



Thursday, December 19, 11:00 AM
9215 N. Florida Ave., Ste. 101, Tampa FL

Executive Committee Agenda

- 11:00-11:10 AM **I. Welcome and Roll Call** Sean Butler, Chair
- II. Public Comments**
- III. Approval of Minutes**
 - 1. October 17, 2019 Executive Committee Minutes Sean Butler, Page 2
- IV. Chair’s Report**..... Sean Butler, Page 6
- V. Board Counsel Report**..... Jennie Tarr
- VI. CEO Report**John Flanagan
- 11:10-11:45 AM **VII. Action/Discussion Items**
 - 1. Public Records Request Policy Jody Toner, Page 14
 - 2. Targeted Occupations List (TOL) & Regional Targeted Occupation List (RTOL) Policy..... Jody Toner, Page 19
 - 3. Apprenticeship Policy Jody Toner, Page 23
 - 4. Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy....Jody Toner, Page 29
 - 5. Salary Administration Policy..... Mimi Tran, Page 34
 - 6. Virtual One Stop Services – Formal Procurement..... Jody Toner, Page 37
- 11:45 - 12:00 PM **VIII. Information Items**
 - 1. WIOA Primary Indicators of Performance Chad Kunerth, Page 38
 - 2. Eligible Training Provider - Waiver..... Jody Toner, Page 44
 - 3. Performance Dashboard..... Chad Kunerth, Page 46
 - 4. Summer Job Connection Update Jody Toner, Page 47
 - 5. R15 DEO Quality Assurance Report Program Years 2017-18 & 2019-19..... Jody Toner, Page 48
 - 6. Employee Handbook Updates..... Mimi Tran, Page 53
- IX. Future Business**
 - 1. All Day Staff Training –Centers Closed 12-20-19
- X. Committee Reports**
 - 1. Ad Hoc By-Laws Committee.....Roy Sweatman
- 12:00 PM **XI. Adjournment**

Next Meeting Executive Committee Meeting February 20, 2020



CareerSource Tampa Bay Minutes of Executive Committee Meeting

Date: October 17, 2019
Location: Career Source Tampa Bay, 9215 N. Florida Ave., Ste. 101, Tampa, FL 33612

Call to Order

Chair Sean Butler called the meeting to order at 11:03 a.m. There was a quorum present with the following Executive Committee members participating:

Members in Attendance

In person: Sean Butler, Commissioner Sandra Murman and Michael Ramsey,
By phone: Benjamin Hom and Randall King.

Not in Attendance: Roy Sweatman and Sophia West.

Staff Present

John Flanagan, Juditte Dorcy, Sheila Doyle, Jody Toner, Chad Kunerth, Anna Munro, Christina Witt, Dan Schneckeburger, and Fabian Brathwaite.

Board Counsel

Jennie Tarr and Katherine Bennett

BOCC Liaison/Representative

Kenneth Jones

Guest

None

The items are listed in the order of discussion.

▶ Indicates Committee Action

□ Indicates Action Needed

Public Comments

There were none.

▶ Approval of Minutes

▶ August 15, 2019 Executive Committee Meeting Minutes

- A motion to approve the minutes of August 15, 2019 Executive Committee Meeting.
 - Motioned: Commissioner Sandra Murman
 - Seconded: Michael Ramsey
- There was no discussion. The motion passed unanimously.

Chairman's Report

(Refer to Page 7 of the August 15, 2019 Executive Committee Agenda Packet for the entire Chair Report)
October is Manufacturing Month, see chairs report for highlights of the Sector in Hillsborough County.

Board Counsel Report

Jennie Tarr and Katherine Benson were introduced as CSTB's new legal counsel. Jennie Tarr will be the primary counsel and attending the meetings. Katherine Benson will assist in projects as necessary.

CEO Report

- 1) Mayors Workforce Development Council met on October 16, 2019. John Flanagan, Mike Ramsey, and Dr. Ginger Clark are members of this committee. Mr. Ramsey and Dr. Clark succeeded in making sure the committee doesn't recreate systems that are already in place by utilizing the public Workforce Systems. We believe there are great things to come in engaging new businesses and Job Seekers.
- 2) Summer Job Connection 2020 update- Jennifer Wilson was recently hired as the new Summer Job Connection Coordinator. Jennifer brings a lot of experience from CareerSource Central Florida, where she managed their Summer Youth Employment Program. Our goal for 2020 is to serve 1,500 youth.
- 3) Consultants Mike Lawrence and Roy Vanderford from Community Workforce Advancements will be discussing Strategic planning with CSTB. From an operational standpoint we need to drive the priorities of the Board and make sure those are good deliverables. We need to achieve these strategic priorities, by wisely choosing will who we interface with, and to focus on how we are spending our money.
- 4) Board Orientation for new members is scheduled for October 25, 2019. It is also open to any existing board member who would like to attend.
- 5) CSTB is currently working with Dr. Atwater and Dr. Clark, HCC. HCC is currently having some capacity issues in their welding program, so they will be entering into an agreement with CSTB to use our CPC facility.
- 6) Summer Job Connection End of Program Celebration will be held on Monday October 21, 2019 @ 6pm. The event will be held at the 9215 North Florida Avenue location.
- 7) Dress for Success has entered into a contract with Hillsborough County for \$25,000. To better integrate into the CareerSource systems, they will occupy about 900 square feet of space at the North Florida location. They will open up a career wardrobe boutique onsite and they will offer their Professional Development workshop series onsite.
- 8) Ernest Coney of CDC has confirmed that they will be moving their men's wardrobe to the North Florida location so that they can provide the same service as Dress for Success. CSTB is working with Mr. Coney of CDC, to see if they want to use the CPC facility for some construction training.
- 9) There are no additional updates from the FBI or DOL regarding the criminal investigation.
- 10) Mr. Flanagan had a meeting with Mike Schwartz, President and CEO of Advent Health-West Florida Division. We will be entering into a contract with them. They need help finding staff from the entry level positions up to the RN level.
- 11) Our new business model will allow us to meet with more businesses, and to increase our brand awareness in the community.

► Action Item #1: Outsource of Services - RFP

(Refer to Page 13 of the October 17, 2019 Executive Committee Agenda Packet)

Highlights of the plan include the following:

1. WIOA Adult and Dislocated Worker, Business Services, and Career Services will be competitively procured, with full implementation on July 1, 2020;
2. This will mean that approximately 60 CSTB staff will transition to selected vendor(s), effective July 1, 2020.
3. Within the published RFP's, CSTB will add language related "staff transition" for a period of 90 to 180 days to ensure seamless transition of services without interruption, and will allow for staff to maintain constant employment, without interruption;
4. It will require CSTB to file a WARN notice, given it will affect more than 50 people, will do that in the near future, likely within 60 days of the November 21 Board Meeting;
5. Contract will be awarded through a mix of Cost-reimbursement (80% of funds), and performance (20% of funds). This will allow CSTB to hold contractor's accountable for performance, ensuring that profits are only paid upon successfully meeting contract goals.
6. A competitive procurement will be announced once the full CSTB Board approves the plan.

- A motion to approve outsourcing and to formally procure (1) One Stop Operator and Career Services as a bundled service (2) Adult and Dislocated Worker and (3) Business Services. Amended the motion to add Ad Hoc Selection committee to the process.
 - Motioned: Commissioner Sandra Murman
 - Seconded: Michael Ramsey
- There was no discussion. The motion carried.

► **Action Item #2: Youth STEM – Formal Procurement**

(Refer to Page 15 of the October 17, 2019 Executive Committee Agenda Packet)

- A motion to approve the formal procurement of a Youth STEM program.
 - Motioned: Commissioner Sandra Murman
 - Seconded: Michael Ramsey
- The motion carried.

The following discussion ensued:

Recommend to add into the RFP that: “student will utilize resources from USF, the University of Tampa, or from other student volunteers in the same degree track.

Information Items

Information Item #1 Cyber Risk - Update by John Flanagan

(Refer to Page 16 of the October 17, 2019 Executive Committee Agenda Packet)

- Chair requested an update on the Board portal selection.

