



FLORIDA

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
IMPLEMENTATION RECOMMENDATIONS**



Florida's Vision for Implementing the Workforce Innovation and Opportunity Act

Through the implementation of the Workforce Innovation and Opportunity Act (WIOA), Florida will have a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system will foster customer service excellence, seek continuous improvement and demonstrate value by enhancing employment opportunities for all individuals, including those with disabilities. This focused and deliberate collaboration among education, workforce, and economic development networks will maximize the competitiveness of Florida businesses and the productivity of Florida's workforce, thus increasing economic prosperity. Florida's strategic vision for WIOA implementation will be realized by accomplishing these three goals:

- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Floridians with employment, education, training, and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- Promote accountable, transparent, and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth that lead to enhanced employment, career development, credentialing and post-secondary education opportunities.

How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

Florida should designate the existing 24 local workforce development areas as WIOA regional planning areas in the first WIOA State Plan submitted in March 2016. This plan will specify that the 24 local boards would engage chief elected officials, community and business leaders, economic developers and others in public meetings and hearings to evaluate possible regional planning areas that demonstrate:

- Consistency with labor market areas in the state;
- Consistency with regional economic development areas in the state;

- Availability of federal and non-federal resources necessary to effectively administer activities in applicable WIOA provisions, including whether the areas have the appropriate institutions of higher education and area career and technical education in schools; and
- Other factors as deemed appropriate by the local areas.

This process will lead to recommended Regional Planning Areas for endorsement by the CareerSource Florida board of directors to the Governor for inclusion within the March 2018 update to the March 2016 State Workforce Development Strategic Plan.

To advance this recommendation, local planning instructions for the 24 local workforce development boards will require the boards to describe the strategy utilized for analyzing potential WIOA planning regions as defined in WIOA section 106(a)(2). The strategy must include, but not be limited to:

- An analysis of the regional economy that includes the local area, labor market areas, and industry sectors
- Specific milestones and timelines for consultation with
 - Other local workforce development boards
 - Local elected officials;
 - Economic development organizations;
 - Core and mandatory one-stop partners for potential regional implications; and
- Analysis of coordination of services with potential regional implications.

What should be included in a comprehensive one-stop career center?

One-stop career centers should be inclusive while providing local area flexibility as it relates to the levels of participation from WIOA-required partners. CareerSource Florida will work with the Florida Department of Economic Opportunity and the core partners of Vocational Rehabilitation, Blind Services and Adult Education to develop a certification tool to be incorporated into the state plan that provides for a uniform expectation of the levels of service for career centers.

How should WIOA-required one-stop career center partners share infrastructure costs?

Florida Department of Education Divisions of Blind Services and Vocational Rehabilitation infrastructure cost sharing will be determined by the Department of Education at the state level pursuant to WIOA requirements and reflected in the March state workforce plan. For the

core program of Adult Education, infrastructure cost negotiations should occur at the local level, where appropriations are made via school districts, and be responsive to the needs of the local workforce development area

Educational programs funded through the federal Carl D. Perkins Career and Technical Education Improvement Act of 2006 are required career center partners and subject to the cost sharing discussed above. However, Perkins Act funding would not contribute toward infrastructure cost at this time based on the pending federal reauthorization of the Act and the need for additional time to explore partnerships with the CareerSource Florida network. Florida's goal will be to integrate Perkins Act programs, functions and infrastructure cost sharing into a combined workforce plan in the future.

Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?

Florida will submit a unified plan. The initial plan would recognize Florida's intention to move toward a combined plan with a staged approach. This would allow for alignment of current planning timeframes, cross training on program collaboration opportunities, and better integration of reporting mechanisms necessary in a combined plan.

Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

While WIOA contemplates state and local workforce development board membership participation from the core programs, additional career center partners and potential combined planning partners should be encouraged to participate. Specifically, the Florida Agency for Persons with Disabilities, the Florida Department of Corrections and the Florida Small Business Development Center Network should serve on the CareerSource Florida Board.

Board participation also would provide for those core programs to report their performance accountability measures to the CareerSource Florida Board and to local workforce development boards. Utilizing a mechanism similar to that employed between CareerSource Florida and the Department of Economic Opportunity, performance expectations should be set via a memorandum of understanding and reported quarterly to the CareerSource Florida Board through the programs' board representatives.

How can Florida's workforce development system better share information, systems and/or customers?

Resources can best be utilized by integrating existing systems to build common intake and outcome reporting bridges. Each core program partner and optional partner uses a technology system unique to its constituency, in which all information may not be necessary

for intake and reporting for Florida's workforce development system. It follows that Florida's approach should be to align current systems for WIOA compliance, rather than advocating a new information system for all partners.

The integration of the Employ Florida Marketplace (employflorida.com), Florida's online job-matching system, into career services available through state college and state university career centers should be required. The Florida College System supports career services utilizing all tools available, including employflorida.com.

What can Florida's workforce development system do to best serve individuals with obstacles to employment?

One-stop career centers will employ universal design principles in their operations to facilitate access. Enhanced board membership that would include the partner programs serving these populations would allow more opportunities for those with specialized needs to be considered in decision making.

Other Recommendations

Change state law references from regional workforce board to local workforce development board.

Given the emphasis on regional planning in WIOA, it is necessary to change current nomenclature. State law, policies and rules should align with the federal language to avoid confusion. Statutory changes to provide for local workforce development boards and local workforce development areas would be technical in nature.

Utilize WIOA resources to promote registered apprenticeships.

Through improved connections with the CareerSource Florida network and enhanced partnerships in Florida's workforce development system, registered apprenticeships should be promoted as a growth opportunity.

Cross-train individuals who interface with job seekers on core programs.

Increasing program awareness will lead to a more efficient outcome for job seekers.

Provide after-hours access to job seekers through expanded career center hours.

Recognizing that an individual requesting the services of a career center may not be available during traditional business hours, the task force recommended providing opportunities for access outside of regular operating hours.

Local Workforce Development Board Size

Align state law governing local workforce development board structure to WIOA.

FLORIDA WORKFORCE INNOVATION AND OPPORTUNITY ACT TASK FORCE MEETING SUMMARIES AND SUPPORTING INFORMATION

Introduction

The Workforce Innovation and Opportunity Act (WIOA) Task Force was created to support Florida's implementation of WIOA, which received wide bipartisan support in Congress, was signed into law by the president in July 2014, and took effect on July 1, 2015, replacing the Workforce Investment Act.

The WIOA vision is to achieve and maintain an integrated, job-driven public workforce system that links diverse talent to businesses by ensuring:

- The needs of business and workers drive workforce solutions;
- One-stop career centers provide excellent customer service to job seekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

Task Force Charge

The task force was charged with developing WIOA implementation recommendations for approval by the CareerSource Florida Board of Directors. These recommendations shall include, but are not limited to:

- a review of current workforce service delivery and recommendations for the inclusion of programs;
- regional planning design;
- one-stop service delivery design;
- the integration of economic development, workforce development and Florida's education system; and
- development of sector strategies and career pathways.

The recommendations approved by the CareerSource Florida Board of Directors are included in this report. These recommendations will be incorporated into the Workforce Innovation and Opportunity Act State Plan to be submitted by the Governor to the United States Department of Labor.

