via Zoom

Sean Butler, Benjamin Hom, Lindsey Kimball, Randall King, Commissioner Sandra Murman, Roy Sweatman, and Sophia West.

### Not in Attendance:

N/A.

### Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Anna Munro, Doug Tobin, Mimi Tran, Christina Witt, Dan Schneckenburger, Chad Kunerth, Fadhail Ibraheem, and Tammy Stahlgren.

### Board Counsel

Jennie Tarr.

### BOCC Liaison/Representative

Kenneth Jones.

The items are listed in the order of discussion.

▶ Indicates Committee Action

□ Indicates Action Needed

### Public Comments

There were none.

### Information Items

Information Item #1 CSTB Workforce Operations Update  
(Refer to the Special Executive Committee Agenda Packet of April 30, 2020)

Mr. Flanagan explained the purposed of this meeting is to give an update on our Operational Plans. He reviewed a PowerPoint Presentation (contained in the agenda packet) that gave an update on the DEO Reemployment Claims Dashboard. On the Dashboard, listed Total claims submitted 2,028,645, Confirmed Unique Claims Submitted 835,290, Claim Verification Queue 161,285, claims Processed 674,005, claimants paid 404,317, Paid to claimants \$553,555,251. He said it looks like that we are beginning to see some progress from DEO. They have been having issues with the online systems, Connects and the new PEGA application.

He gave a breakdown of claims by industry. No surprise it's accommodation and food service leading the claimant numbers. Food services, retail, admin support, waste management and remediation, healthcare, social assistance, arts, entertainment and recreation have had enormous layoffs, those are the significant drivers of traffic. Really any of your frontline customer facing positions are the ones you're seeing laid off in Hillsborough County.

Mr. Flanagan gave an overview of CSTB Phase 1 Reopening Plans. Regarding reopening, we are looking at phase one of our reopening plan with limited operations. We are looking at Tuesday, May 12, reopening for basic career services. We estimate the time spent in phase 1, to be between a month to two months. This will include our North Florida, Ruskin, and Plant

City locations. We are opening at a 40% capacity in the resource room areas only. Services are limited to RRA Claim assistance, and job search. In the future individual appointments for RA claim assistance will enter through PEGA DEO system once LWDB allows us to assist with direct entry.

- There was a request to send out the one-page Re-Opening Plan to the committee.

The Committee expressed concern over safety at the facility, overcrowding and maintaining social distancing. The building has been modified and procedures put in place to control the traffic. Press releases have sent out to the public clarifying what services we are providing. There will be a triage tent set up outside to prescreen customers. Mr. Flanagan explained that we are hiring additional armed security, and the Tampa Bay Police Department will be notified to be on alert.

### **Future Business**

- Chairman Butler requested that an email be sent out to all the Board of Directors requesting volunteers to serve on a Nominating Committee to make recommendations for the Slate of Officers for PY 2020-2021.

### **Adjournment**

The meeting was adjourned at approximately 11:53 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

## CareerSource Tampa Bay Minutes of Special Executive Committee Meeting

**Date:** May 14, 2020  
**Location:** ZOOM Meeting

### Call to Order

Chair Sean Butler called the meeting to order at 11:30 a.m. There was a quorum present with the following Executive Committee members participating.

### Members in Attendance Via Zoom

Sean Butler, Benjamin Hom, Lindsey Kimball, Randall King, Commissioner Sandra Murman, Roy Sweatman, and Sophia West.

### Not in Attendance

N/A

### Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Anna Munro, Doug Tobin, Mimi Tran, Christina Witt, Dan Schneckenburger, Chad Kunerth, Fadhail Ibraheem, and Tammy Stahlgren.

### Board Counsel

Jennie Tarr

### BOCC Liaison/Representative

Kenneth Jones

The items are listed in the order of discussion.

▶ **Indicates Committee Action**

□ **Indicates Action Needed**

### Public Comments

There were none.

### Information Items

Information Item #1 CSTB Workforce Operations Update

*(Refer to the Special Executive Committee Agenda Packet of May 14, 2020)*

Mr. Flanagan suggested one more update on the reopening phase. The consensus of the committee agreed that it was a good idea, but was sensitive to Mr. Flanagan and his team's time.

Mr. Flanagan gave an overview of CSTB Phase 1 Opening Plans that will begin on Tuesday, May 19<sup>th</sup>, 2020. We had to delay opening from May 12<sup>th</sup> because we did not have approval from DEO to open. We will only open the CareerSource Tampa Bay location at 9215 N. Florida Avenue. Customer capacity is limited to a maximum of 25% during this phase to restrict the customers accessing services in the RR areas. Services will be limited to RA Claim Assistance and Job Search in the Resource Room. In the future, individual appointments for RA Claim Assistance will be available, once they allow LWDB's to assist with direct entry. We have reengineered the building to maintain safe distancing. We have PPE equipment for all staff. A press release has been sent out.

We conducted a staff Town Hall meeting on May 4<sup>th</sup>, 2020 to update staff on the reopening phase. Staff provided some good suggestions and feedback to provide a safe work environment.

The governor waived the work search requirement through May 30, 2020. That will help cut down on center traffic. DEO has very specific requirements for us to follow in order to reopen, we have incorporated those requirements into our plan. Mr. Flanagan has had several media inquiries since the press release has gone out.

Security concerns were discussed, Mr. Flanagan will reach out to Tampa Police Department to assist with crowd control. We have also hired additional armed security officers that will be stationed inside the building.

There was a discussion on when the Governor will require the work search requirement to resume. We are already finding there is a challenge of getting employees to come back to work, some claim they are making more money by staying home and drawing unemployment compensation.

Mr. Flanagan reported, at the last BOCC meeting the county staff presented a reopening phase plan to the Board of County Commissioners. Commissioner Murman made a motion to direct \$25 million dollars to CareerSource Tampa Bay to assist in getting people back to work. Mr. Flanagan said we believe we will be successful and appreciate the confidence that the county has in us. There will be challenges if the Governor doesn't resume the work search requirement. A budget plan has already been submitted to the county. We are hoping to start the plan on June 1st.

Mr. Flanagan gave a brief summary on the number of current national unemployment stats. The chart shows that the claims are declining. He reviewed the DEO RA Claims Dashboard, the COVID-19 Metrics Report, and the Reemployment Assistance Demographic Chart.

#### **Future Business**

None

#### **Adjournment**

The meeting was adjourned at approximately 12:06 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



## CareerSource Tampa Bay Minutes of Special Executive Committee Meeting

**Date:** June 2, 2020  
**Location:** ZOOM Meeting

### Call to Order

Chair Sean Butler called the meeting to order at 4:33 p.m. There was a quorum present with the following Executive Committee members participating.

### Members in Attendance Via Zoom

Sean Butler, Benjamin Hom, Lindsey Kimball, Randall King, Commissioner Sandra Murman, Roy Sweatman, and Sophia West.

### Not in Attendance

N/A

### Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Anna Munro, Doug Tobin, Mimi Tran, Christina Witt, Chad Kunerth, Fadhail Ibraheem, and Tammy Stahlgren.

### Board Counsel

Jennie Tarr

### BOCC Liaison/Representative

Kenneth Jones

The items are listed in the order of discussion.

▶ Indicates Committee Action

□ Indicates Action Needed

### Public Comments

There were none.

### Action Item

▶ Contract between Hillsborough County and CareerSource Tampa Bay for \$25 million, to facilitate CARES Act Program.

Mr. Flanagan provided an update to the contract in Part 1 – Scope of Services, Section #3 - Short Term Occupational Skills Certification and Training, paragraph - Unit of Service,- the word “completes” was changed to “participate”. The change is reflected below in the full paragraph.

Units of Service: A Unit of Service is defined as one (1) eligible Hillsborough County resident who ~~completes~~ participates a short-term occupational skills certification or training program. The Agency shall provide up to one thousand (1,000) Units of Service. The Unit of Service rate of pay is up to five thousand dollars (\$5,000) per resident served.

- **A motion to approve the contract between Hillsborough County and CareerSource Tampa bay for \$25 million to facilitate the CARES act Program.**
  - **Motioned: Commissioner Sandra Murman**
  - **Seconded: Roy Sweatman**
  
- **There was roll call vote. The motion passed unanimously.**

**Future Business**

- None

**Adjournment**

- The meeting was adjourned at approximately 12:06 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

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## Key Regional Workforce / Demographic Indicators

- In April 2020, the unemployment rate in Hillsborough County was 12.0 percent, a 9.1% increase from April 2019 rate of 2.9%.
- The region's April 2020 unemployment rate was 1.3 percentage point lower than the state rate of 13.3 percent. The labor force was 684,108, down 54,097 (-7.3) over the year. There were 82,354 unemployed residents in the region.
- The industries gaining in jobs over the year was government +1,200 jobs
- The industries that lost jobs over the year:
  - The leisure and hospitality -77,600 jobs
  - trade, transportation, and utilities -14,700 jobs
  - professional and business services -13,600 jobs
  - education and health services -10,900 jobs
  - other services -10,400 jobs
  - information -2,800 jobs
  - manufacturing -400 jobs
  - financial activities -100 jobs
- The government (+0.8 percent) industry grew faster in the metro area than statewide over the year.
- The mining, logging, and construction industry was unchanged over the year.