Information Item #2 Heat Map: Job Seekers and Employers – Update by Chad Kunerth

(Refer to Page 17 of the October 17, 2019 Executive Committee Agenda Packet)

It is required that we have one centralized location (North Florida), but as a board we need to make sure we are delivering services in the best and most efficient way. This data allows us to see the needs based on location and the ability to move toward providing services through a more mobile system.

- It was recommended to put this data on CSTB’s website

Information Item #3 Job Order Analysis – Update by Chad Kunerth

(Refer to Page 21 of the October 17, 2019 Executive Committee Agenda Packet)

- It was recommended to break down the report by NAICS Codes (The North American Industry Classification System) or by SOC code (The Standard Occupational Classification)
- It was recommended to show graphs that display only companies that pay more than \$15 dollars an hour.
- Add a “time to fill” column for each industry code, Lead time.
- What is the average wage for each industry code?
- Create a report from Employ Florida that identifies the Job Postings which were assisted by CSTB, and differentiate those that were directly posted by the employer.

Additional information requested will be provided by our Director of MIS & Data Services.

Information Item #4 Eligible Training Provider – Update by Jody Toner

(Refer to Page 24 of the October 17, 2019 Executive Committee Agenda Packet)

This summary of eligible training provider WIOA ITA waivers was provided to the board. We will continue to provide this summary to the committee on a quarterly basis. There have been 3 new waivers approved, all three fell under the WIOA “out of school youth” program. This makes seven program waivers, making the YTD total just over \$10,000. No further discussion occurred.

Information Item #5 Strategic Plan –Update by Mike Lawrence and Roy Vanderford of CWA Consultants
(Refer to Page 25 of the October 17, 2019 Executive Committee Agenda Packet)

CWA Conducted surveys of staff, board members, and community members. Preliminary results were shared with the committee. A final report will be provided at a later date.

Information Item #6 Compensation and Benefit Study – Update by Mimi Tran
(Refer to Page 27 of the October 17, 2019 Executive Committee Agenda Packet)

All employee surveys have been completed by Compensation Resources Inc. (CRI). Overall, the compensation study showed that our salaries are in line with comparable organizations and our benefits for employee coverage are competitive in the market. The Finance Committee will review benefit package options at their next meeting.

Information Item #7 Business Consortium and Business & Education Summit 2020 – Update by Juditte Dorcy
(Refer to Page 28 of the October 17, 2019 Executive Committee Agenda Packet)

CSTB will be conducting four Industry Specific Consortia over the next year. We just held a Manufacturing Consortium and it was a huge success, with 17 employers in attendance. We will be holding three more, featuring Health Care, IT, and Construction/Trades.

Vision 2020 will take place in February of 2020. We are currently working on sponsorships and guest speakers. There will be: 5 industry breakout sessions, and a CEO panel. Ron Painter will be the facilitator.

Future Business

Summer Job Connection Program End Celebration – October 21, 2019.

Adjournment

The meeting was adjourned at approximately 12:16 p.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.

Key Regional Workforce / Demographic Indicators

- In October 2019, the unemployment rate in Hillsborough County was 2.8 percent. This rate was 0.3 percentage point lower than the region's year ago rate of 3.1 percent. The region's October 2019 unemployment rate was 0.1 percentage point lower than the state rate of 2.9 percent. The labor force was 756,543 up 13,792 (+2.1) over the year. There were 21,480 unemployed residents in the region.
- The industries gaining in jobs over the year were:
 - Professional and business services +10,900 jobs
 - Mining, logging, and construction +5,900 jobs
 - Leisure and hospitality +5,100 jobs
 - Education and health services +4,200 jobs
 - Trade, transportation, and utilities +2,800 jobs
 - Financial activities +2,300 jobs
 - Manufacturing +1,800 jobs
 - Other services +1,500 jobs
 - Government +600 jobs
- The information (-300 jobs) industry lost jobs over the year.

Key Initiatives/ Events

- On December 18th, 2019, Requests for Proposals have been officially released for the following:
 - Business Services
 - Career Services
 - WIOA Adult/Dislocated Worker ServicesFull Board review and approval of successful responder or respondents will occur in time for the March Board meeting, giving a 120+ day transition period.
- The 2020 Business and Education Summit has added the following participants:
 - CEO panel –
 - Dave Pizzo – West Florida Market President – Florida Blue
 - Marie Chinicci- Everitt – Director – DTCC
 - John Couris – President and CEO – Tampa General Hospital
 - Mercedes Young – President and CEO – Vivid Consulting
 - Craig Richard – President and CEO – Tampa Bay EDC

- Keynote address – Mayor Jane Castor
- Possible Keynote – Governor DeSantis
- Welcome Address – Commissioner Sandra Murman.
- Economic Overview – Dr. Arniban Basu – President and CEO Sage Policy Group

- **Mid morning Breakout sessions by industry sector**
- **Date/Time – February 28, 2020 / 8:00 AM – 2:00PM / Tampa Marriott Waterside**

- Summer Job Connection
 - Application launch January 6, 2019
 - Employer Table talks started on December 16, 2019



Chair's Report

Regional Comparison Report

Emsi Q4 2019 Data Set

December 2019

CareerSource Tampa Bay



5100 W Kennedy Blvd, Suite 300
Tampa, Florida 33609
(813) 930-7400

Parameters

Regions

Code	Description	Code	Description
12099	Palm Beach County, FL	12057	Hillsborough County, FL
12011	Broward County, FL	12095	Orange County, FL
12086	Miami-Dade County, FL		

Industries

Code	Description	Code	Description
23	Construction	52	Finance and Insurance
62	Health Care and Social Assistance	51	Information
48	Transportation and Warehousing	31	Manufacturing

Timeframe

2017 - 2019

Datarun

2019.4 - QCEW Employees, Non-QCEW Employees, and Self-Employed

	Miami-Dade County, FL	Broward County, FL	Palm Beach County, FL	Hillsborough County, FL	Orange County, FL
Regional Population (2017)					

Regional Overview

Population (2017)	2,744,902	1,934,495	1,470,345	1,410,126	1,352,943
Population (2019)	2,788,514	1,974,269	1,508,212	1,463,561	1,409,715
Population Change %	+2%	+2%	+3%	+4%	+4%
Total Industry Jobs (2017)	1,297,998	889,706	668,954	737,075	887,351
Total Industry Jobs (2019)	1,333,466	910,774	683,854	757,531	923,526
Total Industry Jobs Change %	+3%	+2%	+2%	+3%	+4%
Current Average Earnings	\$61,958	\$61,054	\$62,415	\$63,498	\$57,819
COL Index	106.7	107.4	115.4	103.1	103.8
Bachelor's Degree or Higher	541,545	432,992	373,946	310,411	302,234
GRP	\$160.57B	\$106.50B	\$84.91B	\$92.16B	\$94.56B

Industry Overview

Construction					
Jobs (2019)	78,004	59,340	45,098	48,031	51,169
Job Change %	+9%	+5%	+6%	+7%	+11%
Jobs (2017)	71,250	56,781	42,581	45,018	46,190
Earnings (2019)	\$50,997	\$60,070	\$59,603	\$61,756	\$66,134
COL Adjusted Earnings	\$47,661	\$56,140	\$51,828	\$59,957	\$63,590
Jobs LQ (2019)	1.04	1.16	1.17	1.13	0.98
Competitive Effect	3,829	227	768	1,164	3,082
% Demand met in-region	74.0%	83.2%	83.8%	89.2%	79.7%
Ethnic Diversity %	67.6%	53.3%	46.1%	41.2%	45.2%
Health Care and Social Assistance					
Jobs (2019)	160,516	95,397	93,272	86,415	84,033
Job Change %	+2%	+3%	+3%	+3%	+2%
Jobs (2017)	156,677	92,948	90,351	83,547	82,055
Earnings (2019)	\$63,321	\$62,860	\$62,863	\$64,552	\$69,835
COL Adjusted Earnings	\$59,178	\$58,747	\$54,663	\$62,672	\$67,149