Florida should remain focused on the following six goals of WIOA, as outlined in the beginning of the law:

1. Increase access to employment, education, training and support services particularly for people with barriers to employment.
2. Create a comprehensive, high-quality workforce development system by aligning workforce investment, education and economic development.
3. Improve the quality and labor market relevance of workforce investment, education and economic development efforts.
4. Promote improvement in the structure and delivery of workforce services.
5. Increase the prosperity of workers and employers.

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6. Reduce welfare dependency, increase economic self-sufficiency, meet employer needs and enhance the productivity and competitiveness of our regions, state and nation.

Task Force Members

As required by the enacting legislation, task force members include leaders of the following partner entities and agencies:

- Agency for Persons with Disabilities;
- CareerSource Florida;
- Enterprise Florida;
- Florida Association of Postsecondary Schools and Colleges Inc.;
- Florida College System;
- Florida Department Children and Families;
- Florida Department of Corrections;
- Florida Department of Economic Opportunity;
- Florida Department of Education Commissioner;
- Florida Department of Education Division of Blind Services;
- Florida Department of Education Division of Career and Adult Education;
- Florida Department of Education Division of Vocational Rehabilitation;
- Florida Department of Elder Affairs;
- Florida Department of Juvenile Justice;
- Florida Small Business Development Center Network;
- Florida Workforce Development Association Inc.;
- Independent Colleges and Universities of Florida Inc.;
- State University System

Per statute, the task force is chaired by the president and CEO of CareerSource Florida, Chris Hart IV.

Task Force Meetings

CareerSource Florida convened five meetings of the 20-member state WIOA Task Force — two webinars and four in-person meetings. Agendas as well as all information collected throughout the meetings are available on the CareerSource Florida website at www.careersourceflorida.com/wioa. The task force also visited the CareerSource Florida Capital Region career center in Tallahassee to better inform recommendations related to career center service delivery.

April 29 Webinar

The task force began its work by reviewing the WIOA vision, the mission of Florida's workforce development system, the timeframe for conducting its work and expected outcomes. Through

this webinar, the task force concurred with its charge and the goals for Florida's WIOA implementation.

May 14 Meeting

The first in-person meeting of the WIOA Task Force was held at the Betty Easley Conference Center in Tallahassee on May 14. Sixteen representatives were in attendance. The task force began its work by hearing from several leaders offering perspective as voices of Florida business and industry. Terry Simpkins, a small business owner, discussed the importance of finding skilled talent to meet the needs of his business. He also brought forward some potential challenges to success and encouraged task force members' support of small businesses. Linda Sparks, the regional executive director for the Jacksonville Academy of Electrical Technology and a member of the CareerSource Florida Board of Directors, and Al Stimac, the owner and president of Metal Essence Inc. who also serves on the CareerSource Florida Board, addressed the task force as well. They both spoke about the importance of alignment among education, business and workforce development.

The task force engaged in a discussion of the WIOA-required comprehensive workforce system plan. Members reviewed the required components and contemplated the strategy to be used by Florida in choosing whether to include additional components in that plan.

Task force members each outlined their entities' role in and contributions to the workforce development system by answering the questions:

- What is your organization's mission?
- What is your role in Florida's workforce development system?
- What are your top three challenges in providing the best outcomes for those you serve?
- How will the Workforce Innovation and Opportunity Act help you overcome those challenges?
- What measures do you use to define successful outcomes?

This discussion informed task force members about ways to enhance collaboration and made clear each member's role in putting Floridians to work. Information submitted to support this meeting is included as Attachment 1.

June 11 Meeting

The second in-person task force meeting was held at the Betty Easley Conference Center in Tallahassee on June 11. Sixteen representatives were in attendance. The task force again began its work by hearing from leaders in business and industry.

Mark Wilson, the President and CEO of the Florida Chamber of Commerce, was the first invited speaker. Mr. Wilson noted that the No. 1 issue that CEOs and company leaders talk to him about is workforce and their ability to hire a trained workforce. Florida's ability to put a system together that focuses on outcomes and not individual parts is really the challenge before us today, he said. Mr. Wilson emphasized the importance of metrics and shared results from a Gallup/Lumina poll demonstrating the gap or paradox between chief academic officers and

business leaders related to preparing students for work with the right skills and competencies. The poll found that 96 percent of chief academic officers rated their institutions as very/somewhat effective at preparing students for work, while 11 percent of business leaders strongly agreed that graduating students had the skills and competencies sought by businesses to meet their needs.

Of the task force's work, Mr. Wilson said, "This is the right conversation to have to prepare students for a life of learning and economic opportunities." He closed his remarks with a story about the Mars Rover and its failure due to a lack of collaboration among project engineers who were worried about their individual responsibilities and not overall outcomes, which Mr. Wilson used to illustrate the need for checks and balances. He said: "The challenge is that we work together to create a system that positions Florida as the most competitive place on the globe—that's truly our goal."

Susan Paregis, President and CEO of the Florida Council of 100, challenged task force members to keep alignment of education and workforce development as a top priority. She suggested the task force should adopt a systems approach to best serve the business community, working toward a universally designed, seamless workforce development system.

Through the remainder of the meeting, task force members discussed their entities' contributions to developing Florida's workforce by explaining:

- Their organization's governance structure
- Regional operations
- Processes coordinated with other agencies or partners
- Utilization of one-stop career centers
- Their process for service delivery

The information supplied by task force members to support this conversation is included in this report as Attachment 2

July 16 Meeting

During the July 16 task force meeting, WIOA implementation recommendations from both task force members and the public were sought. Eighteen task force representatives were in attendance. The meeting began with Sheila Gritz-Swift, Deputy Director of Programs for the Florida Developmental Disabilities Council, using the Employment First initiative to highlight the importance of agency collaboration and how it can enhance services to job seekers. She noted it takes all players at every level to influence positive change.

The task force continued its focus on the business customer by hearing from Leslie Wilson, President of Wilson Resources Inc., representing the U.S. Business Leadership Network. Ms. Wilson discussed the value of inclusion of employees with disabilities in the workplace. She gave examples of how businesses can best address needs associated with hiring job seekers with disabilities.

Career and Adult Education Chancellor Rod Duckworth offered a presentation on the Carl D. Perkins Act Career and Technical Education Act of 2006 that included remarks from three

state college presidents: Dr. Jason Hurst of Chipola College, Dr. Bill Law of St. Petersburg College and Dr. John Holdnak of Gulf Coast State College.

Next, task force members were offered an opportunity to discuss the following questions:

- Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?
- How should Florida's WIOA planning regions be organized?
- What should be included in a one-stop career center?
- How can Florida's workforce development system better share information, systems, and/or customers?
- What can Florida's workforce development system do to best serve individuals with obstacles to employment?

Information submitted to support this meeting is included as Attachment 3.

August 6 Meeting

Dr. Eric Kennedy, representing the state apprenticeship advisory council, spoke about how apprenticeships are highlighted in WIOA. He indicated that the law reinforces connections with registered apprenticeships by encouraging better integration of those programs into workforce planning and policy. He recognized that WIOA promotes work-based learning and using WIOA resources to support registered apprenticeships.

The task force addressed topics from previous meetings then engaged in discussion surrounding the following questions:

- How should WIOA-required one-stop career center partners share infrastructure costs?
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
- What resources or relationships do you need to implement WIOA?

Information submitted to support this meeting is included as Attachment 4.

August 27 Webinar

Task Force members reviewed potential recommendations that were to be used by CareerSource Florida to prepare the draft implementation recommendations report for CareerSource Florida Board review and input in September.