## Key Initiatives/ Events

### Tampa Bay Tech Virtual Job Fair, June 10, 2020, 9:30AM-7:00PM

Total Number of Employers: 28

Total number of registered job seekers: 408

Total number job seekers stopped in our booth: 198

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CareerSource Tampa Bay posted open positions: 5 (some job seekers applied for multiple positions)

Contact Center Specialist - **3 Applicants**

Staff Accountant – Temporary - **9 Applicants**

Career Coach – **9 Applicants**

Remedial Skills Instructor - **4 Applicants**

Staff Accountant/Payroll Specialist - **4 Applicants**

Lead Career Coach - **9 Applicants**

Referred to EF: **20 Applicants** (to register and formally apply for positions)

## **Virtual Employability Workshops:**

In partnership with the Recruiters Networking Group and Professional Talent of Tampa Bay, CSTB hosted for employability workshops virtually with the following topics:

- May 27th - Building a Linked In Profile and using Social media in your job search.
- May 29th -Virtual Interviewing and Virtual Communications 101 – Learn how to present yourself and answer the questions to ace the interview. Understand the virtual meeting platform Zoom, Microsoft Teams, and Skype.
- June 2nd - Creating a Resume and Cover Letter – Learn how to create an effective resume and formats that work best in your current job status.
- June 4th - Conducting an effective online job search and networking campaign- Successful job search requires more than a great resume. Find out where the jobs are and how to get them. We'll talk about how to approach and follow up with an employer, the hidden job market and give you tips on how to focus your job search and stay positive.

The Recruiters Network Group is a nonprofit group of more than 400 corporate in the Tampa Bay area that offers career opportunities and solutions to support local economic growth. We had over 235 participants attend these excellent sessions.

## **Healthcare/Life Sciences Industry Consortium- June 11, 2020**

The Business Services Team held our final industry consortium this fiscal year focusing on the Healthcare/LS industry on Thursday, June 11.



# Chair's Report

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We had nine healthcare employers, Hillsborough Community College (Dr. Leif Penrose), Premier Nursing Academy, Dr. Byron Clayton of Tampa Bay Works, and Steve Morey of the Tampa Bay Economic Development Council participated along with staff.

EMSI data was provided on job postings and skillsets needed now, and how it has changed in one year due to Covid 19. Questions to our attendees focused on their hiring needs, changes in operation, and how they are coping with changes brought by Covid 19. Additional discussion on our CARES funding and how they can participate rounded out our discussion.

## **Business Services Recovery Town Hall- June 19, 2020, 2:00 p.m.**

This second Business Services Town Hall is focused on the recovery of the Hillsborough County economy. This will occur on Friday, June 19, at 2:00 p.m., and again will be a Zoom meeting.

Confirmed speakers for this meeting are John Flanagan, Lynn Kroesen (Hillsborough County Economic Development), Santiago Corrado (CEO, Visit Tampa Bay), and Steve Morey.

The speakers will talk about the CARES recovery funding, and how it will work to get people back to work. Mr. Corrado will speak about the hospitality industry devastated in Hillsborough County and the recovery plans.



## Action Item # 1

# CSTB National Dislocated Worker Grant- Disaster Recovery Policy

Background: Dislocated Worker Grant's (DWGs) are discretionary grants awarded by the Secretary of Labor under Section 170 of WIOA to provide employment-related services for dislocated workers. The Department funds two types of DWG: Disaster Recovery and Employment Recovery. Disaster Recovery DWGs provide funding to create temporary employment opportunities to assist with clean-up and recovery efforts when an area impacted by an emergency or major disaster is declared eligible for public assistance by the Federal Emergency Management Agency (FEMA), or is declared, or otherwise recognized, as an emergency or disaster of national significance by a Federal agency with authority or jurisdiction over Federal response to the disaster or emergency.

Disaster Recovery DWGs provide disaster-relief and humanitarian assistance employment, as well as employment and training services, as appropriate, to minimize the employment and economic impact of declared disasters and emergency situations, in disaster-declared areas defined in 20 CFR 687.110(b).

Documentation to substantiate NDWG participant eligibility is similar to the regular formula funded WIOA Dislocated Worker program. Participants in disaster-relief positions may be employed for a maximum of 12 months or 2,080 hours, whichever is longer. CareerSource Tampa Bay has established the local NDWG program for disaster-relief positions to be a maximum of four (4) months.

Attached is the CSTB National Dislocated Worker Grant- Disaster Recovery policy for your review and consideration.

**Recommendation:** CSTB staff is recommending approval of the CareerSource Tampa Bay National Dislocated Worker Grant- Disaster Recovery Policy.



## POLICY

<b>SECTION: WIOA</b>	<b>POLICY# 020-C0077</b>	<b>PAGE: 1 of 9</b>
<b>TITLE: CSTB National Dislocated Worker Grant- Disaster Recovery</b>		<b>EFFECTIVE DATE: TBD</b>
<b>REPLACES:</b>		<b>DATED:</b>

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

**PURPOSE:** To provide guidance to CSTB WIOA staff on administering National Dislocated Worker Grant- Disaster Recovery program services.

**BACKGROUND:** Dislocated Worker Grant's (DWGs) are discretionary grants awarded by the Secretary of Labor under Section 170 of WIOA to provide employment-related services for dislocated workers. The Department funds two types of DWG: Disaster Recovery and Employment Recovery. Disaster Recovery DWGs provide funding to create temporary employment opportunities to assist with clean-up and recovery efforts when an area impacted by an emergency or major disaster is declared eligible for public assistance by the Federal Emergency Management Agency (FEMA), or is declared, or otherwise recognized, as an emergency or disaster of national significance by a Federal agency with authority or jurisdiction over Federal response to the disaster or emergency. Employment Recovery DWGs temporarily expand capacity to serve dislocated workers and to meet the increased demand for employment and training services following a qualifying event.

DWGs are time-limited funding assistance in response to major economic dislocations or other events that cause significant impact on states and local areas that exceed the capacity of existing formula funds and other relevant resources to address. Disaster Recovery DWGs provide funding for the creation of disaster-relief employment, which is temporary employment of eligible individuals for the purposes described in WIOA Section 170(b)(1)(B) and (d), as well as 20 CFR 687.180(b) and (c).

#### **POLICY:**

Disaster Recovery DWGs provide disaster-relief and humanitarian assistance employment, as well as employment and training services, as appropriate, to minimize the employment and economic impact of declared disasters and emergency situations, in disaster-declared areas defined in 20 CFR 687.110(b).

Disaster-relief employment created under a Disaster Recovery DWG aligns with the following categories:

1. Clean-up and recovery efforts including demolition, repair, renovation and reconstruction of damaged and destroyed structures, facilities and lands located within the disaster area and in offshore areas related to the emergency or disaster; or,
2. Employment related to the delivery of appropriate humanitarian assistance in the immediate aftermath of the disaster or emergency; more information on humanitarian assistance is provided in TEGL 12-19.

## **Eligible Participants**

An individual eligible to receive services through a Disaster Recovery DWG must be one of the following, per 20CFR 687.170(b):

1. Temporary or permanently laid off as a consequence of the disaster;
2. A dislocated worker as defined at 29 U.S.C. 3102(3)(15);
3. A long-term unemployed worker; or
4. A self-employed individual who became unemployed or significantly underemployed as a result of the disaster or emergency.

Documentation to substantiate NDWG eligibility is similar to the regular formula funded WIOA Dislocated Worker program.

The state has the authority to provide exceptions to its policies regarding the acceptable documentation local areas must collect to document participant eligibility, such as during a disaster. Such exceptions may rely on self-attestation. States eventually must collect all documentation necessary to demonstrate that each participant is eligible under 20 CFR 687.170(b).

## **Limit on Disaster Relief Employment Duration**

Participants in disaster-relief positions may be employed for a maximum of 12 months or 2,080 hours, whichever is longer. A modification request may be submitted to extend the period of employment for existing participants for up to an additional 12 months. The modification request must justify the reason for extending participants' disaster-relief employment, as required by 20 C.F.R 687.180(b)(1).

While each disaster is different, ETA expects that most humanitarian assistance needs will resolve within 12 months of the disaster event, as disaster-affected communities rebuild, and their populations obtain permanent housing and no longer need assistance in obtaining food and clothing.

CareerSource Tampa Bay has established the local NDWG program for disaster-relief positions to be a maximum of four (4) months.

## **Temporary Employment**

Disaster Relief Employment (Disaster Recovery DWGs only): Temporary employment on projects that provide food, clothing, shelter, and other humanitarian assistance for emergency and disaster victims.

Humanitarian assistance generally includes actions designed to save lives, alleviate suffering, and maintain human dignity in the immediate aftermath of disasters. This assistance includes activities such as the provision of food, clothing, and shelter.



The humanitarian assistance provided by disaster-relief workers must relate directly to an immediate response to the disaster situation named in the DWG application and the Federal declaration.  
(Page 6 TEGL)

## Worksite Selection

CSTB is responsible for providing interested employers with eligible and suitable interns and/or work experience prospects. The employer is responsible for interviewing and making the final selection of the trainee they would like to select for their worksite.

Businesses that meet the following criteria are considered eligible and may, subject to available funding, enter into a NDWG agreement:

1. Physical company is located in Hillsborough County;
2. Business must legally have operated at current location for at least 120 days.
3. Hold a valid business tax receipt (formally an occupational license) and/or zoning permit; (google search and printout included)
4. Active business as verified by Florida Department of State Division of Corporations ([www.sunbiz.org](http://www.sunbiz.org)) and provide W-9.
5. Hasn't experienced any layoffs in the past six months verified by DEO WARN site.
6. Must develop a detailed NDWG Training Plan Outline that identifies the specific occupation, educational, job specific skills that will be learned and estimated time required for each skill.
7. Agrees to routine monitoring and communication with the CSTB NDWG Program Staff regarding the progress of the program participant relating to the temporary disaster-relief employment NDWG Training Plan, progress reports, midpoint in training and completion of the NDWG to capture measurable skills gained during participation.

Disaster-relief worksites must be located in the geographic disaster area covered by the declaration of NDWG under the Stafford Act or other Federal agency's declaration of a disaster or emergency of national significance.

## Occupation Eligibility

All NDWGs must be for occupations that meet the established humanitarian efforts as outlined in TEGL 12-19. The following occupations are not suitable for NDWG:

- Less than part-time
- Principle source of income is tips, commissions or piecework;
- Intermittent or seasonal in nature;

NDWG funded disaster-relief workers must only provide humanitarian assistance appropriate under NDWG, focusing specifically on responding to the immediate impacts of a disaster. Positions cannot be established that focus on prevention and planning of future disaster events, which are not allowed under NDWG.