	Miami-Dade County, FL	Broward County, FL	Palm Beach County, FL	Hillsborough County, FL	Orange County, FL
Regional Population (2017)					
Jobs LQ (2019)	0.95	0.82	1.07	0.90	0.72
Competitive Effect	-237	31	570	694	-157
% Demand met in-region	92.0%	63.6%	79.2%	89.2%	89.8%
Ethnic Diversity %	80.1%	65.9%	55.6%	49.6%	56.6%
Transportation and Warehousing					
Jobs (2019)	87,425	34,423	12,810	21,801	36,353
Job Change %	+9%	+11%	+7%	+9%	+11%
Jobs (2017)	79,986	31,138	12,005	19,929	32,857
Earnings (2019)	\$71,848	\$67,517	\$54,208	\$60,048	\$64,981
COLAdjusted Earnings	\$67,148	\$63,100	\$47,137	\$58,299	\$62,482
Jobs LQ (2019)	1.78	1.03	0.51	0.78	1.07
Competitive Effect	2,300	1,284	34	591	1,385
% Demand met in-region	81.8%	71.7%	41.3%	62.2%	73.4%
Ethnic Diversity %	72.5%	61.5%	56.7%	46.2%	54.8%
Finance and Insurance					
Jobs (2019)	54,246	41,836	26,390	61,772	28,108
Job Change %	-1%	+8%	+3%	+5%	+1%
Jobs (2017)	54,524	38,764	25,744	59,017	27,895
Earnings (2019)	\$125,598	\$100,104	\$138,288	\$95,264	\$99,134
COLAdjusted Earnings	\$117,382	\$93,555	\$120,251	\$92,489	\$95,321
Jobs LQ (2019)	1.01	1.15	0.96	2.03	0.76
Competitive Effect	-942	2,599	333	2,037	-127
% Demand met in-region	83.9%	79.3%	71.8%	88.8%	65.5%
Ethnic Diversity %	67.7%	52.5%	35.5%	43.0%	38.7%
Information					
Jobs (2019)	20,763	19,688	10,661	16,711	17,556
Job Change %	+6%	0%	-6%	+3%	+2%
Jobs (2017)	19,672	19,709	11,282	16,291	17,155

	Miami-Dade County, FL	Broward County, FL	Palm Beach County, FL	Hillsborough County, FL	Orange County, FL
Regional Population (2017)					
Earnings (2019)	\$99,947	\$119,742	\$89,066	\$101,087	\$87,144
COLAdjusted Earnings	\$93,408	\$111,909	\$77,449	\$98,142	\$83,793
Jobs LQ (2019)	0.85	1.19	0.86	1.21	1.04
Competitive Effect	851	-262	-758	221	192
% Demand met in-region	60.2%	68.1%	55.8%	69.1%	67.5%
Ethnic Diversity %	67.5%	56.8%	40.9%	36.8%	38.2%
Manufacturing					
Jobs (2019)	43,819	29,124	20,881	28,778	34,319
Job Change %	+0%	+3%	+2%	+2%	+7%
Jobs (2017)	43,636	28,367	20,480	28,077	32,036
Earnings (2019)	\$62,543	\$72,306	\$91,073	\$73,472	\$88,659
COLAdjusted Earnings	\$58,451	\$67,575	\$79,194	\$71,332	\$85,249
Jobs LQ (2019)	0.42	0.40	0.39	0.48	0.47
Competitive Effect	-907	48	-111	0	1,483
% Demand met in-region	20.3%	17.7%	16.6%	20.0%	18.3%
Ethnic Diversity %	78.1%	59.6%	45.6%	45.6%	44.4%

Appendix A - Data Sources and Calculations

Cost of Living Data

Emsi cost of living data is based on the Cost of Living Index published quarterly by the Council for Community and Economic Research (C2ER).

Input-Output Data

The input-output model in this report is Emsi's gravitational flows multi-regional social account matrix model (MR-SAM). It is based on data from the Census Bureau's Current Population Survey and American Community Survey; as well as the Bureau of Economic Analysis' National Income and Product Accounts, Input-Output Make and Use Tables, and Gross State Product data. In addition, several Emsi in-house data sets are used, as well as data from Oak Ridge National Labs on the cost of transportation between counties.

Demographic Data

The demographic data in this report is compiled from several sources using a specialized process. Sources include annual population estimates and population projections from the US Census Bureau, and birth and mortality rates from the US Health Department.

Educational Attainment Data

Emsi's educational attainment numbers are based on Emsi's demographic data and the American Community Survey. Educational attainment data cover only the population aged 25 years or more and indicate the highest level achieved.

Industry Data

Emsi industry data have various sources depending on the class of worker. (1) For QCEW Employees, Emsi primarily uses the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns. (2) Non-QCEW employees data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics. (3) Self-Employed and Extended Proprietor classes of worker data are primarily based on the American Community Survey, Nonemployer Statistics, and BEA State and Local Personal Income Reports. Projections for QCEW and Non-QCEW Employees are informed by NIOEM and long-term industry projections published by individual states.

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Shift Share

Shift share is a standard regional analysis method that attempts to determine how much of regional job growth can be attributed to national trends and how much is due to unique regional factors.

State Data Sources

This report uses state data from the following agencies: Florida Department of Economic Opportunity



Action Item: 1

Request for Public Records Policy

Background: CSTB was designated as “the administrative entity and fiscal agent for all programs promulgated” under the Workforce Innovation and Opportunity Act of 2014 and Florida’s Workforce Innovation Act of 2000. As such, CSTB is subject to the Public Records Act. Every person who has custody of a public record shall permit the record to be inspected by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the Records Facilitator of the public record or his or her designee. Upon request, they shall furnish a copy of the record upon payment of the fees noted in policy.

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

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

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

Recommendation:

CSTB staff is recommending approval of the CareerSource Tampa Bay Request for Public Records Policy.



POLICY

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

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

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

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

POLICY:

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

Definitions

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

Public Records Facilitator

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

Fees:

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

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

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

Fee Schedule

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

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

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

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

References:

- Florida Statutes, Chapter 119
http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0100-0199/0119/0119.html

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



Action Item: 2

Targeted Occupations List (TOL) and Regional Targeted Occupation List (RTOL) Policy

Background: On November 7, 2013, the CareerSource Florida (CSF) Board of Directors approved a local Targeted Occupations List (TOL) process and transferred the identification and selection of occupations relevant to local areas. This process was adopted to promote greater strategic business and industry involvement in resource allocation, target training funds for workers needing improved employment and earning opportunities, and to better and more expeditiously serve employers in industry sectors lacking skilled workers.

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

As outlined in CSF Administrative Policy 082, CSTB is required to develop its own local TOL, in consultation with local business and industry representatives, using the Bureau of Workforce Statistics and Economic Research generated Demand Occupations Lists, as well as including additional occupations to their lists that are based on local demand.

Attached for your review and consideration is the CSTB Targeted Occupations List (TOL) and Regional Targeted Occupation List (RTOL) Policy.

Recommendation:

CSTB staff is recommending approval of the CareerSource Tampa Bay Targeted Occupations List (TOL) and Regional Targeted Occupation List (RTOL) Policy.



POLICY

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

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

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

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

POLICY:

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

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

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

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

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

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

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

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

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

References:

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

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



Action Item: 3

Apprenticeship Policy

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

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

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

Attached is the CSTB Apprenticeship policy for your review and discussion.

Recommendation:

CSTB staff is recommending approval of the CareerSource Tampa Bay Apprenticeship Policy.



POLICY

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

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

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

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

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

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

POLICY:

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

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

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

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

Pre-Apprenticeships

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

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

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

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

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

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

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

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

Registered Apprenticeships

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

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

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

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

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

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

Industry-Recognized Apprenticeship Programs

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

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

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

Funding:

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

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

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

Under the IRAP model, CSTB may fund:

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

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

Supportive Services:

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

References:

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

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



Action Item: 4

Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy

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

LVERs can only be assigned duties outlined in 38 U.S.C. 4104(b) that involve the role of promoting the advantages and positive aspects of hiring veterans to employers, employer associations, and business groups. LVER staff are allowed to advocate on behalf of veterans for employment and training opportunities to business, industry, and community based organizations.