CareerSource Florida Network Meetings

August 12 CareerSource Florida Strategic Policy Council Meeting

The Strategic Policy Council of the CareerSource Florida Board of Directors received a briefing on agenda items discussed by the task force and reviewed preliminary recommendations. This early review provided the CareerSource Florida professional team an opportunity to receive initial directional guidance on drafting this report.

August 12 CareerSource Florida Partners Meeting

CareerSource Florida convened a meeting of all 24 local workforce development areas' chief executives. The partners discussed the WIOA questions posed to the task force, giving local workforce leaders another opportunity to provide additional input. Substantial discussion surrounding Florida's approach to regionalism in workforce development planning occurred.

Key WIOA Issues

How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

Background

WIOA calls for the creation of "Planning Regions" within each state. According to the proposed WIOA regulations, the purpose of these regions is to align workforce development resources to regional economies that will ensure coordinated and efficient services to both job seekers and employers. The regulations also recognize that regional cooperation may lower cost and increase the effectiveness of service delivery to business and/or industries that span more than one local workforce development area or that cross state borders.

Florida should consider the following factors in determining planning regions:

- Consistency with labor market areas in the state;
- Consistency with regional economic development areas in the state;
- Availability of federal and non-federal resources necessary to effectively administer activities under subtitle B and other applicable WIOA provisions, including whether the areas have the appropriate institutions of higher education and area career and technical education schools; and
- Input from local elected officials.

Once Florida determines its planning regions, local workforce development boards and local elected officials in those regions will use regional economic data to form a regional plan that results in the establishment of regional strategies for service delivery and sector strategies for in-demand industry sectors or occupations for the region. The plan should identify ways in which the region will coordinate services and the establishment of administrative cost arrangements, including the pooling of funds for administrative costs as appropriate.

Recommendation

The task force members presented a variety of regional structures that are currently utilized to serve customers throughout Florida. Because regional planning has the greatest implications for the CareerSource Florida network, much discussion surrounded the impact on the existing local workforce development areas (currently known as regional workforce boards or workforce regions).

Recommendations submitted through the task force process encouraged continuing conversations within the CareerSource Florida Network after the Task Force completed its work. At the September 21 CareerSource Florida Board meeting, the FWDA and CareerSource Florida proposed a joint recommendation to designate the existing 24 local workforce development areas as WIOA regional planning areas in the first WIOA State Plan submitted in March 2016. This plan will specify that the 24 local boards would engage chief elected officials, community and business leaders, economic developers and others in public meetings and hearings leading to recommended Regional Planning Areas for endorsement by the CareerSource Florida board of directors to the Governor for inclusion within the March 2018 update to the March 2016 State Workforce Development Strategic Plan.

What should be included in a comprehensive one-stop career center?

Background

WIOA identifies “one-stop required partner programs” that include a variety of federally funded employment and training programs administered by a number of federal agencies including the U.S. Department of Labor, U.S. Department of Education and the U.S. Department of Health and Human Services. According to WIOA, the required partner programs should be delivered through the one-stop system and contribute to the costs of one-stop infrastructure.

The required one-stop career center partner programs identified under WIOA are:

- WIOA Adult, Dislocated Worker and Youth programs (core)
- Wagner-Peyser Employment Service (core)
- Adult Education and Literacy (core)
- Vocational Rehabilitation (core)
- Title V of Older Americans Act (Senior Community Service Employment Program)
- Perkins Career and Technical Educational (CTE) programs
- Trade Adjustment Assistance (TAA)
- Veterans Employment and Training
- Community Services Block Grant (CSBG) employment programs
- HUD employment programs
- Unemployment Insurance
- Second Chance Act
- Temporary Assistance to Needy Families (TANF)

WIOA also identifies various additional partner programs that may be part of a local one-stop delivery system:

- Social Security Administration employment and training programs
- Florida Small Business Development Center Network

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- Supplemental Nutrition Assistance Program (SNAP) employment and training programs
 - Vocational Rehabilitation special projects and demonstrations
 - National and Community Service Act programs
 - Other federal, state or local programs

The WIOA one-stop career center required programs provide the funding and authorization for delivery of a host of employment and training services. Each program has its own rules and regulations; however, the vision of WIOA is that these required programs have a coordinated and integrated service delivery structure to facilitate improved outcomes and customer experiences for both employers and job seekers. To that end, WIOA specifically identifies the following roles and responsibilities of required partner programs:

1. Provide access through the one-stop delivery system to such program or activities, including career services;
2. Use a portion of the funds available for the program and activities to maintain the one-stop delivery system, including payment of the infrastructure costs of one-stop centers;
3. Enter into a local memorandum of understanding with the local board, relating to the operation of the one-stop system;
4. Participate in the operation of the one-stop system consistent with the terms of the memorandum of understanding and legal requirements; and
5. Provide representation on the state board to the extent provided under WIOA.

Because WIOA provides both: (1) a substantial commitment and financial investment on the part of required programs in the operation and delivery of services through the one-stop system, and (2) governs the opportunity to designate a required program as “opting out” of the one-stop system, it is important to examine how each program is currently administered in Florida.

Recommendation

One-stop career centers should be inclusive while providing flexibility as it relates to the levels of participation from required partners (outlined above). The task force proposes that CareerSource Florida work with the Department of Economic Opportunity and the core partners to develop a certification tool that provides for a uniform expectation of the levels of service for career centers. The first draft of this tool will be reviewed with the CareerSource Florida Strategic Policy Council in October, while also receiving input from required partners.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

How should WIOA-required one-stop career center partners share infrastructure costs?

Background

WIOA Section 121 outlines the requirements for the establishment of one-stop delivery systems. In this section it states that infrastructure costs must be shared by all of the

required partners in the system. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the one-stop career center, including:

- Rental costs of facilities
- Costs of utilities and maintenance
- Equipment
 - Assessment related products
 - Assistive technology for individuals with disabilities
- Technology to facilitate access to the one-stop career center
 - One-stop career center's planning activities
 - One-stop career center's outreach activities

In each local workforce development area, the local workforce development board, chief elected officials and one-stop career center partners are charged with agreeing on methodology for determining the infrastructure cost contributions. These agreements will be captured in memorandums of understanding among the local board and the one-stop career center partners.

To be eligible for infrastructure funds, one-stop career centers must be certified by local boards as meeting criteria regarding the effectiveness and the physical and programmatic accessibility of the center in accordance with the Americans with Disabilities Act of 1990, and continuous improvement of one-stop career centers and the one-stop delivery system. This certification will occur every three years.

WIOA leaves the negotiation of infrastructure cost sharing to the local workforce development area. If local officials are unable to reach consensus, they will be required to use an infrastructure funding methodology determined by the Governor that is based upon the following WIOA guidelines:

- **Adult, Dislocated Worker and Youth:** Shall not exceed 3 percent of the federal funds provided to the state.
- **Vocational Rehabilitation:**
 - Shall not exceed .75 percent of the federal funds provided to the state in the second full program year;
 - 1 percent of the federal funds provided to the state in the third full program year;
 - 1.25 percent of the federal funds provided to the state in the fourth full program year;
 - 1.5 percent of the federal funds provided to the state in the fifth full program year and in each succeeding year.
- **Other Partners:** Shall not exceed 1.5 percent of the federal funds provided to the state.