## Prohibitions

1. Participants shall not be employed to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or

inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).

2. A participant in a program or activity authorized under NDWG must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).
3. A NDWG funded agreement must not impair existing contracts for services or collective bargaining agreements. When a program or activity authorized under NDWG would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the agreement is initiated.
4. A NDWG participant may not be employed in or assigned to a job if: (a). Any other individual is on layoff from the same or any substantially equivalent job; (b). The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy so created with the PWE participant; (c). The job is created in a promotional line that infringes in any way on the promotional opportunities of currently employed workers; (d). Job opening that is vacant because the former occupant is on strike or involved in a labor dispute that may lead to a strike.
5. NDWG participants shall not be placed in a home-based business.

### **Background Check**

Each perspective trainee will be provided a CSTB SARMA background check form for signature. All trainees will be screened prior to being referred to an employer work site. The background check will be completed by CSTB or a contracted provider prior to being marketed to a potential training work site. Background results will be reviewed by the CSTB HR Director. No background results will be discussed by staff.

If the employer wants to conduct additional pre-employment screenings, then they can do so at their cost.

### **Engaging the Community and Employers**

Employers and the general public throughout Hillsborough County will be made aware of the CSTB NDWG program through a variety of methods. Primary outreach will be conducted by the Business Services and Program Department staff. The CareerSource Tampa Bay website will be used to engage the community and employers with specific information about the program and the opportunities offered.

### **Eligibility and Intake System**

CSTB Career Counselors will be responsible for completing WIOA NDWG eligibility on all participants. Enrollment will be scheduled after the NDWG Program Coordinator has reviewed all documents.

MIS Department shall be responsible for inputting data into the state's EmployFlorida (EF) Management Information System (MIS) within applicable timeframes to meet CSTB standard of acceptance.

## **Conflict of Interest**

1. The CSTB will not favor a referral from or to a member of the CSTB Board over another business in the community. NDWG placements shall be made based upon what will be most beneficial to the participant.
2. The CSTB CEO/COO shall be notified whenever the NDWG Agreement is connected to a CSTB Board member or employee.
3. CSTB are prohibited from recommending an agreement or making NDWG referrals to businesses who are members of their immediate family or members of families of other CSTB staff.
4. The contracted NDWG business shall not hire a participant who is a relative (member of the family) of the business. Relative is defined as: father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister. (Section 112.3135, Florida Statutes).

## **Individual Employment Plan (IEP)**

CSTB must develop an individual service strategy for each participant. A service strategy is a document created jointly by the participant and case manager, and is based on career planning and the results of the objective assessment. The service strategy includes a summary of the jobseeker's strengths, barriers, services needed, education and employment goals, and services provided. The IEP will be updated during a one-on-one appointment between the trainee and a CSTB Career Specialist. This process will also define the short and long term goals of the work experience opportunity as well as future employment plans of the trainee. The trainee's IEP must identify their internship/work experience field of training while outlining goals and objectives with defined timelines and projected completion dates.

When selecting work-based training for a participant, the WIOA Career Specialist must include the following in the service strategy:

1. A determination that a work-based training activity is appropriate to meet the participant's needs;
2. The specific work-based training most appropriate for the participant based on an assessment of the participant's needs, skill set, and other characteristics necessary to determine the best activity for the participant;
3. The specific short and long-term goals for the work-based training activity, by identifying the purpose of the activity and outcomes expected;
4. The employer with whom the activity will be done and other information relevant to the work-based training activities;
5. Responsibilities of the CSTB, employer and participant; and
6. Other activities necessary to support the work-based training activity.

## **Participant Wages**

The wages paid to temporary disaster-relief workers must be consistent with the wages of the supervising entity's other employees-permanent or temporary-performing the same or similar work. In accordance with WIOA Section 181(a)(1)(A), participants must be compensated at the same rates, including periodic increases, as employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. In addition, such rates must be

in accordance with applicable law, but in no event less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the applicable state or local minimum wage law. Where applicable, fringe benefits should be paid in accordance with the policies of the worksite employer.

NDWG temporary disaster-relief employment will be limited to a maximum of 25 hours per week and a four- month duration per participant. NDWG participants in temporary disaster-relief employment activities will earn a wage rate of \$15.50 per hour. Wages may be issued using direct deposit or check and will be issued on a bi-weekly basis by the contracted staffing agency if CSTB exercises this option, or internally by CSTB's agreed upon practices/policies.

### **Worksite Agreement**

NDWG activities require a Worksite Agreement in the customer file. The Worksite Agreement will establish the parameters wherein a customer will gain the job-readiness skills necessary to obtain unsubsidized employment, and must be secured prior to the participant beginning their temporary disaster-relief assignment.

Each employer participating in work-based training must develop a CSTB NDWG Agreement. The worksite agreement must include:

1. A job description and/or training outline
2. Contact information for the supervisor
3. Record-keeping and payroll information,
4. Process to monitor the participant's worksite activities and ensure adherence to the records retention requirements, as applicable.
5. Worksite agreements for work-based training. For agreements with a staffing agency, the worksite agreements must include signatures of both the worksite employer and the staffing agency.

CSTB will maintain information on each job placement in the form of an agreement signed by all parties. Each employer partner will receive a copy of the fully executed NDWG agreement.

### **Employer of Record**

CSTB is the employer of record and participants will be paid a wage of \$15.50 per hour, and payroll taxes will be deducted. The employer of record will be responsible for paying all taxes.

### **Workers Compensation**

To the extent that state workers' compensation law applies, workers' compensation shall be provided to project participants on the same basis as individuals in similar employment, as required by WIOA Section 181(b)(4).

In accordance with Section 445.009, Florida Statutes (F.S.), a participant in an adult or youth work experience activity administered under this section will be deemed an employee of the state for purposes of workers' compensation coverage. In determining the average weekly wage, all remuneration received from the employer shall be considered a gratuity, and the participant shall not be entitled to any benefits otherwise payable under s. 440.15, F.S., regardless of whether the

participant may be receiving wages and remuneration from other employment with another employer and regardless of his or her future wage-earning capacity.

AmeriSys is the state's Workers' Compensation Provider and should be contacted using the toll free #1-800-455-2079, in case of a work-related injury.

CSTB will be the employer record for the NDWG program, based on this the state workers compensation.

### **Supportive Services**

Supportive Services Support Services provide a safety net to trainees as they enter or re-enter the labor market. Limited support services may be made available to trainees on an individualized case-by-case basis. The trainee must verify that a need exists and cannot be met by other community resources. The provision of such support services must be documented in the individual service strategy. Support service needs are identified through the assessment process and outlined in the service strategy. Support services may be provided pursuant to CSTB Supportive Service and Incentive Policy - # #018-C0012b.

### **Incident Reports**

CSTB will provide employers with an Incident Report Form to document all injuries or other incidents which need to be reported, such as loss of property, etc. CSTB will maintain Incident Reporting Forms and notify the CEO and/or their designee immediately of any incident. CSTB will notify the HR Director immediately of any incident or accident involving NDWG participants.

### **Recording of Worksite, Provider and O\*Net Code Information**

When a participant is enrolled into a NDWG training activity, staff must record in Employ Florida, the address and location of the worksite where the participant will work.

- For other work-based training activities, such as work experiences, temporary jobs (including temporary disaster-relief jobs), registered apprenticeships, and pre- apprenticeships (when applicable), the actual location where the participant will report for work (worksite) must be recorded as part of the enrollment process.

When a participant is enrolled in a temporary disaster-relief training activity, the provider and O\*Net Code for the occupation in which the participant will engage or receive training must be entered into Employ Florida as part of the enrollment process.

### **Participant Evaluations**

In order to ensure that participants gain the required skills for their assigned work experience activity, formal evaluations must be conducted using the NDWG Training Plan. These evaluations are used to assess the participant's skill level at the beginning of the training period and also to evaluate the participant's skill progression at the mid-point of the training period and upon completion of the training period. The evaluation should be reviewed by the supervisor with the participant by the designated due dates. Feedback will also be collected from the participant regarding their experience.

## **Work Site Supervisory Evaluations of Youth Participants**

The worksite supervisor will complete an evaluation which assesses critical work readiness topics. The employer, or the employer's designee, will discuss the result of the evaluation with the participant. CSTB Career Counselors will distribute evaluation forms to the employers. Evaluations can be included as part of the time records or separately with the most efficient method to be determined by the provider. CSTB will collect the evaluation forms and include them in the participant hard copy case record. All Employer NDWG evaluations will be documented in EmployFlorida case notes.

### **Monitoring**

Monitoring and evaluation of the program plays a critical role in ensuring that the goals of the NDWG are achieved. The on-site monitoring is essential and must include documenting information received directly from the NDWG trainee and should capture the trainee's supervisor's perspective about how the training is progressing. In addition to this, the monitoring should examine the process of compliance with the NDWG Agreement, training plan, the regulations, payment of wages, and the maintenance of records and working conditions in keeping with Federal requirements.

Any Agreement deviations noted should be dealt with promptly, either with a corrective action plan or by suspension or termination of the agreement if serious violations have occurred. All visits to the business should be documented in the business EF account file and electronic file. The entry should identify when the visit was made, what was observed, who was interviewed, a synopsis of the content of the conversation, and any items of concern that need to be addressed.

Additional programmatic monitoring will be conducted throughout the program year by our internal Program Monitors under the direction of our Director of MIS & Data Services. Financial monitoring will be conducted by our Director of Fiscal Compliance.

### **Terminations**

The occasion may occur when a trainee is not satisfied with an employer location or an employer may be dissatisfied by a trainee's progress or ability. Terminations may result in suspension of trainees and participating employers from the receipt of internship/work experience services for a period of time or indefinitely based on the situation.