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

Attached for your review and consideration is the CSTB Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy.

Recommendation:

CSTB staff is recommending approval of the CareerSource Tampa Bay Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach Policy.



POLICY

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

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

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

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

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

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

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

LVER Outreach

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

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

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

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

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

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

DVOP Outreach

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

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

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

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

Monitoring

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

References:

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

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

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



Action Item: 5

Salary Administrative Policy

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

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

Changes are all approved by the Department Director, CFO, CEO, and HR before it goes to Payroll for processing. Thereafter, HR and Finance reviews the updates made.

Attached for your review and consideration is the Salary Administration Policy.

Recommendation:

CareerSource Tampa Bay staff is recommending approval of the Salary Administrative Policy.



Policy

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

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

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

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

PROCEDURE: Adjustments to Base Salary

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

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

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

Definitions:

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

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

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

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

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

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

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



Action Item: 6

Virtual One Stop Services – Formal Procurement

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

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

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

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

The Virtual One Stop Services would include:

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

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



Information Item: 1

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

LWDB 15

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

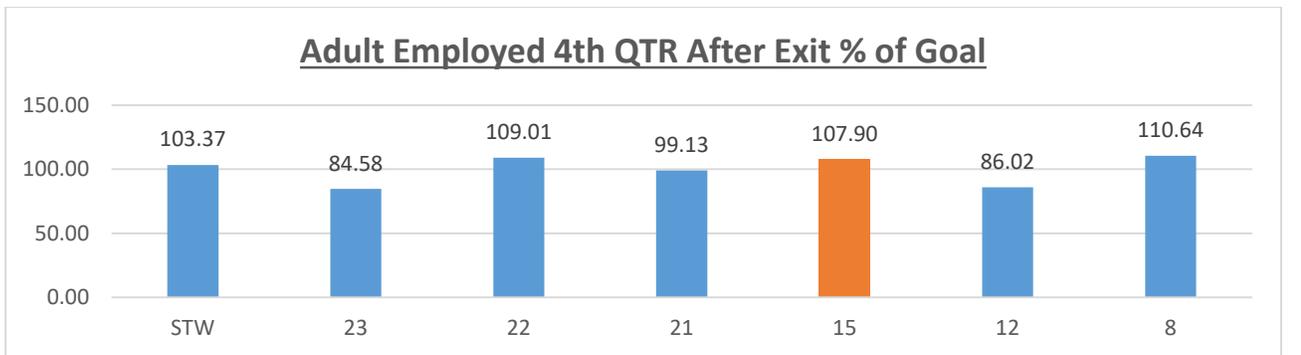
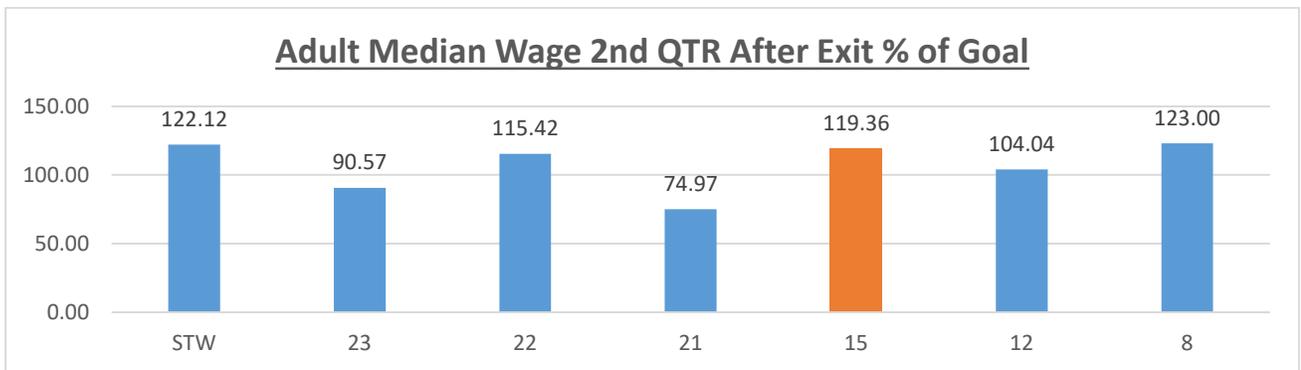
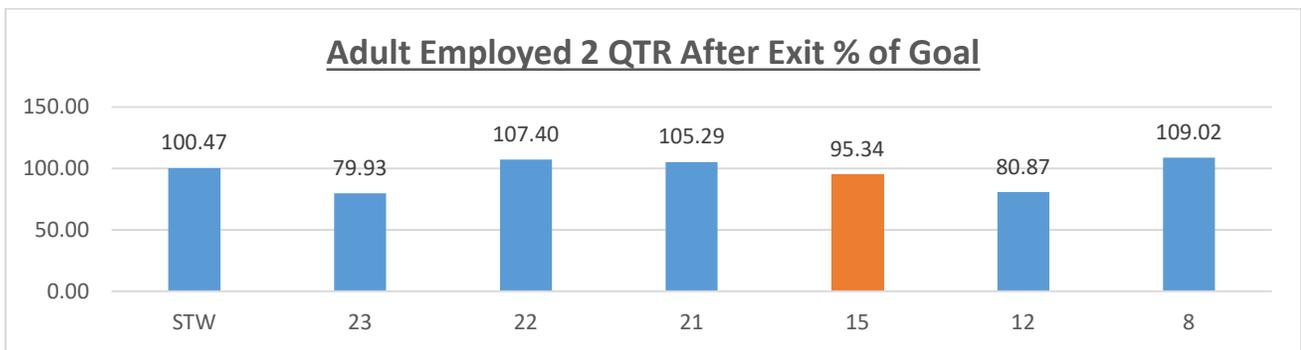
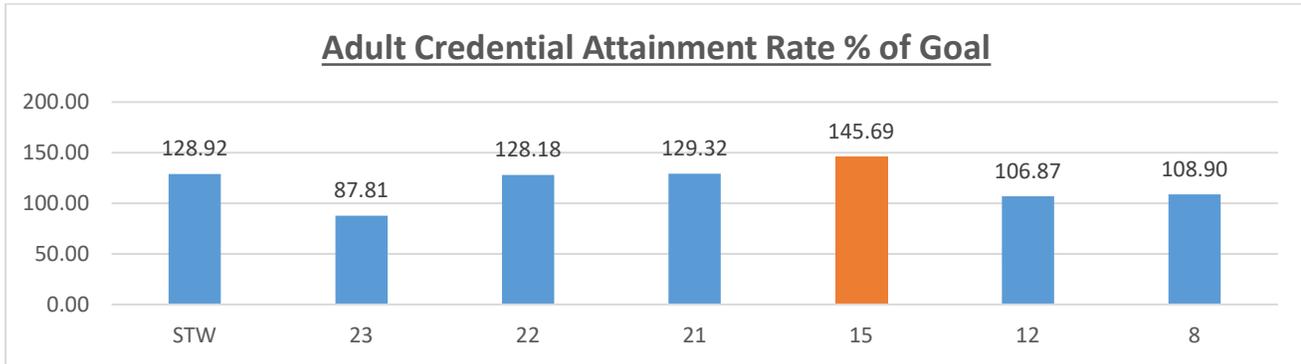
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