Recommendation

Task force members representing the Department of Education Divisions of Blind Services and Vocational Rehabilitation recommended that infrastructure cost sharing be determined by the Department of Education at the state level pursuant to WIOA requirements. For the core program of Adult Education, it was recommended that infrastructure cost negotiations should occur at the local level, where appropriations are made via school districts, and be responsive

to the needs of the local workforce development area. Pursuant to requirements set forth in WIOA, CareerSource Florida can assist in local negotiations when an agreement cannot otherwise be reached.

It was also recommended that Perkins Act funding, although a required career center partner and subject to the cost sharing discussed above, would not contribute toward infrastructure cost at this time based on the pending federal reauthorization of the program and the need for additional time to explore partnerships with the CareerSource Florida network. Chancellor Rod Duckworth remarked during the task force's July 16 meeting that the goal would be to integrate the program, its functions, and infrastructure cost sharing into a combined workforce plan in the future. This was the only required career center partner who submitted a recommendation to delay infrastructure cost sharing.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?

Background

WIOA requires a single, unified State Plan covering all core programs authorized under the bill:

- Adult, Dislocated Worker and Youth workforce investment activities in title I, subtitle B
- Adult Education and Literacy activities in title II
- Employment service activities authorized by the Wagner-Peyser Act and title III
- Vocational rehabilitation services in title IV and title I of the Rehabilitation Act of 1973

WIOA also provides an option for states to submit a Combined Plan that includes the core programs listed above plus plans for one or more of the following workforce programs:

- Career and technical education programs authorized by the Perkins Act Temporary Assistance for Needy Families programs authorized under part A of title IV of the Social Security Act
- Employment and training programs authorized under section 6(d)(4) of the Food and Nutrition Act
- Work programs authorized under section 6(o) of the Food and Nutrition Act
- Trade adjustment assistance activities and NAFTA-TAA
- Veterans' activities authorized under Chapter 41 of title 38 United States Code
- Programs authorized under state unemployment compensation laws
- Senior Community Service Employment Programs under title V of the Older Americans Act
- Employment and training activities carried out by the Department of Housing and Urban Development
- Employment and training activities carried out under the Community Services Block Grant Act

- Reintegration of offenders programs authorized under section 212 of the Second Chance Act

Under WIOA, states are required to submit unified or combined plans by March 2016. The plan must describe the state's overall strategy for workforce development and how the strategy will meet identified needs for workers, job seekers and employers. In turn, local plans must describe how services provided at the local level will be aligned to regional market needs.

Recommendation

Optional combined planning partners should be able to voluntarily participate in workforce development planning as part of Florida's WIOA strategic state plan if they choose. This approach would not require any program or entity to participate in workforce planning other than the required core programs outlined above.

During the task force meetings, there were no recommendations to include optional planning partners. Instead, the task force discussed submitting an initial unified plan that provides a timeline to incorporate combined planning partners in outlying years. The initial plan would recognize Florida's intention to move toward a combined plan with a staged approach. This would allow for alignment of current planning timeframes, cross training on program collaboration opportunities, and better integration of reporting mechanisms necessary in a combined plan.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

Background

At the state level, WIOA establishes unified planning efforts and performance accountability measures across "core" programs, which include Vocational Rehabilitation and Adult Education and Family Literacy along with the traditional federal training and placement programs. Accordingly, the law best highlights how other workforce programs currently housed in the Florida Department of Education contribute to Florida's workforce development system. In order to complete and execute an integrated strategic state workforce plan, state-level strategic decision makers must determine how their efforts can be coordinated.

Recommendation

While WIOA contemplates state and local workforce development board membership participation from the core programs, additional career center partners and potential combined planning partners should be encouraged to participate. Specifically, the Florida Agency for Persons with Disabilities, the Florida Department of Corrections and the Florida Small Business Development Center Network should serve on the CareerSource Florida Board.

This recommendation seeks to examine and refine state and local workforce development board makeup to include partners that will lead Florida to a more comprehensive workforce development system.

Board participation also would provide for those core programs to report their performance accountability measures to the CareerSource Florida Board and to local workforce development boards. Utilizing a mechanism similar to that employed between CareerSource Florida and the Department of Economic Opportunity, performance expectations could be set via a memorandum of understanding and reported quarterly to the CareerSource Florida Board through the programs' board representatives.

Materials related to recommendations regarding this topic are included in Attachment 4 and 5.

How can Florida's workforce development system better share information, systems and/or customers?

Background

WIOA provides Florida with a renewed opportunity to better integrate the service delivery of related employment and training programs funded by myriad federal agencies. In addition to providing easier employer and job seeker customer access to employment and training services, WIOA provides the mechanism to align priorities and resources. A potential efficiency of WIOA is the ability to decrease individual program administrative burdens by enabling a collaborative, universally designed workforce development system that works seamlessly among partners.

Recommendation

Resources can best be utilized by integrating existing systems to provide for a common intake and reporting system. Each core program partner and optional partner uses a technology system unique to its constituency, in which all information may not be necessary for intake and reporting for Florida's workforce development system. It follows that Florida's approach should be to align current systems for WIOA compliance, rather than advocating a new information system for all partners.

Furthermore, some task force members recommended that the Employ Florida Marketplace, Florida's job-matching system, should be integrated, as a requirement, into career services available through state college and state university career centers. The Florida College System supports career services utilizing all tools available, including Employ Florida Marketplace.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

What can Florida's workforce development system do to best serve individuals with obstacles to employment?

Background

WIOA emphasizes services to job seekers with disabilities, which has the potential for significant advancement in employment of people with disabilities. Local workforce development boards will have to ensure there are sufficient service providers in each local workforce development area with expertise in assisting individual with disabilities with their career and training needs. As part of the law, Florida must develop strategies to support career pathways for individuals with disabilities to enter and retain employment.

Recommendations

The task force recommended that career centers employ universal design principles in their operations, including such requirements in a career center certification tool. It emphasized the importance of universal design for online or technology-oriented resources. It was also suggested that maintaining the integrity of systems for unique constituent populations would be important to be sure job seekers with disabilities are provided every opportunity to be successful. Enhanced board membership that would include the partner programs serving these populations would allow more opportunities for those with specialized needs to be considered in decision making.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

What resources or relationships do you need to implement WIOA?

Background

WIOA contemplates enhanced collaboration between core program partners and additional partners in one-stop career centers. With a variety of options available, understanding the needs to facilitate these partnerships is a critical component of WIOA implementation.

Recommendations

Most task force recommendations on this topic centered on process-oriented needs such as memorandums of understanding developed and negotiated at the state level that outline roles and responsibilities. State-level memorandums of understanding could be explored for Department of Education programs as necessary.

The task force recognized that special provisions for lease arrangements in which opportunities for co-location are explored may need to be included in state law along with appropriate partner decision-making processes.

Enhanced data-sharing arrangements between partners should be explored as necessary to facilitate reporting.

Materials related to recommendations regarding this topic are included in Attachments 4 and 5.

Other Recommendations

Change state law references from regional workforce board to local workforce development board.

Given the emphasis on regional planning in WIOA, it is necessary to change current nomenclature. State law, policies, and rules should align with the federal language to avoid confusion. Statutory changes to provide for local workforce development boards and local workforce development areas would be technical in nature.

Utilize WIOA resources to promote registered apprenticeships.