The duration of suspension is at the discretion of CSTB management. Each case will be reviewed before a determination is made. The CSTB Representative along with the Work-Based Learning Coordinator should make all efforts to salvage a work experience assignment and location when possible. Suspension may be caused by several factors as listed below:

#### **Trainee suspension may occur due to factors such as:**

- An established pattern of tardiness or absenteeism
- Termination from a worksite due to negligent, malicious or unethical behavior
- Failure to comply with an employer's rules and regulations
- Substandard performance
- Failure to comply with CSTB rules and regulations

- Any action that could jeopardize the employer worksite or CSTB in any manner

### **Employer Suspension may occur due to factors such as:**

- Failure to adhere to the developed training plan
- Termination of a trainee without good cause
- Failure to comply with applicable labor laws
- Failure to comply with contracted staffing agency's employment practices, if CSTB utilizes this option; or CSTB employment practices and/or other traditional employment practices
- Any action that could jeopardize the trainee or CSTB in any manner

### **Modifications**

Modifications to the NDWG contract and NDW Training Plan Outline may be needed. The NDWG Program staff would be required to submit a CSTB Agreement Modification NDWG Agreement and specify the purpose of the modification, total training hours and maximum reimbursement. This requires the CSTB CEO or designee signature of approval before any agreement modifications can be fully executed.

### **Authorized Signatories**

- The Chief Executive Officer, Chief Operating Officer and designee are hereby authorized to execute NDWG Agreements.
- If necessary during the NDWG process, CSTB will accept electronically submitted scanned or faxed documents with signatures of the representatives that have legal authority.

### **References:**

- WIOA, Sections 122, 134  
<https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>
- WIOA Regulations, 20CFR 663, et seq., Subpart E- Eligible Training Providers  
<https://www.govinfo.gov/app/details/CFR-2014-title20-vol4/CFR-2014-title20-vol4-part663>
- FL Statutes, Chapter 445- Workforce Innovation  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0445/0445.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0445/0445.html)
- TEGL 12-19 National Dislocated Worker Grant Program Guidance:  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_12-19.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_12-19.pdf)

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



## Action Item # 2

# CSTB Negotiated Local Levels of Performance Requirements Policy

Background: The WIOA Primary Indicators of Performance were designed with the intent to create a common, universal, transparent system of performance measurements so that Congress and the public can hold LWDB's and providers accountable for service delivery area. This new performance accountable system, as articulated in sec. 116 of WIOA, maintains alignment and integration across all core programs.

The approach entails:

- Measuring service quality for employment using exits
- Measuring service quality for training using exit and progress
- Measuring service quality for employers using labor market data

States and LWDB's are held to six WIOA Primary Indicators of Performance established by WIOA for Title I – Adult, DW and Youth, and Title III Wagner-Peyser programs.

CSTB's LWDB, CEO, and Governor are required to negotiate and reach an agreement on local levels of performance based on the state negotiated levels of performance established under WIOA sec. 116(b)(3)(A). In negotiating the local levels of performance, adjustments shall be made for the expected economic conditions and characteristics of participants to be served by the local workforce development board using the statistical adjustment model developed pursuant to WIOA sec. 116(b)(3)(A)(viii).

For each performance indicator, LWDBs must have met the standard if its performance is at or above 90% of the negotiated standard. Achievement of success is defined as 90% or above for each indicator. The calculation methodology includes our actual performance divided by the target to equal our actual achievement for each indicator.

Attached is the CSTB Negotiated Local Levels of Performance Requirements policy for your review and consideration.

**Recommendation:** CSTB staff is recommending approval of the CareerSource Tampa Bay Negotiated Local Levels of Performance Requirements Policy.





## POLICY

<b>SECTION: CSTB</b>	<b>POLICY# 020-C0063</b>	<b>PAGE: 1 of 7</b>
<b>TITLE: CSTB Negotiated Local Levels of Performance Requirements</b>		<b>EFFECTIVE DATE: TBD</b>
<b>REPLACES: N/A</b>		<b>DATED: N/A</b>

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

**PURPOSE:** To provide guidance to staff on the importance of meeting the WIOA Primary Indicators of Performance, negotiated local levels of performance, between the Department of Economic Opportunity and CareerSource Tampa Bay and the prescribed corrective actions, if CSTB fails to meet the required standards.

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements outlined in WIOA sec. 116(b)(2)(A). The purpose is to assess the effectiveness of states and local workforce development board (LWDB) areas in achieving positive outcomes for individuals served by the workforce development system's six (6) core programs including: adult, dislocated workers and youth programs (WIOA) and the employment services program (Wagner-Peyser).

#### **POLICY:**

The WIOA Primary Indicators of Performance were designed with the intent to create a common, universal, transparent system of performance measurements so that Congress and the public can hold LWDB's and providers accountable for service delivery area. This new performance accountable system, as articulated in sec. 116 of WIOA, maintains alignment and integration across all core programs.

The approach entails:

- Measuring service quality for employment using exits
- Measuring service quality for training using exit and progress
- Measuring service quality for employers using labor market data

States and LWDB's are held to six WIOA Primary Indicators of Performance established by WIOA for Title I – Adult, DW and Youth, and Title III Wagner-Peyser programs. Note that the

indicators are not applied uniformly across each program, some indicators are not applicable to specific programs, and others have different definitions for certain programs.

Table 1 identifies each indicator and the program it applies to.

Table 1. WIOA Primary Indicators of Performance.

<b>Performance Indicator</b>	<b>Adult/Dislocated Worker</b>	<b>Youth</b>	<b>Wagner-Peyser</b>
<b>Employment Rate: 2<sup>nd</sup> QTR</b>	✓	✓	✓
<b>Employment Rate: 4<sup>th</sup> QTR</b>	✓	✓	✓
<b>Median Earning</b>	✓	✓	✓
<b>Credential Attainment</b>	✓	✓	
<b>Measurable Skills Gains</b>	✓	✓	
<b>Business Indicators</b>	✓	✓	✓

Definitions for the six indicators are outlined below:

1. Employment Rate 2<sup>nd</sup> Quarter - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program. This measure applies to WIOA Adult, WIOA Dislocated Worker, WIOA Youth, and Wagner Peyser programs.
  - a. Title I Youth, the indicator is the percentage of program participants in education or training activities, or unsubsidized employment, during the second quarter after exit;
2. Employment Rate 4<sup>th</sup> Quarter - The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program. This measure applies to WIOA Adult, WIOA Dislocated Worker, WIOA Youth, and Wagner Peyser programs.
  - a. Title I Youth, the indicator is the percentage of program participants in education or training activities, or unsubsidized employment, during the fourth quarter after exit;
3. Median Earnings 2<sup>nd</sup> Quarter - The statistical median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the

program. This measure applies to WIOA Adult, WIOA Dislocated Worker, WIOA Youth, and Wagner Peyser programs.

4. Credential Attainment - The percentage of participants who attain a recognized a recognized postsecondary credential, secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program, provided that a program participant who obtains a secondary school diploma or its recognized equivalent is included in the percentage of program participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after from the program exit. This measure applies to WIOA Adult, WIOA Dislocated Worker, and WIOA Youth programs.
5. Measurable Skill Gains - The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains toward such a credential or employment. This measure applies to WIOA Adult, WIOA Dislocated Worker, WIOA Youth programs.
6. Business Indicators - Effectiveness in Serving Employers indicator will be measured as a shared outcome across all six core programs within each state to ensure a holistic approach to serving employers. This measure applies to the Wagner-Peyser programs.
  - a. Repeat Business Customers (percentage of repeat businesses using services within the previous three years prior to current PY); and
  - b. Business Penetration Rate (percentage of businesses using services out of all businesses in the State).
    - i. *NOTE: These are experimental measures for the first three PY's of WIOA.*

### **Negotiations and Adjustment Factors**

U.S. Department of Labor (DOL) negotiates with all 50 states, each state has targets for each indicators. USDOL negotiated performance levels for each state must be agreed upon by no later than June 30<sup>th</sup>.

DEO establishes the Florida statewide goals with USDOL and then negotiates with each of the 24 LWDBs. The LWDB's must finalize their negotiated local levels of performance no later than September 30<sup>th</sup>.

Every two years CSTB is required to negotiate our local level of performance with DEO. Under WIOA, the statistical adjustment model, established by the Secretaries, will be used to ensure that the negotiated levels of performance are based on the actual economic conditions and characteristics of participants. DEO established baselines by utilizing data pulled from the prior two Program Years.

CSTB's LWDB, CEO, and Governor are required to negotiate and reach an agreement on local levels of performance based on the state negotiated levels of performance established under WIOA sec. 116(b)(3)(A). In negotiating the local levels of performance, adjustments shall be

made for the expected economic conditions and characteristics of participants to be served by the local workforce development board using the statistical adjustment model developed pursuant to WIOA sec. 116(b)(3)(A)(viii). In addition, the negotiated local levels of performance applicable to a program year must be revised to reflect the actual economic conditions experienced and the characteristics of the populations served by CSTB during such program year using the statistical adjustment model.

### **Required Performance Thresholds**

For each performance indicator, LWDBs must have met the standard if its performance is at or above 90% of the negotiated standard. Achievement of success is defined as 90% or above for each indicator. The calculation methodology includes our actual performance divided by the target to equal our actual achievement for each indicator.

Annual performance reports are available approximately 45 days after the end of the fourth quarter of a program year.

In addition, CSTB conducts its own review process on a quarterly basis, CSTB analyzes, reviews, and tracks CSTB relative performance. Also, CSTB benchmarks its performance to prior Program Year (PY) quarterly periods and against other metro LWDBs in Florida. WIOA Primary Indicators of Performance Reports are shared with appropriate CSTB Committees, Executive Committee and Board of Directors.

### **Annual Performance Review Meeting**

The Department of Economic Opportunity (DEO) will meet with CSTB to conduct an annual review of the regional performance outcomes as required by Chapter 445.007(3), F.S.. During this annual meeting, DEO will communicate the final PY performance for each indicator, as well as provide a summary of programmatic and fiscal monitoring report findings.