Statewide

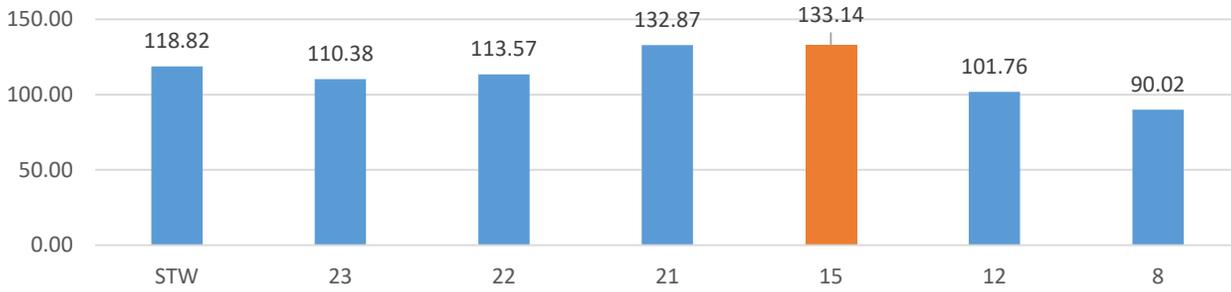
Measures	PY2018-2019 4th Quarter Performance	PY2019-2020 1st Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q1	PY 2019-2020 Performance Goals
Adults:				
Employed 2nd Qtr After Exit	85.70	85.60	100.47	85.20
Median Wage 2nd Quarter After Exit	\$8,272	\$8,365	122.12	\$6,850
Employed 4th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

WIOA Primary Indicators of Performance

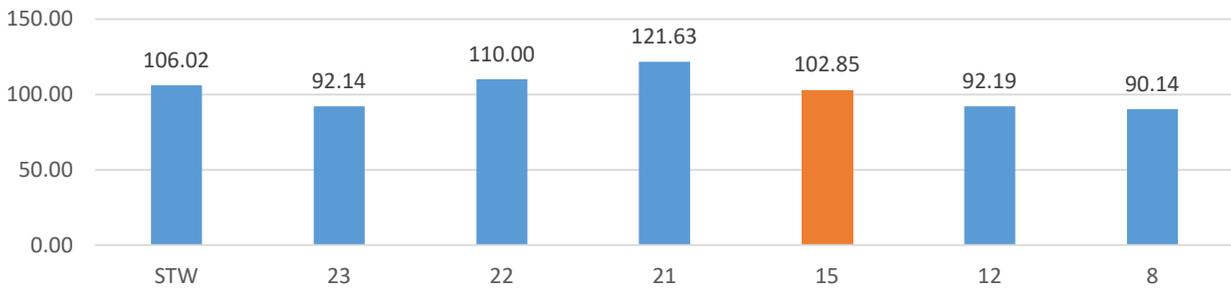
- Metro LWDB and STW Comparison



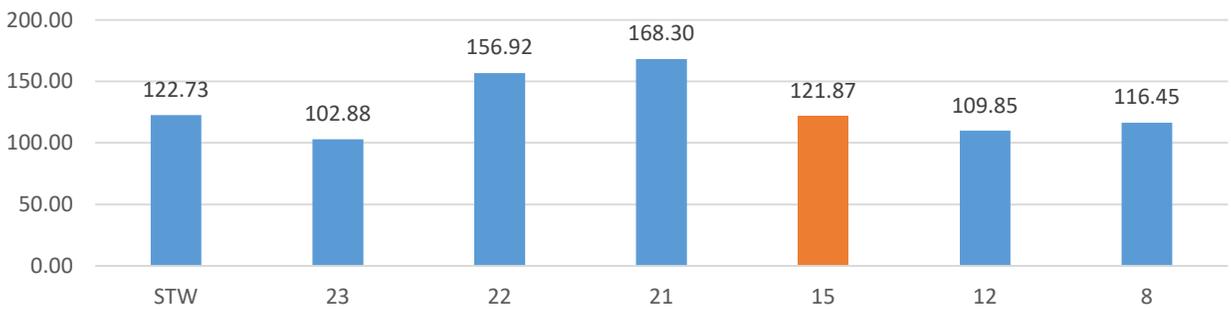
DW Credential Attainment Rate % of Goal



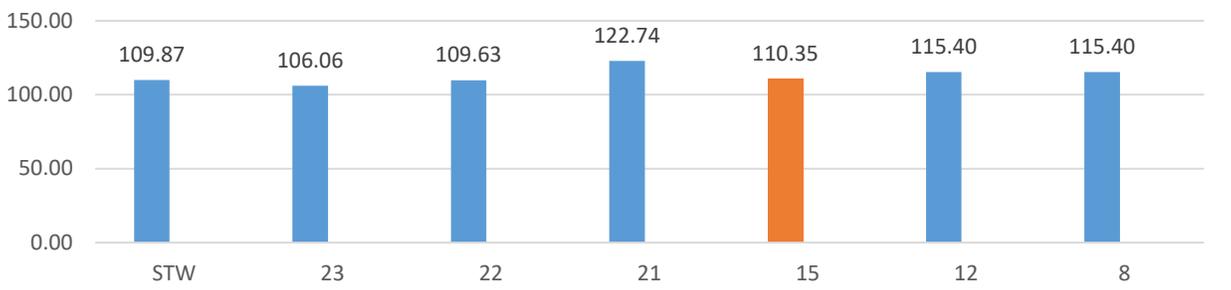
DW Employed 2nd QTR After Exit % of Goal



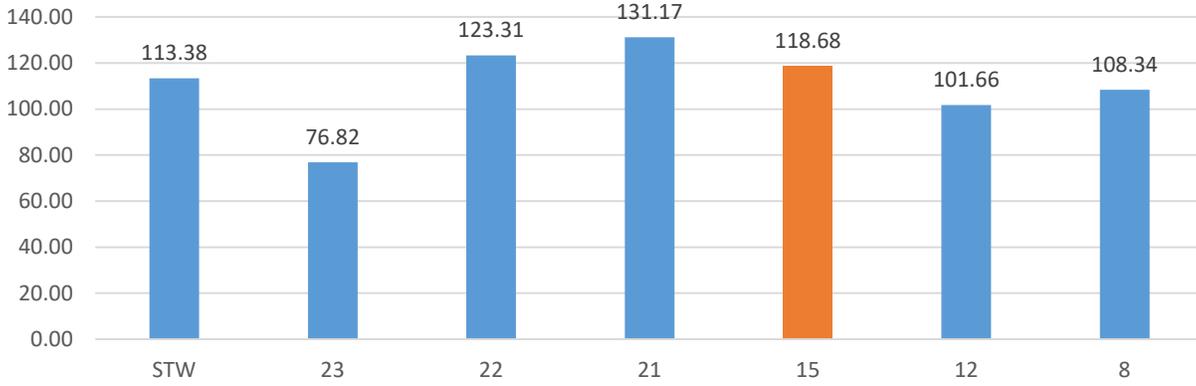
DW Median Wage 2nd QTR After Exit % of Goal



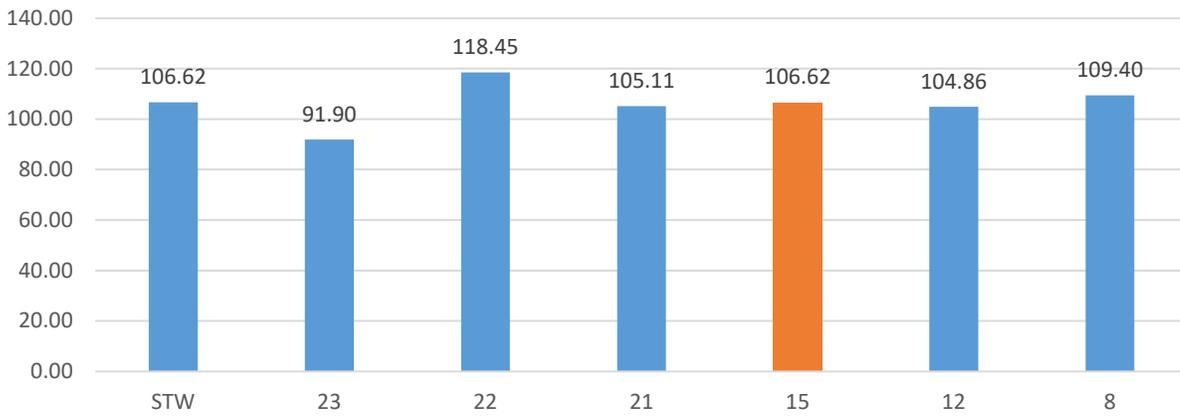
DW Employed 4th QTR After Exit % of Goal