Through improved connections with the CareerSource Florida network and enhanced partnerships in Florida's workforce development system, registered apprenticeships could be promoted as a growth opportunity.

Cross train individuals who interface with job seekers on core programs.

Increasing program awareness will lead to a more efficient outcome for job seekers.

Provide after-hours access to job seekers through expanded career center hours.

Recognizing that an individual requesting the services of a career center may not be available during traditional business hours, the task force recommended providing opportunities for access outside of regular operating hours.

Local Workforce Development Board Size

Align state law governing local workforce development board structure to WIOA.

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Workforce Innovation and Opportunity Act Task Force Meeting Agenda

May 14, 2015 • 9 a.m. – 4 p.m.

BETTY EASLEY CONFERENCE CENTER

4075 ESPLANADE WAY, ROOM 148, TALLAHASSEE, FL 32399

Chairman's Welcome & Remarks

Chris Hart IV

Listening to the Voice of Business and Industry

Florida Leaders

Developing a Customer-Centered Plan

Mason Bishop, WorkEd Consulting

- WIOA Plan Requirements
- Combined versus Unified Plan

Lunch Break

On Your Own

Integration of Florida's Workforce Development System

Task Force Members

Each Task Force Member will answer the following questions:

1. What is your organization's mission?
2. What is your role in Florida's workforce development system?
3. What are your top three challenges in providing the best outcomes for those you serve?
4. How will the Workforce Innovation and Opportunity Act help you overcome those challenges?
5. What measures do you use to define successful outcomes?

Public Comment

Open discussion for comments on Florida's WIOA Implementation from members of the public, other interested stakeholders and task force members.

Closing Comments

Chris Hart IV

Upcoming Meetings

June 11, 2015 – Betty Easley Center

July 16, 2015 – Betty Easley Center

August 6, 2105 – Betty Easley Center

August 27, 2015 - Webinar

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May 14 Task Force Information Request

Name	Mission	Segments/Populations Served	Role in Workforce Development System	Top Challenges/Issues	Opportunities Presented by WIOA
Barbara Foster Department of Economic Opportunity	In collaboration with our partners, DEO assists the Governor in advancing Florida's economy by championing the state's economic development vision and by administering state and federal programs and initiatives to help visitors, citizens, businesses, and communities.	Businesses and job seekers	DEO serves as the administrative entity for Florida's workforce system. Receives federal and state funds for the system. Provides fiscal and programmatic oversight for the system. Disseminates workforce program information; develops and issues program guidance; provides training and technical assistance; conducts program monitoring and performance evaluation; tracks performance data; provides ad hoc and management reports for regional workforce boards; submits federal performance reports; manages workforce contracts and grants; and provides emergency operations coordination for the workforce system.	1. Enhance participation of employers by increasing jobs listed in the online job matching system, participation in on-the-job training and customized training, development of strategies to increase the skills of incumbent workers and to increase and maintain a skilled workforce. 2. Provide enhanced services to customers with multiple barriers to employment. 3. Leverage funding and coordinated service delivery strategies to better serve shared customers.	Providing opportunities to leverage funding by requiring collocation and shared administrative costs. Focusing on employer services, including training to meet employer needs for skilled workers. Promoting employment and training opportunities for customers with multiple barriers such as older youth, individuals with disabilities and veterans.
Aleisa McKinlay Department of Education	See answers for vocational rehabilitation.				
Marshal Criser State University System	Not in attendance.				

Chris Mullin Florida College System	The Division of Florida Colleges is a dynamic and responsive Department of Education team. We provide leadership and advocacy to promote education innovation and continuous improvement within The Florida College System, fueling economic development for the state of Florida and its citizens.	Individuals ready for college, typically aged 14 and above	We provide education and training for youth, young adults and adults and award educational certificates, diplomas, associate degrees and workforce bachelor's degrees requisite to productively engage in the workforce.	1. Awareness of program availability 2. Coordination of services 3. Alignment of support with intended outcomes	<p>Working together in a statewide forum will facilitate discussions that address the above items that jointly impact stakeholders.</p> <p>Hopefully, a joint plan will increase opportunities to educate students on program availability and related opportunities. Planning will include identification of efficient service coordination where multiple requirements may be met through identification of mutual goals and outcomes and process simplification.</p>
Rod Duckworth Division of Career and Adult Education	Increase the proficiency of all students within a seamless system with the opportunity for those students to expand their knowledge.	Individuals moving into a career pathway	Preparing individuals for careers.	1. Connecting individuals who need services and adult education 2. Program awareness 3. Connecting to other programs	Creates a dialogue to discuss how the different parts of the system can work together.
Aleisa McKinlay Division of Vocational Rehabilitation	We're Florida's employment agency for people with disabilities.	People with all disabilities that present barriers to getting or keeping a job, and for which we can provide solutions.	Self-explanatory	1. Capacity of contracted employment vendors, in terms of both quality and quantity. 2. Heavy reliance on contracted employment vendors, due to history and related staffing patterns. Florida is an anomaly in this regard among VR agencies. 3. Employers' willingness to hire people with significant disabilities. 4. Disincentives to work inherent in the Social Security Disability system - an issue we can't do much about and face with certain customer populations.	1. We might be able to learn about / coordinate / share resources available in the One-Stop system. 2. New emphasis on employers as a dual customer for VR gives us the ability to direct resources toward cultivating more employers willing to give customers with significant disabilities a chance. 3. VR's improving relationship with the state workforce board

Robert Doyle Division of Blind Services	Ensure blind or seeing impaired individuals of all ages have the tools supports and opportunities to achieve success	Blind or seeing impaired individuals	Network with one-stop centers to assist in accommodation for sight impaired job seekers. Connecting available jobs to customers.	1. Accessibility 2. Attitudinal barriers (including those of employers) 3. Time of rehabilitation	Collaboration across programs. Greater access to a diverse network.
Meghan Murray Agency for Persons with Disabilities	The Agency Supports Persons with Developmental Disabilities in Living, Learning, and Working in their Communities.	Persons with developmental disabilities	Supporting employment for persons with developmental disabilities and connecting employers seeking to hire persons with disabilities.	1. Educating employers 2. Connecting job seekers	Connecting with other partners.
Tom Looft Department of Elder Affairs	<i>Not in attendance.</i>				
Jennifer Lange Department of Children and Families	Protect the vulnerable.	All Floridians – children and families	Help Floridians achieve self-sufficiency. TANF linkage is strongest to workforce system. Largest referral role in workforce system.	1. Connecting skills to jobs. 2. Support services to those seeking employment.	Better collaboration to support vulnerable people headed towards self-sufficiency.
Julie Orange Department of Juvenile Justice	Increase public safety through reducing juvenile delinquency. Focus on strengthening families and turning around the lives of troubled youth.	Youth	Work to ensure students are prepared for the workforce through referrals for training and job preparedness services. Partner with regional workforce boards.	1. Criminal history as a barrier to employment. 2. Education gaps for youth in facilitates. 3. Soft skill/job readiness of youth in facilities.	Collaboration among agencies. Assistance in identification of employers who will work with students.
Kim Riley Department of Corrections	Public safety	Focused on the safety of Floridians.	Preparing to release individuals into Florida's workforce.	1. Limited resources 2. Difficulty in placing released individuals.	Collaboration, partnerships, help in training inmates.
Cori Henderson Enterprise Florida	Facilitates job growth for Florida.	Serves businesses and employees	Facilitate job creation, diversifying Florida's industries	1. Showcase Florida's workforce 2. Emphasize talent pipelines	Seeking additional flexibility, emphasizing OJT programs
Bruce Ferguson FWDA President	Regional workforce board providing employment and training services. Connecting workers to jobs.	Workers and businesses	Provide leadership in workforce development issues for NE Florida region	1) Meeting employer and job seeker demands while in a downward funding cycle 2) Maintaining a focus on supporting businesses and economic development when most outcome measures are focused on job seekers and trainees. 3) Coordinating and potentially "re-culturizing" new career center partners as we implement WIOA.	It is bringing new integrated partners more fully into the system, along with funding to help support service delivery costs via the career centers.