DEO has conducted these visits in person and remotely to review our regional performance with our executive leadership team and Board of Directors.

### **Failure to Meet Local Levels of Performance**

In the event a LWDB fails to meet the negotiated local levels of performance in any program year, technical assistance will be provided by DEO. The technical assistance may include the following:

1. Assistance in the development of a regional performance improvement plan;
2. The development of a modified local Workforce Services Plan; or
3. Other actions designed to assist LWDB in improving performance.

If technical assistance is required, DEO will take into consideration any variables or extenuating circumstances that are not within CSTB's control that may have impacted local performance when determining whether CSTB failed to meet local performance standards, such as:

1. Natural disasters that impacted local program operations;
2. State and/or local economic and labor market conditions; and
3. Mass lay-offs in the local area that may have impacted elements of local performance.

**Performance Improvement Plans**

If technical assistance is required by DEO it will be provided to CSTB in the form of a performance improvement plan (PIP) that is jointly developed by DEO and CSTB. During this development DEO will give consideration to the extent and nature of the identified opportunity to improve. Once the CSTB PIP is developed and implemented, DEO is responsible for evaluating progress on quarterly basis to determine if sufficient progress is being achieved to meet acceptable performance. Reference CareerSource Florida (CSF) Administrative Policy, *Negotiated Local Levels of Performance Requirements- Policy #088*, which outlines examples of PIP elements. CSTB will adhere to all aspects of this *Policy #088*.

DEO will evaluate and verify all reports submitted by CSTB and make the following determinations regarding the status of CSTB’s PIP:

<b>PIP Closure:</b>	CSTB has satisfactorily achieved performance standards through corrective action will be considered compliant and the PIP will be closed.
<b>Continuance:</b>	CSTB has not satisfactorily achieved performance compliance; however, is showing improvement. CSTB will be required to continue to work towards performance compliance under the original PIP conditions.
<b>Continuance with Modifications:</b>	CSTB has not satisfactorily achieved performance compliance and will remain on a PIP; however, modifications will be made to promote compliance efforts
<b>Engage in sanctions</b>	As prescribed in CareerSource Florida Administrative Policy #104- Sanctions for Local Workforce Development Boards’ Failure to Meet Federal and State Standards.

**Sanctions**

If CSTB fails to meet the adjusted levels of performance for the same primary indicator of performance for a third consecutive program year, corrective action must be taken in accordance with WIOA sec. 116(g) and 20 CFR 677.220, as further prescribed in CareerSource Florida Administrative Policy, *Sanctions for Local Workforce Development Boards’ Failure to Meet Federal and State Standards*. The corrective action must include the development of a reorganization plan in consultation with the Governor.

## **Training**

Director of MIS & Data Services and his team conducts annual training for CSTB staff to ensure that staff have a thorough understanding of WIOA Performance. The training is designed to improve staff knowledge of foundational components of performance indicators to drive achievement of outstanding outcomes. During training we review how services, data and outcomes are connected. One of the main goals is for staff to identify how their line of business, services or programs impact the participants individual outcomes.

## **References:**

- CareerSource Florida Administrative Policy #088, Negotiated Local Levels of Performance Requirements: [http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2020-guidance-papers/adminpolicy088\\_negotiatedlocallevelsperfrequirements---final.pdf?sfvrsn=348643b0\\_2](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2020-guidance-papers/adminpolicy088_negotiatedlocallevelsperfrequirements---final.pdf?sfvrsn=348643b0_2)
- CareerSource Florida Administrative Policy #104, Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards: [http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2020-guidance-papers/adminpolicy104\\_sanctionslwdbfailmeetfed-statestds---final.pdf?sfvrsn=858143b0\\_2](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2020-guidance-papers/adminpolicy104_sanctionslwdbfailmeetfed-statestds---final.pdf?sfvrsn=858143b0_2)
- WIOA, Sections 107, 116, 122, and 133: <https://www.govinfo.gov/app/details/PLAW-113publ128>
- TEGL 10-16 Change 1 – Performance Accountability Guidance for Workforce Innovation Opportunity Act (WIOA) Title I, Title II, Title III and Title IV Core Programs: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_10-16-Change1\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1_Acc.pdf)
- TEGL 10-16 Performance Accountability Guidance for Workforce Innovation Opportunity Act (WIOA) Title I, Title II, Title III and Title IV Core Programs: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_10-16-Change1\\_Attachment\\_6\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1_Attachment_6_Acc.pdf)
- TEGL 14-18 Aligning Performance Accountability, Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by U.S. Department of Labor (DOL): [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_14-18.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_14-18.pdf)
- TEGL 9-17 Negotiating Performance Goals for the WIOA Title I Programs and Wagner-Geyser Act Employment Service as amended by Title III of WIOA, for Program Years (PYs) 2019 and PY 2019: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_9-17\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_9-17_Acc.pdf)
- TEGL 11-19 Negotiations and Sanctions Guidance for the WIOA Core Programs: [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3430](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3430)

- Florida Statutes Section 445.004:  
[http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0445/Sections/0445.004.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0445/Sections/0445.004.html)
- Florida Statutes Section 445.007:  
[http://www.leg.state.fl.us/statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0400-0499/0445/Sections/0445.007.html](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0445/Sections/0445.007.html)
- 20 Code of Federal Regulations (CFR), Parts 463.220 and 677:  
<https://www.govinfo.gov/content/pkg/CFR-2019-title20-vol4/xml/CFR-2019-title20-vol4.xml>
- WIOA, Statewide Unified Plan, Two-Year Modification:  
<https://careersourceflorida.com/wp-content/uploads/2018/03/2018-20-Workforce-Innovation-and-Opportunity-Act-Unified-Plan.pdf>

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



## Action Item # 3

### Approval of Emergency Procurement and Contract: Educational Data Systems, Inc.

#### Background:

The United States Government enacted the Coronavirus Aid, Relief, and Economic Security Act (CARES Act) to respond to the COVID-19 outbreak and its impact on the economy, public health, state and local governments, individuals and businesses. CARES Act; P.L. 116-136 created the Corona Virus Relief Fund which provided \$150 billion in direct assistance to domestic governments.

Hillsborough County received funds pursuant to the Corona Virus Relief Fund and is utilizing a portion of the funds to provide short-term occupational skills training and work-based learning opportunities to the residents of Hillsborough County who are in need of such services and have been economically injured by the COVID-19 pandemic. Hillsborough County has determined that the best interests of its citizens would be to deliver those services through CareerSource Tampa Bay. As such, Hillsborough County entered into an agreement with CareerSource Tampa Bay, effective June 3, 2020, to cover services provided through December 30, 2020.

#### Action:

CareerSource Tampa Bay's **Procurement Policies and Procedures** which is in accordance with Uniform Guidance Procurement Standards, **2 CFR 200.320 – Methods of procurement to be followed**, provides flexibility for the procurement of services that would otherwise require competitive procurement, if certain circumstances exist. If the public exigency or emergency for the requirement will not permit the delay that would result from competitive solicitation, CareerSource Tampa Bay is able to procure through solicitation of a proposal from only one source. COVID-19 pandemic is deemed to meet this requirement.

In order to effect immediate deployment of services to those Hillsborough County residents that have been economically injured due to COVID-19, CareerSource Tampa Bay desires to contract with Educational Data Systems, Inc. (EDSI) for services through December 31, 2020. CareerSource Tampa Bay shall serve as the fiscal and administrative entity with EDSI providing overall program management and serving as the employer of record for paid work experience opportunities.



EDSI contract is estimated at \$2.924 million. The components include:

- Estimated cost of \$341,000 for salaries and fringe
- Estimated cost of \$47,000 for operating expense
- Estimated cost of \$58,000 for management/profit
- Estimated cost of \$2.478 million for paid worker experience opportunities that is comprised of:
  - Paid work wages of \$2 million
  - Fringe of \$360,000
  - Payroll admin of \$118,000

EDSI scope of work, as more fully described in the attached proposal, includes but is not limited to:

- Management of the program
- Assisting with day-to-day operations of the program
- Functional supervision of certain CareerSource Tampa Bay staff
- Assist with recruitment and enrollment with local training providers
- Support the call center and prescreen job seekers
- Oversee performance numbers and prescribed performance goals
- Serving as the employer of record for paid worker experience

**Recommendation:**

Staff is recommending approval of emergency procurement and entering into contract negotiations with EDSI.

2020

# Tampa Bay CARES Scope of Work

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EDSI (Educational Data Systems, Inc.)

[www.EDSIsolutions.com](http://www.EDSIsolutions.com)

## Program Plan

### 1) Program Preparation and Launch

EDSI proposes the following for program preparation and launch:

- Overhead expenses – In order to provide program oversight and fiscal accountability, EDSI requests a 15% management fee.
- Equipment purchases – This will include Call Center implementation, including user licenses and reporting tools for the AllWorx system; and remote technology fees and subscriptions (e.g. Zoom, GoToMeeting, GoToWebinar, Adobe, NeoCertified, etc.). EDSI will utilize Canvas Learning Management System for virtual job fairs and career fairs.
- Internal project management and temporary staff – EDSI is proposing the following staffing model to accomplish these programmatic goals.

1 Project Manager – Provide leadership and coordination of the program.

1 Project Coordinator – Provide functional leadership to staff and assist with oversight of day-to-day operations.

5 Career Coaches – Provided by CareerSource Tampa Bay (CSTB). Career Coaches will conduct onboarding, assist jobseekers with documentation, and determine supportive service needs. Functionally supervised by the Project Coordinator.

5 On-the-Job Training (OJT) Coordinators – Provided by CSTB. OJT Coordinators will work with local businesses and support them throughout their Work Based Learning experiences. Functionally supervised by the Project Coordinator.

1 Training Coordinator – Assist with recruitment and enrollment with local training providers.

2 Customer Service Representatives – Support the Call Center and prescreen jobseekers.

1 Project Accountant – Provide finance support, ensure accuracy of invoicing, and serve as supportive service coordinators.