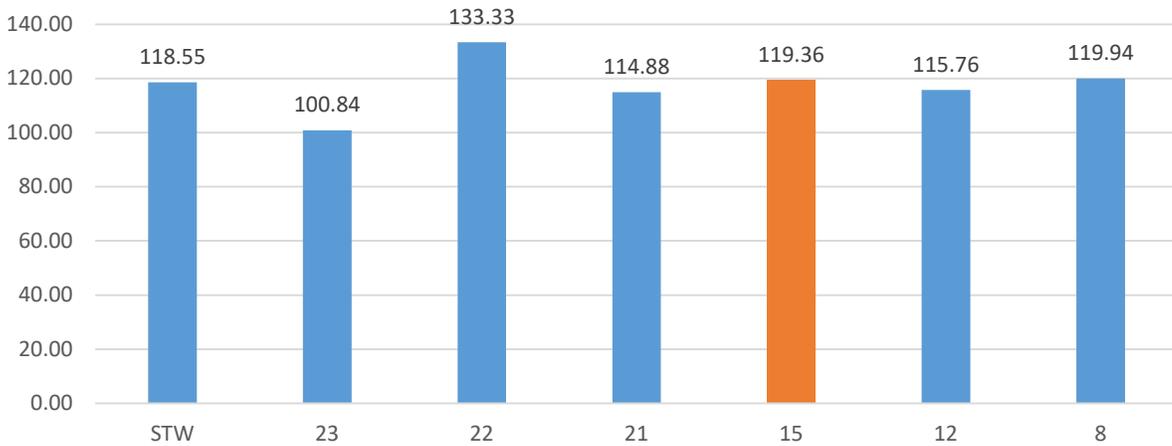
Youth Credential Attainment % of Goal



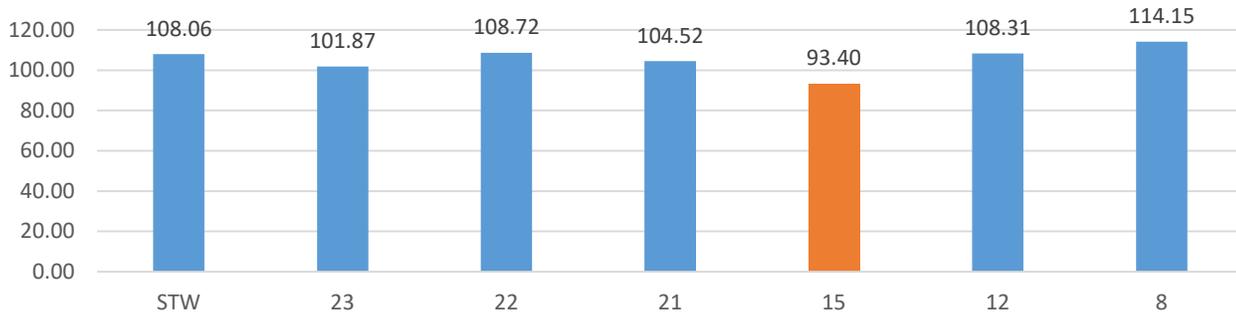
Youth Employed 2nd QTR After Exit % of Goal



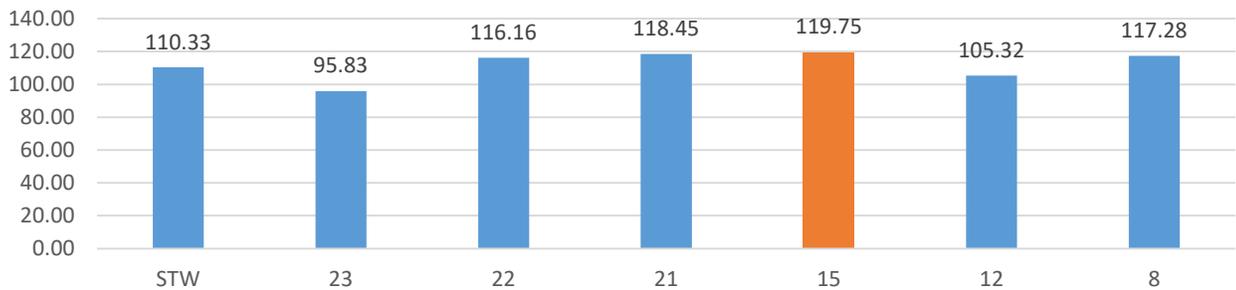
Youth Employed 4th QTR After Exit % of Goal



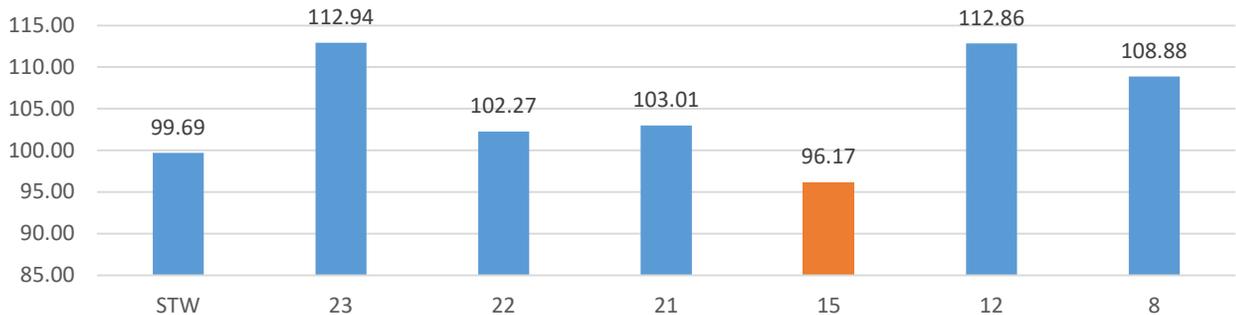
WP Employed 2nd QTR After Exit % of Goal



WP Median Wage 2nd QTR After Exit % of Goal



WP Employed 4th Quarter After Exit % of Goal



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



Information Item: 2

Eligible Training Provider – Waivers

Background:

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

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

The Board asked for an update on any WIOA ITA waivers made by the CEO or his designee, below is a summary of the waivers that have been approved from 10.01.19 through 11.30.19.

Summary:

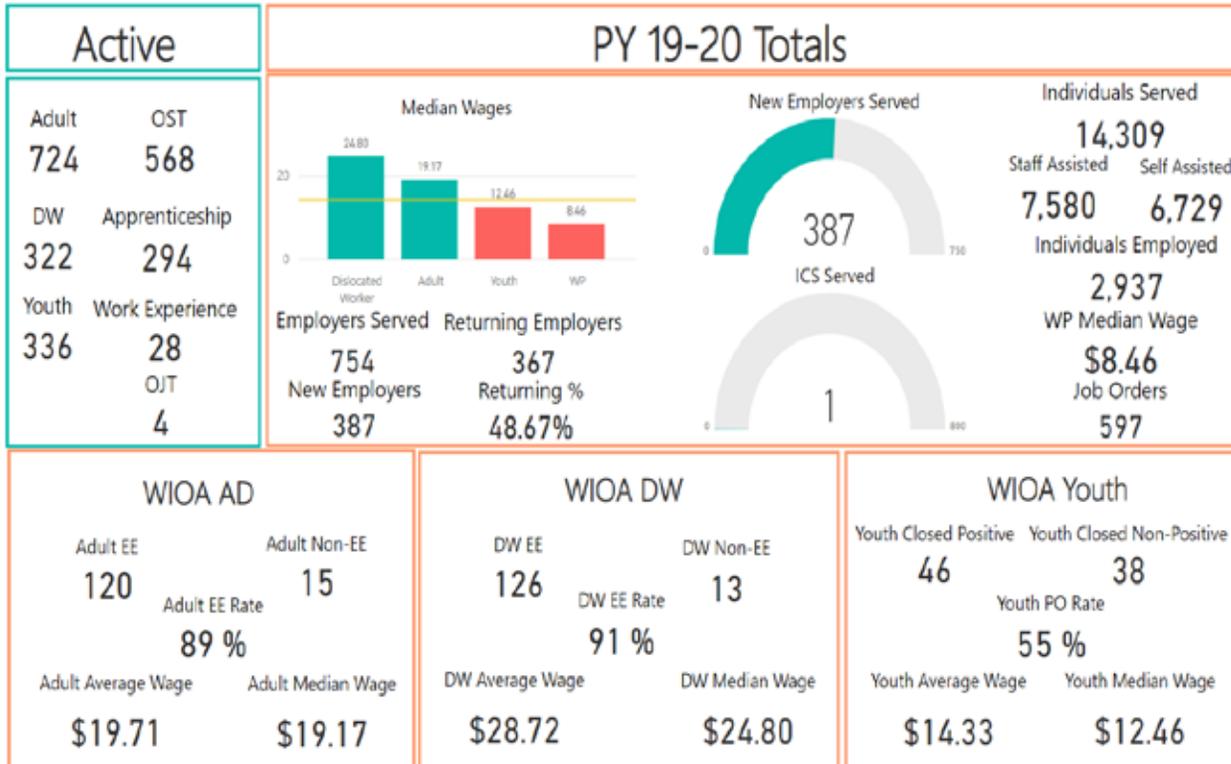
Funding Stream	Current PY Budgeted ITA Amount	Training Provider	Training Program	Waiver Reason
AD	\$2,050.00	JATC	Electrical Apprenticeship	Customer is currently living in Manatee county and currently pursuing a career as an Electrical Apprenticeship. Request to waive initial requirements and enroll into WIOA for Registered Apprenticeship assistance.
AD	\$1,800.00	JATC	Electrical Apprenticeship	Customer is currently living in Sarasota county and currently pursuing a career as an Electrical Apprenticeship. Request to waive initial requirements and enroll into WIOA for Registered Apprenticeship assistance.
OSY	\$5,000.00	HCC- Sage Trucking	CDL	Waiver requested on behalf of the client to assist with tuition at Sage Trucking through HCC. Client is a 22 year old parenting individual who is working in customer service but would like to transition in the Commercial Driving. He has a clean driving record and prospects

				with employer after he completes his training. Client would like to pursue training to grow his earning potential through a short term program. He is interested in manufacturing and logistics work and would like to pursue this further in the future.
NDWG Hurricane Maria	\$75.00	Florida Department of Education	Florida Teacher Licensure/ Certification	Candidate was relocated from Puerto Rico and interested in obtaining the Florida Teacher Certification. Currently possesses a Teacher Certification from Puerto Rico obtained in 2015. Candidate is looking to obtain assistance with the teacher certification in Florida to obtain suitable employment.
NDWG	\$1,199.00	U.S. Immigration Institute	Immigration Classes	Candidate currently holds a Juris Doctor obtained in 1989. Based on candidate's current skill attainment, it has been determined through career counselor assessment that the candidate will be successful in intended training program; program is offer in his native language (Spanish). US Immigration Institute is accredit by the Puerto Rico Supreme Court granting 24 credits of continual Legal Education as well developing the abilities and skills in the area of US Immigration and facilitating finding work in the immigration area by the supervision of a certified lawyer in the USA. The training is only offered in Atlanta GA, Miami FL, New York, Orlando FL and San Juan PR (candidate selected Orlando). This occupation is currently not on the RTOL. However, this occupation has 15% projected growth.



Information Item: 3

CSTB Performance Dashboard 12.9.19



Source: Emlov Florida/OSST

Last Updated
12/9/2019



Information Item: 4

Summer Job Connection (SJC) 2020 Update

Key Program Dates:

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

Program Updates:

- **10.8.19** – Hired our year round **SJC Program Coordinator**, Jennifer Wilson
- **12.9.19 -12.11.19** – attended the National Association of Workforce Development Professionals (NAWDP) Youth Symposium in Chicago
 - John Flanagan, Michael Ramsey and Jody Toner facilitated a workshop that showcased our Summer Job Connection program
 - Summer 2019 program was nominated for an NAWDP Youth award
- **SJC Portfolio** - 2020 theme is Channeling Your Inner Superhero
- **Goal: Serve 1,500 youth**

Hillsborough County Areas:	Enrollment Goals
Southshore:	135
Brandon/Riverview:	345
Plant City:	90
Tampa:	930
	1,500

- **Save the Date:** 1.6.2020 online application launches

Learning Today, Leading Tomorrow...

One Summer Can Change your Future – We are making connections that matter!



Information Item: 5

R15 DEO Quality Assurance Report Program Years 2017-18 and 2018-19

Overview:

On 11.12.19 Department of Economic Opportunity (DEO) provided us with the LWDB 15 Monitoring Report Transmittal Letter for PY 18-19. This included the DEO Quality Assurance Report dealing with the outcome of PY 2018-2019 and PY 2017-2018 of CSTB’s workforce programs and operations. The report covered a two- year period and includes issues (Findings, Other Non-Compliance Issues, General Comments and Observations) for all workforce development funded programs.

Each Finding and Other Non-Compliance Issue requires CSTB to develop a formal Corrective Action Plan (CAP) that addresses how CSTRB will correct the findings and non-compliance issue. Findings are instances where noncompliance with requirements contained in federal or state law, rules or regulations, administrative codes, state guidance or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or result in questioned costs. Other Non-Compliance Issues are general non-compliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.)

In addition, due to reoccurring issues CSTB must also include with the CAP an overall plan of action that addresses how the board plans to improve overall management operations including the methodology and process for process for accomplishing compliance and a timeline to show when the issues will be resolved.

Below is summary of table of monitoring results:

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

2018-2019 Monitoring Results					
Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues

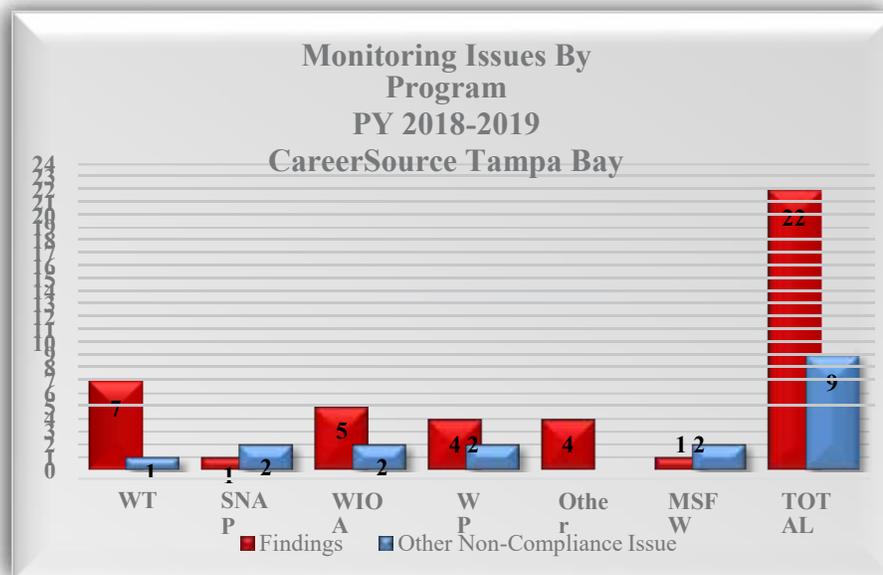
WT	The following issues were identified in the Initial Assessment and Individual Responsibility Plan (IRP) process: <ul style="list-style-type: none"> An IRP was missing from a participant case file. An initial assessment was not completed. Several IRPs did not include all required elements. Several participants were assigned to more than 40 hours per week in work activities. A participant was assigned to the Job Search and Job Readiness Assistance activity for more than four consecutive weeks. 	Y	Y		
	Documentation to support job participation rate (JPR) hours was not retained in a participant case file.	Y	Y		
	Several participants were assigned to more worksite hours than the benefit calculation allows.	N	Y		
	A safety plan was not developed for a victim of domestic violence. Additionally, neither the IRP or Alternative Requirement Plan included the required safety plan elements.	N	Y		
	A medical deferral was entered in the One-Stop Service Tracking (OSST) system without documentation to verify the deferral.	N	Y		
	The following issues were identified in the pre-penalty and sanction process: <ul style="list-style-type: none"> No evidence of an attempt to orally contact and/or counsel several participants. A participant was not allowed three working days to provide good cause for a second failure within 30 days. Additionally, the Notice of Failure to Demonstrate Satisfactory Compliance form was missing in a couple of case files. A participant was not notified of what (s)he was required to do prior to initiating the pre-penalty. There were delays in requesting several penalties and sanctions. 	Y	Y		
	There was no documentation in a participant case file to verify employment and/or the employment documentation maintained in the files did not match the information recorded in OSST.	Y	Y		
	A couple of participant case files were missing a signed and dated Opportunities & Obligations form.			N	Y