Sheryl Rehberg FWDA Rural Representative	To be the "Go-To" Place for jobs and training in North Florida.	All businesses seeking talent to fill jobs. All job seekers seeking work. Adults and youth in WIOA training programs.	Executive Leadership of local regional workforce investment board.	1. Funding. 2. Staffing (affected by funding). 3. Duplication or overlap of policies and data systems.	The Act itself will not help address the funding issue which impacts all the issues.
Joe Paterno FWDA Representative	To recruit and train a productive workforce for the local businesses	All segments, from Youth to Adult to dislocated workers. In addition we assist those receiving welfare to enter the workforce. We also work with employers to help recruit professional employees.	I am the director for the five county region that includes Charlotte, Collier, Glades, Hendry and Lee Counties	1. Keeping up with the new training needs of employers 2. Matching the right employee with the right employer 3. Dealing with the potential of less funding in future years	Not sure yet until the final regulations are in place.
Mike Myhre Florida Small Business Development Center Network	Shared mission with other agencies – Building a better future for Florida	Improve skill and experience gap for small and medium sized businesses	Principle small business organization for Florida. Provide strategic development for small businesses to grow.	1. Supply/Demand 2. Awareness 3.a. As economy grows, we have difficulty retaining trained business consultants (talent retention) 3.b. Staying ahead of business needs	Funding/growth opportunities. Leveraging partnerships.
Curtis Austin Association of Post-Secondary Schools and Colleges	Provide leadership support and advocacy for quality career education.	Students	Represent and assist over 1000 campuses in educating 300,000 students annually.	1. Job placement 2. Financing education for students 3. Intern/Externships	This sector is sometimes overlooked. WIOA provides opportunities for better partnerships.
Ed Moore Independent Colleges and Universities of Florida	<i>Not in attendance.</i>				

Workforce Innovation and Opportunity Act Task Force Meeting Agenda

June 11, 2015 • 9 a.m. – 4 p.m.

BETTY EASLEY CONFERENCE CENTER

4075 ESPLANADE WAY, ROOM 148, TALLAHASSEE, FL 32399

Chairman's Welcome & Remarks

Chris Hart IV

Listening to the Voice of Business and Industry

- Mark Wilson, Florida Chamber of Commerce
- Susan Pareigis, Florida Council of 100

Integration of Florida's Workforce Development System

Task Force Members

Each Task Force Member will answer the following questions:

1. What is your organization's governance structure? Do you operate under the authority of a board?
2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?
3. If you operate within regions, are any of your regional representatives located with other agencies or partners? How do you coordinate processes with those agencies or partners?
4. Do your program participants utilize services in a one-stop career center?
5. If available, please provide a process map for your organization's services that relate to WIOA.

A lunch break will be provided mid-day.

Public Comment

Open discussion for comments on Florida's WIOA Implementation from members of the public, other interested stakeholders and task force members.

Closing Comments

Chris Hart IV

Upcoming Meetings

July 16, 2015 – Betty Easley Center
August 6, 2015 – Betty Easley Center
August 27, 2015 - Webinar

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June 11 Task Force Information Request

Name	Governance Structure	Organization's Regional Operations	Partnerships With Other Agencies	Do Your Customers Utilize One-stop centers?	Process Map
Barbara Foster Department of Economic Opportunity	<i>See Attachment</i>				
Aleisa McKinlay Department of Education	<i>See answers for Vocational Rehabilitation.</i>				
Marshal Criser State University System	Board of Governors is a constitutional body with members appointed by Governor, a student representative and a faculty representative. Local boards of trustees govern each state university.	Generally, no.	Yes, there are partnership with the CareerSource Florida Network.	Yes. Universities work closely with CareerSource Florida Network partners.	Not available.
Chris Mullin Florida College System	The Division of Florida Colleges is one of nine Divisions within the Florida Department of Education. The Florida Department of Education operates under the authority of the State Board of Education.	The Division itself does not operate within designated regions. However, the 28 Florida College System institutions have statutorily defined service areas that ensure Floridians in all counties have access to postsecondary opportunities.	Colleges are engaged with an innumerable numbers of partners and agencies – from K-12 districts, to schools, universities, workforce boards and local employers. The also host small business development centers, one-stop centers and engage in local economic development activities.	Some students do utilize the one-stops. We do not have data to provide a description of the magnitude of participation.	Not available.
Rod Duckworth Division of Career and Adult Education	The Division of Career and Adult Education operates as one of the 9 Divisions within the Florida Department of Education. The Florida Department of Education operates under the authority of the State Board of Education.	Our Adult Education programs serve all 67 counties/school districts in the state.	Adult Education works with many of the local CareerSource Boards to assist adult students in educational preparation. In fact, in some instances our Adult Education directors serve on the local workforce boards.	Some of our students are referred to our adult programs from the one-stop centers. In some instances, adult education teachers are placed in the One-stop centers.	Not available.
Aleisa McKinlay Division of Vocational Rehabilitation	<i>See attachment.</i>				
Robert Doyle Division of Blind Services	<i>See attachment.</i>				

Name	Governance Structure	Organization's Regional Operations	Partnerships With Other Agencies	Do Your Customers Utilize One-stop centers?	Process Map
Meghan Murray Agency for Persons with Disabilities	<i>See attachment.</i>				
Tom Looft Department of Elder Affairs	The Senior Community Services Employment Program (SCSEP) is a programmatic unit within the Florida Department of Elder Affairs (DOEA). The Agency Secretary reports to the Governor's Office. Funding for the program is from the U.S. Department of Labor. The program does not operate under the governance of a board.	The SCSEP program contracts with sub-recipients to operate the program in 11 designated Planning and Service Areas (PSAs) in Florida. Sub-recipient grantee staff are located in each of these PSAs to provide services to program participants.	Most sub-grantee staff are co-located in one-stop career centers operated by CareerSource Florida. Sub-grantees develop partnerships with local organizations that provide employment and training services, as well as other organizations that provide aging related resources, such as the Area Agencies on Aging.	The program provides low income, unemployed elders 55+ with job training and skills enhancement in a public or non-profit organization. During the training period, the program pays participants minimum wage for up to 20 hours per week. The goal of the program is for participants to obtain unsubsidized employment as a result of their training and skills upgrade. Participants do utilize the services of the one-stop career centers to aid them in their pursuit of employment.	Not provided.
Jennifer Lange Department of Children and Families	State agency, headed by a Secretary appointed by the Governor in accordance with state statute. Not operated under the authority of a board.	Yes. There are six regions, each headed by a regional director, with multiple offices and staff.	Some regional staff are co-located with other agencies and partners. All coordinate with other agencies and partners. The Economic Self Sufficiency (ESS) program has a network of over 3,000 community partners that assist customers with eligibility applications.	ESS customers are referred to one-stops for mandatory and voluntary employment services. Automated system interfaces share information on job placements and program participation status.	Not readily available.
Julie Orange Department of Juvenile Justice	Operates under Governor and Secretary.	Three different regions: North, Central, and South. Also operate within 20 circuits. Probation offices in every county.	None.	A referral process allows youth to have access to one-stop centers. CareerSource Florida Network members can come to access youth to find training and employment opportunities.	Not available.