1 Quality Control Coordinator – Oversee performance numbers related to invoicing and prescribed performance goals for the program. Also responsible for the integrity of the participant file folders.

1 (.5 FTE) Payroll Specialist – Provide in-depth data input and analysis to generate bi-weekly payroll for the program.

Continuous Improvement Team – We will leverage the knowledge and expertise of EDSI's tenured workforce SME staff for operations, process mapping, and position specific best practices.

**Outlined on the following page is EDSI's plan for the first 60 days of this program.**

<u>Timeline</u>	<u>Actions</u>
<p style="text-align: center;"><b><u>First 30 Days</u></b></p>	<p>Meet with the Board to determine benchmarks, performance measures, plan approval</p> <p>Determine system of record for tracking and reporting</p> <p>Start connecting with training providers and local employers</p> <p>Determine staffing</p> <p>Develop process flows/procedures</p> <p>Provide staff role specific training</p> <p>Establish the Call Center</p> <p>Partner with CSTB to recruit individuals and businesses to promote program services</p> <p>Provide regular updates to the board</p>
<p style="text-align: center;"><b><u>30-60 Days</u></b></p>	<p>Partner with CSTB to continue outreach to employers and training providers, building a strong network of participant opportunities</p> <p>Ensure contract execution with businesses and training providers</p> <p>Partner with CSTB to continue outreach and marketing</p> <p>Partner with CSTB to start enrolling participants into training programs and provide follow-up after program starts</p> <p>Partner with CSTB to issue supportive services as needed</p> <p>Submit first financial report</p> <p>Provide regular updates to the Board</p> <p>Evaluate current practices and apply lessons learned</p>

## 2) Management and Administration

EDSI is proposing the following planning and development activities upon meeting with the Board to ensure all expectations for the start-up of the program are met:

- Capacity building – EDSI will recruit internally and leverage subject matter experts to begin program implementation quickly and efficiently.
- Staff expansion and training – We will familiarize ourselves with the CARES Act, additional federal legislation, and ensure allowable program expenditures and deliverables are achieved. Training will be developed in partnership with CSTB for the following:
  - Guidelines, process flows, documentation
  - Customization of all forms and process flows
  - Scripts and talk tracks for all positions
- Procurement of needed office space and equipment – In addition to staff working remotely, EDSI believes that having co-located spaces with CSTB will be advantageous for programmatic success.
- Meeting with key stakeholders to develop partnerships and program partners – Upon contract award and in partnership with CSTB, we will conduct meetings with all key stakeholders. EDSI will schedule check-in meetings to update the Board staff on project status.

### Management and Administration of the Program

- Overseeing staff and day-to-day operations – EDSI believes that having a Program Manager and Program Coordinator work in partnership to oversee staff and day-to-day operations will ensure overall success. Oversight will include daily check-ins with staff, weekly direct report meetings, functional supervision of all staff, review of performance benchmarks, customer satisfaction, and with a focus on continuous improvement.

- Serving as the first point of contact for residents and businesses – In order, to serve the residents and businesses, we will utilize a call center dedicated to this project. The Call Center will be operated by EDSI's Customer Service Representatives (CSRs). The CSRs will provide personal attention to each caller to address the needs of individuals looking for training and employers seeking resources. The Call Center launch will include scripts and guidelines for tracking data and participants.
- Negotiation of contracts related to Program implementation – EDSI will negotiate contracts with training providers and employers as it pertains to programmatic regulations.
- Providing centralized operations and procedures for delivery of services – As an ISO 9001 certified company, EDSI will ensure process flows and procedures for all aspects of the program are consistently implemented. EDSI will leverage existing process flows and make adjustments to meet the needs of this program.
- Submitting reimbursement requests – We will have a dedicated Project Accountant who will track spending and submit timely reimbursement requests.
- Submitting performance reports – Upon contract award, EDSI will meet with CareerSource Tampa Bay to develop direct reports and key performance indicators for this program. Based upon Board request, EDSI will submit reports accordingly.

### **3) Short Term Occupational Skills Certification and Training**

CareerSource Tampa Bay's Career Coaches and EDSI's Training Coordinators will collaborate to recruit and enroll participants interested in training. Staff will be familiar with the Eligible Training Provider List (ETPL) and promote these trainings accordingly. In addition, if staff becomes aware of a potential new training provider they will bring all pertinent information to the Board for approval. EDSI will obtain all necessary documentation for enrollment and coordinate start dates with training providers.

### **4) On the Job Training**

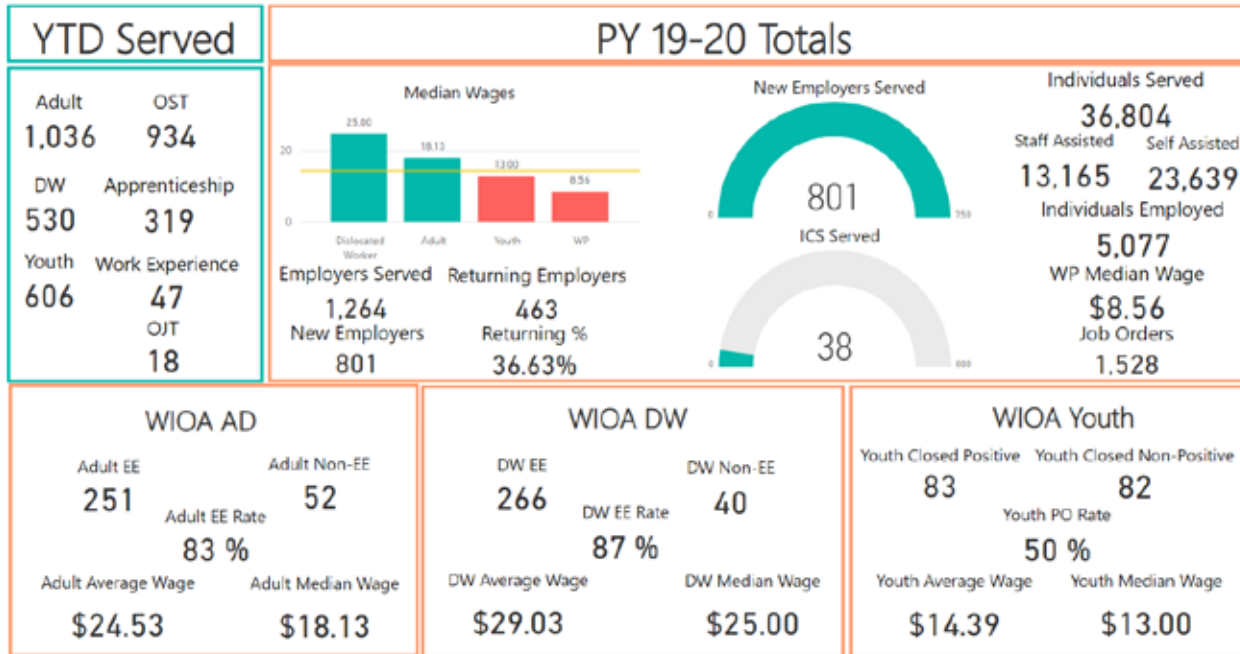
EDSI will work collaboratively with CareerSource Tampa Bay to recruit eligible employers for Work Based Learning employment opportunities. We will consider multiple variables such as current industry demand as well as the creation of a pipeline report from training providers to employers.

EDSI has a proven track record in processing work experience and OJTs and will ensure that employers meet the criteria. We recommend that payroll is processed and distributed directly to the participant for the work experience program. Our staffing agency has the capability to onboard through a paperless system that helps track hours, as well as process payroll.



## Information Item # 1

### CSTB Performance Dashboard 6.8.2020



Source: Employ Florida/OSST

Last Updated  
6/6/2020



## Information Item # 2

# R15 DEO Quality Assurance Preliminary Report Program Years 2019-20

### Overview:

On 5/16/20 Department of Economic Opportunity (DEO) provided CSTB with the LWDB 15 Preliminary Monitoring Report. A 10 day period was then established for CSTB to provide any additional documentation. CSTB provided documentation related the SNAP and TAA programs.

Within 45 days, DEO should release a final report with instructions to provide a Corrective Action Plan (CAP) that will address CSTB's plan to mitigate identified Findings, Other Noncompliance Issues and Observations.

Below is summary of table of monitoring results:

N=No Y=Yes N/A=Not Applicable

Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation
WT / TANF	1. Documentation to support JPR hours was not retained in a participant case file.	<u>F.S. 445.010, 45CFR 261.60-62, 45CFR 262, and Florida's Work Verification Plan.</u>	Y	Y	N/A	N/A	N/A
	2. The following issues were identified for the pre-penalty and sanction process: <ul style="list-style-type: none"> <li>• There was no evidence of a verbal attempt to contact and/or counsel several participants during the 10-day counseling period when a pre-penalty was initiated.</li> <li>• In several instances, pre-penalties and sanctions are not being initiated or requested in the OSST system in a timely manner. Note: <i>Other Noncompliance Issue</i></li> </ul>	<u>45 CFR 261.14, 414.065 (F.S.), 65A-4.205, Florida Administrative Code, and FG 03-037.</u>	Y	Y	Y	Y	N/A



	3. A couple of participant case files did not contain the required eligibility documentation to support continuous transitional services being provided and transitional services were not ended in a timely manner. Note: <i>This issue has been referred to the provider for further clarification.</i>	<u>445.028-32, 445.025 F.S., F.S., 65A-4.218 and Transitional Childcare Guidance. TANF State Plan 2017-2020.</u>	N	Y	N/A	N/A	N/A
	4. There was an instance where one of the three required elements(activities) was not included in the Individual Responsibility Plan (IRP). Note: <i>Assigned activities must specify activity start and end dates and how many hours the participant is assigned to complete (i.e., 40 hrs/wk, 40 hrs/mo.)</i>	<u>45 CFR 261.11, TANF State Plan, 445.024(F.S.), Memorandum dated October 22, 2014- Initial Assessments (IAs), Florida's Work Verification Plan, Individual Responsibility Plans (IRPs) and Alternative Requirement Plans (ARPs), entered in One Stop Service Tracking (OSST) System.</u>	N	N	Y	Y	N/A
	5. Several participants were left in open WT activities for extended periods of time without any services being provided.	<u>Performance/ Reporting.</u>	N	N	N/A	N/A	Y
<b>Totals</b>			<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>

Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation
<b>Supplemental Nutrition Assistance Education and Training Program (SNAP E&amp;T)</b>	1. There was an instance where a participant was not assigned to 80 hours in work activities.	<b>7 CFR 273.7; 7 CFR 273.24(a)(1)(i) and the SNAP State Plan.</b>	Y	Y	N/A	N/A	N/A
	2. There were participant case files missing documentation to support JPR hours entered in OSST.	<b>7 CFR 273.7(m) (3)(v)(A) and the SNAP State Plan</b>	N	Y	N/A	N/A	N/A
	3. A couple of participants were assigned to more than	<b><u>7 CFR 273.7 (e)(3)(ii); SNAP Toolkit</u></b>	Y	Y	N/A	N/A	N/A

	120 hours per month in work activities in combination with employment.						
	4. There was an instance where employment and JPRs were entered in OSST for a participant who was serving a sanction.	<b><u>SNAP State Plan</u></b>	N/A	N/A	N/A	N/A	Y
	5. There was an instance where 41 hours of job search assignment was entered in OSST, however the participant's employment plan and case notes indicated that the participant was required to complete 39 hours per month in job search activities.	<b><u>SNAP State Plan</u></b>	N/A	N/A	N/A	N/A	Y
<b>Totals</b>			<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>

<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>
<b>Workforce Innovation and Opportunity Act (WIOA)</b>  <b>Adult and Dislocated Worker Program</b>	1. In a few instances, the OJT agreement/contract does not specify that funds will not be used to directly or indirectly assist, promote, or deter union organizing.	<b><u>WIOA Sec.122 (h), 20 CFR 680.700-840, WIOA Sec. 134(c)(3)(A), and Local Workforce Service Plan and Administrative Policy 009.</u></b>	N	Y	N/A	N/A	N/A
	2. In a few instances, the case file or available documentation does not contain evidence that the employer was not reimbursed for wages that exceeded the maximum state wage rate.	<b><u>WIOA Sec.122 (h), 20 CFR 680.700, -840, WIOA Sec.3(44), and 134(c)(3)(H), TEGL 13-15 and Local Workforce Service Plan and Administrative Policy 009.</u></b>	N	Y	N/A	N/A	N/A
	3. In a couple instances, the local area issued a supportive service/incentive to a dislocated worker. One was for employment, upon the start date and the other was for receipt of a credential.	<b><u>20 CFR 680.900-970, WIOA Sec. 3 (59) and Sec. 134(d)(2), and Local Supportive Service/Incentive Policy.</u></b>	N	Y	N/A	N/A	N/A
	4. In a few instances, the participant case file was missing documentation of the Career Guidance and Planning activity.	<b><u>20 CFR 678.430, WIOA Sec.134 (c)(2)(A)(xii) and TEGL 19-16, 20 CFR 680.230, TEGL 4-15.</u></b>	N	Y	N/A	N/A	N/A
	5. In one instance, a measurable skills gain (MSG) was not recorded in Employ Florida for the applicable	<b><u>20 CFR Part 677.155 (a)(v), WIOA Sec. 116</u></b>	N/A	N/A	N	Y	N/A

	program year in which the participant was enrolled in an educational or training program.	<b><u>and TEGL 10-16 Change 1.</u></b>					
	6. In a couple instances, the required quarterly follow-up was not conducted. Additionally, in a few instances follow-ups were not conducted timely.	<b><u>20 CFR 677.175 WIOA Sec.116, and Follow-up Memorandum 3/23/07, Master Cooperative Agreement.</u></b>	Y	Y	N/A	N/A	N/A
	7. Follow-up services were not offered to a few participants who exited with employment.	<b><u>20 CFR 680.150, WIOA Sec. 134(c) (2)(A)(xiii), TEGL 19-16, Local Follow-up Policy.</u></b>	N	Y	Y	N/A	N/A
<b>Totals</b>			<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>0</b>

<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>
<b>Workforce Innovation and Opportunity Act (WIOA) Youth</b>	1. In a couple instances, participant case files reflected multiple funding streams for PWE: Youth and Non-WIOA Special Grant 481 - TechHire funds.	<b><u>20 CFR 680.230 and WIOA Sec. 134(b)(2)(A)(v).</u></b>	N	Y	N/A	N/A	N/A
	2. In a few instances, the required academic component of the work experience activity was not provided to the participant.	<b><u>20 CFR 681.600(b), WIOA Sec. 129(c) (2)(c), TEGL 21-16.</u></b>	Y	Y	N/A	N/A	N/A
	3. In a couple instances, quarterly follow-up was not completed timely.	<b><u>20 CFR 677.155 (c); and Follow-up Memorandum 3/23/07, Master Cooperative Agreement, WIOA Sec.116, 20 CFR 677.175.</u></b>	N/A	N/A	N	Y	N/A
	4. In one instance, a measurable skills gain (MSG) was not recorded in Employ Florida for the applicable program year in which the participant was enrolled in an educational or training program.	<b><u>20 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u></b>	N/A	N/A	N	Y	N/A
	5. In a few instances, the case file did not contain a timesheet to support the participant's engagement in	<b><u>Workers Compensation Coverage Memorandum dated 6/28/17, Florida</u></b>	Y	Y	N/A	N/A	N/A

	the work experience activity.	<b><u>Statute 445.009(11), Local Workforce Service Plan and WE contract agreement.</u></b>					
	6. In two instances, the case file did not contain a training plan for the paid work experience.	<b><u>Local Workforce Service Plan and WE contract agreement, WIOA Sec. 129(c) (2)(C).</u></b>	N/A	N/A	N	Y	N/A
	7. In one instance, the case file did not contain documentation that the participant was paid the wage stated in the agreement and that the FLSA were requirements met.	<b><u>Fair Labor Standards Act, Local Workforce Service Plan and WE contract agreement, WIOA Sec. 129(c) (2) (C), 20 CFR 681.600 and Special Project Contract.</u></b>	N	Y	N/A	N/A	N/A
	8. In one instance, the case file did not contain a copy of the training completion information.	<b><u>Local Workforce Service Plan and WE contract agreement, WIOA Sec. 129(c) (2) (C), 20 CFR 681.600, WE Contract Agreement and Special Project Contract.</u></b>	N/A	N/A	N	Y	N/A
<b>Totals</b>			<b>2</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>

<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>
<b>Workforce Innovation and Opportunity Act (WIOA) Special Project</b> • IT Training	1. Documentation of the support service (Other) recorded in Employ Florida was missing from one participant case file.	<b><u>20 CFR 680.900-970, WIOA Sec. 3 (59) and Sec. 134(d)(2), and Local Supportive Service/Incentive Policy.</u></b>	N	Y	N/A	N/A	N/A
<b>Special Projects</b> • Construction Trade and Apprenticeship training	2. In a few instances, participants were co-enrolled in programs with duplicate services provided from multiple funding sources. Additionally, documentation to show how the funds were coordinated was not provided.  Note: This issue may be forwarded to the financial monitoring team for further review.	<b><u>20 CFR 680.230, WIOA Sec. 134(b)(2)(A)(v) and TEGL 19-16.</u></b>	Y	Y	N/A	N/A	N/A

<b>Special Project</b> • Soft Skills Development-Youth	3. In a few instances, documentation of wages paid to participants placed in a work experience activity were missing.	<b><u>Fair Labor Standards Act, Local Workforce Service Plan and WE contract agreement, WIOA Sec. 129(c) (2) (C), 20 CFR 681.600 and Special Project Contract.</u></b>	Y	Y	N/A	N/A	N/A
<b>Special Projects</b> • Construction Trade and Apprenticeship training • Maria • IT Training	4. In several instances, participants who were enrolled in an education or training program did not have a Measurable Skills Gain (MSG) recorded in the applicable program year.	<b><u>20 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u></b>	N/A	N/A	Y	Y	N/A
• IT Training	5. Follow-up services were not offered to one participant who exited with employment.	<b><u>20 CFR 680.150, WIOA Sec. 134(c) (2)(A)(xiii), TEGL 19-16, Local Follow-up Policy.</u></b>	N	Y	Y	N/A	N/A
<b>Totals</b>			<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>0</b>

<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>
<b>Trade Adjustment Assistance (TAA)</b>	In a few instances, the trade affected worker did not receive rapid response assistance or documentation of the rapid response assistance service was not entered in the TAA application.	<b><u>20 CFR 682.302, Trade Act 2002 &amp; TEGLs 22-08, 10-11, 7-13 TEGL 11-02, 05-15, Trade Activity Participant Report (TAPR), Data Integrity.</u></b>	N	Y	N/A	N/A	N/A
	In a few instances, the referral to support services were not documented by the appropriate 170-178 series codes or via case note.	<b><u>20 CFR 617.10, TEGLs 22-08, 10-11, 7-13, 05-15, 5-15 Change One.</u></b>	N	Y	N/A	N/A	N/A
	The 2100A form was missing in one participant case file. Due to the missing form, several review questions could not be answered.	<b><u>20 CFR 617.11, 19, 20, 22, 27 and 28, TEGLs 22-08, 10-11, 7-13, TEGL 11-02, 05-15, Trade Act 2002.</u></b>	N	Y	N/A	N/A	N/A
	In one instance, training invoices were not recorded in Employ Florida under the TAA application.	<b><u>PIRL, TAADI.</u></b>	N/A	N/A	N	Y	N/A
	In a couple instances, training benchmarks were not	<b><u>TEGLs 10-11, 7-13 and 5-15.</u></b>	N/A	N/A	N	Y	N/A

	documented in the participant's case file.						
<b>Totals</b>			<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>