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
WT Totals		4	7	0	1
SNAP E&T	Several participants were not assigned to 80 hours per month in SNAP activities. Also, one participant was assigned to more than 120 hours when employment was combined with another component.	Y	Y		
	A couple of participants were assigned to more than 39 Job Search/Job Search Training hours for the month.			N	Y
	Several participants did not have their initial appointment status (code 590) ended timely in OSST			N	Y
	Two case files were missing documentation to support the dispersal of food stamp reimbursements.	Y	N/A		
SNAP E&T Totals		2	1	0	2
WIOA ADULT/DW	Several participant case files were missing employment verification documentation to support the employment activity recorded in Employ Florida.			Y	N/A
	Several participant files lacked sufficient participant eligibility documentation.	Y	N/A		
	The job titles on several on-the-job training agreements did not match the occupations listed on the participants' Individual Employment Plans or in case notes.			Y	N/A
WIOA Youth	Required components of Work Experience (WE) activities: <ul style="list-style-type: none"> A participant started a WE activity before the WE agreement was signed. Two participant files were missing documentation of wages paid and timesheets to support the participants' engagement in the WE activity. Several participants were placed in a WE activity without being provided the mandatory academic components. 	Y	Y		
WIOA Youth, Adult/DW, and Special Projects	In many instances, credential attainments recorded in Employ Florida did not meet the definition of an industry-recognized certificate or certification.	Y	Y		
	Quarterly follow-ups for several participants were not conducted by the due dates indicated in the follow-up table in Employ Florida.			Y	Y
	A couple of participants were enrolled in a training program with a service provider that is not on the state or local eligible training provider list.	N	Y		
	A couple of participants were co-enrolled in programs with duplicative services provided from multiple funding sources.	Y	Y		
	In many instances, measurable skills gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program.			N	Y
	A support service activity documented in a participant's case file did not match the support service activity entered in Employ Florida.			Y	N/A

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
WIOA Youth, Adult/DW, and Special Projects	Several participant files were missing documentation to verify that follow-up services were offered.			Y	N/A
	The activity "Actual Begin Date" in recorded in Employ for several participants precedes the system generated "Create Date" by more than 15 days after the activity began.			Y	N/A
	In several instances, the Individual Training Account costs were not recorded in the Training Enrollment Cost table in Employ Florida.			Y	N/A
WIOA, WT and SNAP Common Issue	Grievance/Complaint and Equal Employment Opportunity (EEO) forms were missing from several participant case files.	Y	Y		
WIOA Totals		5	5	7	2
Wagner-Peyser (WP)	The registration, participation, and recording of placements of multiple job seekers were not in compliance with DEO guidance. Problems included but not limited to no job seeker engagement when participation was recorded, misleading individual information recorded in Employ Florida, and invalid recording of placements for participants.	Y	Y		
	A few job seeker placements had several issues including missing case notes or duplication of obtained employments.	Y	Y		
	A job order did not meet the terms of use posting rules for Employ Florida.	N	Y		
	A job order with a wage rate listed below the minimum wage did not have case notes documenting the job met Florida minimum wage rate requirements.	N	Y		
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".			N	Y
	There was no documentation in several case files to support a reportable service had been provided to allow extended participation beyond the required 90 days.	Y	N/A		
	A job development job order did not have the 123-service code recorded for the job seeker.			Y	N/A
	A counseling service code was recorded in Employ Florida for a job seeker, but the documentation did not meet the definition of a counseling service.			Y	N/A
Reemployment Services and Eligibility Assessment (RESEA)	The Red Flag Drop-off Report showed that a few participants were not managed by staff within the required time frame.			N	Y
RESEA and WP Common Issue	Several Employability Development Plans recorded in Employ Florida did not contain all required information.			Y	N/A
WP/RESEA Totals		3	4	3	2

Workforce Program	Issues	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issues	Current Year Other Noncompliance Issues
Complaint System	A complaint log was missing required elements indicating resolution of complaint and complaint status. Additionally, follow-up was not conducted for a migrant and seasonal farmworker (MSFW) complaint.	N	Y		
Credentialing	Labor market publications and resources were not accessible to users and several computers were inoperable and missing links to required resources.	N	Y		
Management Information Systems (MIS)	A staff member's access to OSST had not been revoked following separation from the LWDB.	N	Y		
	Multiple staff were either missing background screenings or the screenings were conducted after the hire dates. Additionally, completed confidentiality forms and security agreements were not completed for a couple of staff members.	N	Y		
Other Totals		0	4	0	0
MSFW	All required equity ratio indicators and minimum service level indicators were not met for the review period.			Y	Y
	Three MSFW job seekers were not properly identified as seasonal or migrant farmworkers.	N	Y		
	Two agricultural job orders were missing required information such as specific days and hours to work and a description of job duties.			N	Y
MSFW Totals		0	1	1	2
Results-All Programs		14	22	11	9

Note: N/A in the above chart denotes issue was applicable during the PY 2017-18 review but not during the PY 2018-19 review. Additionally, the following graph represents an analysis of issues identified only during PY 2018-19



CSTB CAP was submitted on 12.17.19. DEO will review and let us know if any additional actions will be necessary to facilitate compliance and resolution.

Additionally, DEO is scheduled to conduct our PY 19-20 onsite programmatic monitoring review during the week of 4.27.2020-5.1.2020.



Information Item: 6

Employee Handbook Updates

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

Added:

Core Values

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

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

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

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

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

Dress Code Policy

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

Weapons in the Workplace

To ensure that CareerSource Tampa Bay maintains a workplace safe and free of violence for all employees. The company prohibits the possession or use of dangerous weapons on company property. Dangerous weapons include: firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm.

All employees are subject to this provision, including contract workers, visitors, and customers on company property. Failure or refusal to abide by this policy will be subject to discipline up to and including termination.

Changes:

Resignation from Employment

An employee who wishes to resign his/her position with CareerSource Tampa Bay is requested to submit a letter of resignation to their direct Supervisor and Human Resources, preferably giving two weeks notice. The letter of resignation should state the reason(s) and effective date of resignation. PTO balances remaining will be paid out with the last pay. Failure to provide a two week notice will result in forfeiting of any balance pay out.

Calendar Year End PTO Payouts

- g) At the end of each calendar year, if funds are available and the President & CEO approves, CareerSource Tampa Bay may allow employees to request a payout of unused PTO hours with the following restrictions:
1. The employee PTO balance must exceed ~~160~~104 hours, and the employee must retain an 80-hour balance after the election of a payout.
 2. ~~Subject to the above, the employee must request a payout of 80 hours or more.~~
 3. ~~PTO hours selected for payout will be paid at the employee's compensation rate in effect on December 31 of the year the election is made.~~ shall be paid at the employee's current hourly rate in effect at the time of payout.
 4. ~~Payouts to employees will be made in the first pay period in February.~~
- h) ~~PTO shall be paid at the employee's current hourly rate plus differentials and other premiums if applicable, at the time that it is taken.~~
- i) Accrued but unused PTO will be paid to terminating employees that have completed their initial probationary period. ~~The maximum PTO payout is two (2) times the maximum annual accrual hours based on length of service.~~



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