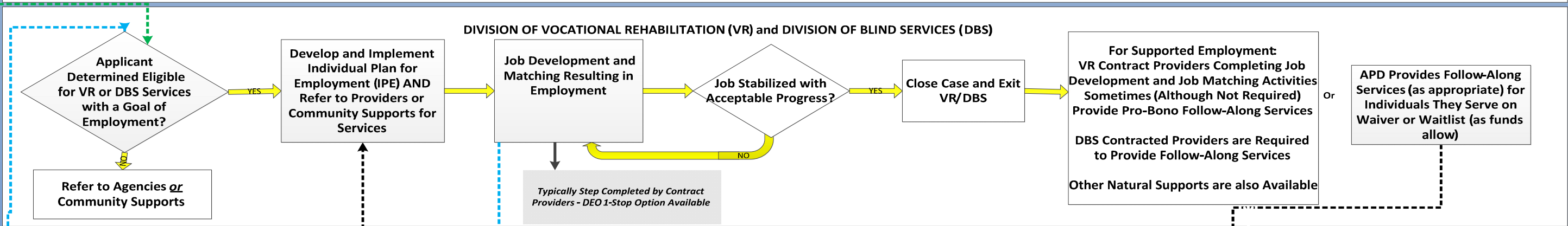
Name	Governance Structure	Organization's Regional Operations	Partnerships With Other Agencies	Do Your Customers Utilize One-stop centers?	Process Map
Kim Riley Department of Corrections	Florida Department of Corrections is a state agency authorized under Section 20.315, F.S. It does not operate under the authority of a board. The Secretary is appointed by the Governor.	<p>The Department has four geographical regions.</p> <p>Region 1 Escambia, Santa Rosa, Okaloosa, Walton, Holmes, Washington, Bay, Jackson, Calhoun, Gulf, Gadsden, Liberty, Franklin, Leon, Wakulla, and Jefferson counties.</p> <p>Region 2: Taylor, Madison, Hamilton, Suwannee, Lafayette, Dixie, Columbia, Union, Baker, Bradford, Alachua, Putnam, Clay, Duval, St. Johns, Flagler, Volusia, and Levy counties.</p> <p>Region 3 Marion, Citrus, Sumter, Lake, Hernando, Hillsborough, Pasco, Pinellas, Orange, Seminole, Brevard, Osceola, Polk, Manatee, Hardee, Highlands, Sarasota, and De Soto counties.</p> <p>Region 4: Indian River, Okeechobee, St. Lucie, Martin, Glades, Charlotte, Hendry, Lee, Collier, Palm Beach, Broward, Miami-Dade, and Monroe Counties.</p> <p>Regional Staff at located in: Gadsden, Union, Marion, Orange, Hillsborough, and Palm Beach Counties.</p>	Our regional offices are not colocated with other agencies or partners. Memorandums of Agreement or Understanding are frequently utilized to coordinate with partners.	Felony offenders utilize one-stop career centers as well as inmates in work release programs.	Not available.

Name	Governance Structure	Organization's Regional Operations	Partnerships With Other Agencies	Do Your Customers Utilize One-stop centers?	Process Map
Cori Henderson Enterprise Florida	<i>See attachment.</i>				
Bruce Ferguson FWDA President	<i>See attachment.</i>				
Sheryl Rehberg FWDA Rural Representative	<i>See attachment.</i>				
Joe Paterno FWDA Representative	The Southwest Florida Workforce Development Board Inc. dba as Career Source Southwest Florida is a not for profit organization. The board of directors oversees the operation.	This board serves the following counties: Charlotte, Collier, Glades, Hendry and Lee. This area has five full serve one stops and two satellite centers	Yes, many partners participate and helped design our centers to become business centers.	We operate one stop centers.	Not provided.
Mike Myhre Florida Small Business Development Center Network	<i>Not in attendance – No information provided.</i>				
Curtis Austin Association of Post-Secondary Schools and Colleges	FAPSC is governed by a board of directors.	1000 campuses throughout the state	Yes, partnerships with the CareerSource Florida Network.	Yes.	Not available.
Ed Moore Independent Colleges and Universities of Florida	ICUF is a non-profit 501(c)6 association of 31 Independent colleges and universities in Florida. The member institutions are secular, Florida-based, non-profit and SACS accredited like Florida's state colleges and universities. The Board of Directors of ICUF is comprised of the Presidents of the 31 independent college and university members.	ICUF colleges and universities, main campuses and satellite sites, are located in 31 of the 67 Florida counties. We operate by institutional sites, therefore are not formally represented in the 24 Workforce Regions, or one-stop centers.	No.	Nine of our 31 institutions have representation on 14 of 24 Regional Boards. Many of our institutions interact with one-stop career centers assisting their students to utilize services, posting jobs and recruiting employees. See attached chart (with two tabs; by ICUF institutions and by Career Source Regional Boards).	There is no one formal process map for our 31 institutions, although those that participate may individually have procedures to interact with the centers to assist and students and staff.