<b>Workforce Program</b>	<b>Issue</b>	<b>Applicable Reference</b>	<b>Prior Year Finding</b>	<b>Current Year Finding</b>	<b>Prior Year ONI</b>	<b>Current Year ONI</b>	<b>Observation</b>
<b>Wagner – Peyser (WP)</b>	Multiple job orders with wage rates listed below minimum wage did not have case notes on the job orders documenting staff verification that the employer will pay at least the Florida Minimum Wage rate.	<b><u>Fair Labor Standards Act/FL Statutes - Title XXXI Labor Section 448.01; DEO AP 099.</u></b>	Y	Y	N/A	N/A	N/A
	The following issues were noted with job seeker services and activities: <ul style="list-style-type: none"> <li>• A job seeker had a single service continuing participation (code 114) that did not have the required documentation to support the service. Additional job seekers with code 114 services recorded were solely informational.</li> <li>• Several job seekers had codes recorded and were missing cases note that met the requirement of the service code guide.</li> </ul>	<b><u>20 CFR 651.10; DEO AP 099; Employ Florida Service Code Guide.</u></b>	N/A	Y	N/A	N/A	N/A
	A veteran was not provided priority of service (POS) information.	<b><u>20 CFR Part 1010; DEO AP 096 (rev. 5/24/2019); and State Veterans Program Plan of Service.</u></b>	N	Y	N/A	N/A	N/A
	The LWDB did not conduct a compliance review for several employer-entered job orders.	<b><u>20 CFR 651.10; DEO AP 099.</u></b>	N	Y	N/A	N/A	N/A
	Multiple job seekers with staff-entered Employ Florida registrations after 5/24/2019 did not have documentation of the job seekers' permissions to create the accounts in Employ Florida.  Additionally, several of those and other job seekers did not have a complete registration in Employ Florida prior to the provision of the first service that triggered WP participation.	<b><u>20 CFR 652.207, 652.3, DEO AP 096 and 099 (rev. 5/24/2019).</u></b>	N/A	Y	N/A	N/A	N/A
	Multiple job seekers on a few agricultural mass recruitment job orders had referrals entered in	<b><u>DEO AP-099.</u></b>	N/A	N/A	N	Y	N/A

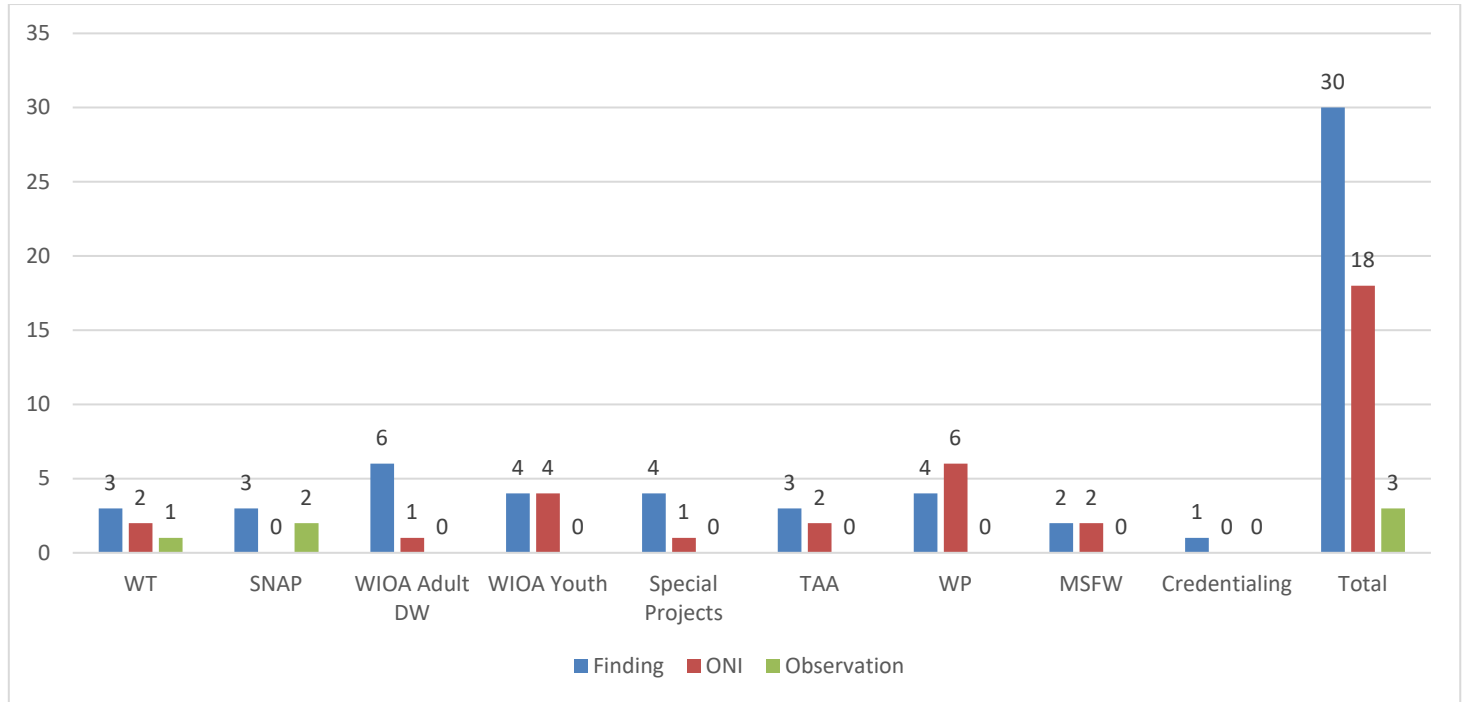
	Employ Florida on the date the placement was entered rather than the actual date the referral was made.						
	A job seeker's placement documentation was missing the source of verification.  <i>Note: Prior year issue was a finding for multiple other issues including current year issue.</i>	<u>20 CFR 651.10;</u> <u>20 CFR 680.170;</u> <u>TEGL 19-16;</u> <u>and DEO FG-099.</u>	Y	N/A	N/A	Y	N/A
	A staff-referred job seeker did not meet the job order requirements.  <i>Note: Prior year issue was a finding for multiple other issues including current year issue.</i>	<u>20 CFR 652.3</u> <u>and DEP AP 099.</u>	Y	N/A	N/A	Y	N/A
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".	<u>Wagner-Peyser Act of 1933 as amended Sec 13 (b)(1).</u>	N/A	N/A	Y	Y	N/A
<b>Reemployment Services and Eligibility Assessment (RESEA)</b>	A few EDPs were missing specific action steps to reach either the short or long-range occupational goals.	<u>20 CFR 651.10;</u> <u>20 CFR 678.430;</u> <u>UIPL 8-18; CSF Admin Policy 068; Employ Florida Service Code Guide.</u>	N/A	N/A	Y	Y	N/A
<b>Totals</b>			<b>3</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>0</b>

Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation
<b>Credentialing</b>	A front-line staff member did not complete the required 15 continuing education units within the required 12-month period.	<u>DEO Admin. Policy 092.</u>	N/A	N/A	N	Y	N/A
<b>Totals</b>			<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

Workforce Program	Issue	Applicable Reference	Prior Year Finding	Current Year Finding	Prior Year ONI	Current Year ONI	Observation
<b>MSFW</b>	A MSFW's Wagner-Peyser application did not contain information about the MSFW's desired employment and training.	<u>20 CFR 653.103(d); DEO FG 03-040; Desk Aid.</u>	N/A	N/A	N/A	Y	N/A
	A job order was missing required information, such as the unit of measurement, a description of the size or capacity of the measurement.	<u>20 CFR 653.104;</u> <u>DEO FG 03-040.</u>	N/A	Y	Y	N/A	N/A
	The significant office did not meet all the required equity ratio indicators during the review period.	<u>20 CFR 653;</u> <u>DEO FG 03-040.</u>	N/A	N/A	Y	Y	N/A

	Several labor market publications and resources were not made available to the SMA for review.	<b><u>DEO CG 92,93;</u></b> <b><u>Federal Law.</u></b>	<b>Y</b>	<b>Y</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Totals</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>

The following graph represents an analysis of issues identified in DEO's PY2019-20 Preliminary Summary.







## Information Item # 3 Summer Job Connection (SJC) 2020 Update

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

### **Key Program Dates:**

- June 8 - June 12, 2020 – Virtual Zoom Youth Summit Events
- June 15, 2020 – Participants first day of program
- July 10, 2020 - Participants last day
- June 15 – July 10, 2020- SJC Career Specialist conduct weekly virtual monitoring

### **Applications Stats:**

- Over 1,550 Youth applications – Closed Application 3.30.2020
- Over 119 Employer applications received
- 826 positions requested

**Enrollment Stats:** 140 **WIOA** / 335 **TANF**

### **Preliminary Survey Results**

- Overall level of satisfaction – 9.4
- Met expectations – 9.0

### **Program Updates:**

- SJC Youth Summit hosted via Zoom 6/10/2020 & 6/11/2020
- Youth will be offered a Hybrid option for Summer – Career Exploration & Fall Paid Work Experience Cohort
  - Four week blended model Career Exploration component
  - Beginning June 15<sup>th</sup> thru July 10<sup>th</sup>
  - Youth receive an incentive for milestone completion
  - Weekly Lunch & Learns with Industry professionals
- **Career Exploration topics:**
  - Week 1 – Self -evaluation to include learning style, personality assessment and what motivates you
  - Week 2 – Career Exploration, Virtual College tours and Reality Check (financial literacy)
  - Week 3 – Networking and Communication, the importance of a professional social media presence & Elevator Pitch
  - Week 4 – Culmination Project

- Fall Internship Dates: October - November
  - Duration: 8 weeks
  - Rate of Pay: \$11.00 per hour;
  - Hours Max Per Week: 20 hours per week

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





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