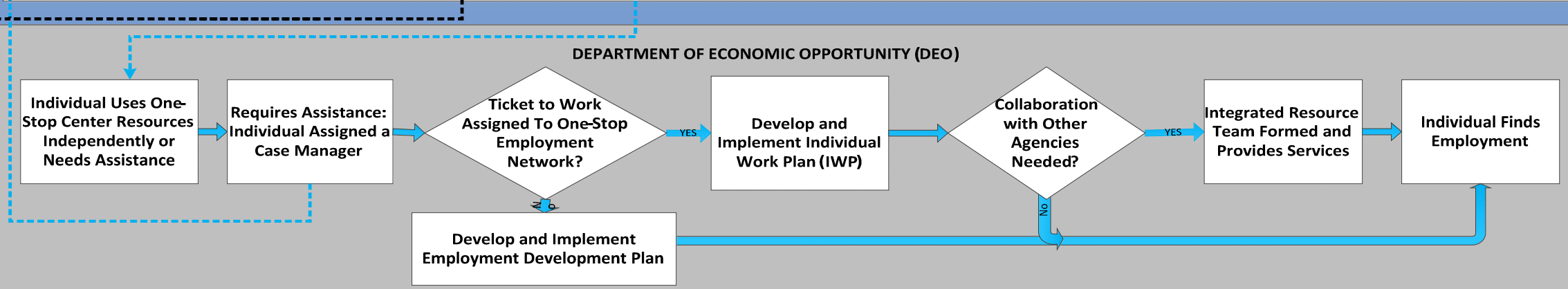
FLORIDA'S EMPLOYMENT SYSTEM FOR PERSONS WITH DISABILITIES WHO NEED ASSISTANCE

Gaining and Maintaining Employment

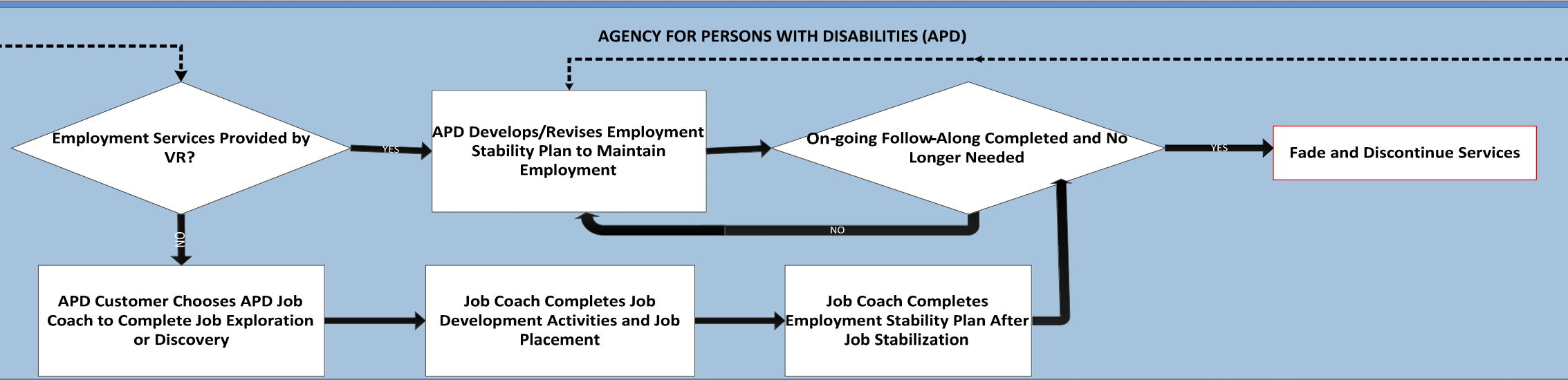
DIVISION OF VOCATIONAL REHABILITATION (VR) and DIVISION OF BLIND SERVICES (DBS)



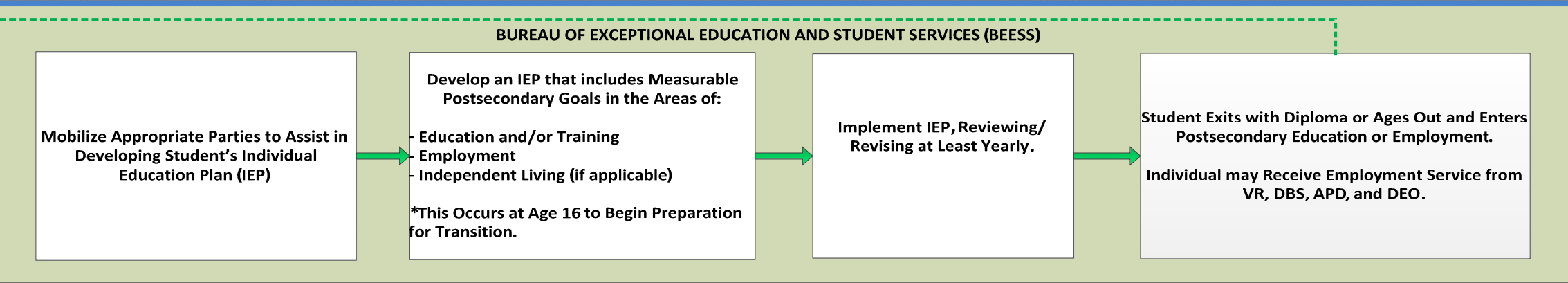
DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO)



AGENCY FOR PERSONS WITH DISABILITIES (APD)



BUREAU OF EXCEPTIONAL EDUCATION AND STUDENT SERVICES (BEES)



- Two Options Available For Individuals With Disabilities Seeking Employment:
- Option 1: The Division Of Vocational Rehabilitation (VR) And/Or Division Of Blind Services (DBS)
 - Option 2: The Department Of Economic Opportunity DEO – One Stop Centers
 - Both Options Are Available To All Floridians
 - Individuals Can Independently Seek Assistance Without Referral Using These Options
 - Individuals May Be Referred From Many Public And Private Sources To VR, DBS, And DEO
- The Agency For Persons With Disabilities (APD):
- Identifies And Documents Adults (Over 25 Years Old Who Have Exited School) Employment Interests/Goals
- Through The Agency's Case Management System:
- Adults (Over 25 Years Old) Desiring Employment Are Referred To VR For Job Development Services And Job Matching
 - Individuals, That Are Not Eligible For VR Job Development And Job Matching Services Are Provided These Services Through APD
 - APD Coordinates And Funds Follow-along Activities Regardless Of Who Provides Job Development And Job Matching Services (based On Funding Availability)
- Bureau Of Exceptional Education And Student Services (BEES)
- Goal Of K-12 Is To Graduate Students Who Are College And Career Ready
 - Transition Planning Begins In The 8th Grade Or During The School Year In Which The Student Turns 14, Whichever Is Sooner
 - At Age 16 The Individual Educational Plan (IEP) Includes Instruction And Services Designed To The Meet Student's Measurable Postsecondary Goals

Workforce Innovation and Opportunity Act Task Force
Florida Vocational Rehabilitation Responses to Task Force
Questions

Tallahassee Florida



Vocational Rehabilitation
FLORIDA DEPARTMENT OF EDUCATION

Aleisa C. McKinlay, JD, MA

DOE-Division of Vocational Rehabilitation

Division Director

4070 Esplanade Way, Room 280P

Tallahassee, FL 32399-7016

Phone: 850-245-3311 / Fax: 850-245-3382

June 11, 2015

DIVISION OF VOCATIONAL REHABILITATION: RESPONSES TO WIOA TASK FORCE QUESTIONS

The responses detailed below are based on questions posed by the WIOA Task Force. All members of the task force were requested to answer the following questions from the individual agency or program perspective. An addendum is included in this document providing a brief description of vocational rehabilitation and CareerSource Florida relationships.

1. What is your organization's governance structure? Do you operate under the authority of a board?

The mission and vision of Florida VR is highly consistent with the vision of WIOA to address the needs of business and job seekers, provide excellent service in a paradigm of continuous improvement, and support strong regional economies.

Florida VR Mission: To help people with disabilities find and maintain employment, and enhance their independence.

Florida VR Vision: To become the first place people with disabilities turn when seeking employment and a top resource for employers in need of qualified employees.

The VR program is a federally established program under the Rehabilitation Act, as Amended (1998), and reauthorized as a core partner under WIOA (2014). The VR program is funded as a federal-state partnership, in which 21.3% of state general revenue matches 78.7% federal grant. Most programmatic oversight and governance is established in the federal laws and code of federal regulations. New federal regulations under WIOA are still in draft. Florida state laws for vocational rehabilitation are located in Ch. 413, F.S. Florida VR is responsible for providing annual planning updates and annual / quarterly performance and financial reports to the federal Rehabilitation Services Administration (RSA). The RSA conducts regulatory and programmatic monitoring and oversight activities in all VR agencies in the country approximately once every 4 years.

WIOA also retains the presence of a state rehabilitation council, known here as the Florida Rehabilitation Council (FRC). Council members are volunteers and represent a variety of perspectives from the disability community. They are appointed by the governor. Although the council is not considered a governance board, the council is required by federal law to review, analyze, and advise VR. VR management takes council recommendations under advisement. Key collaborative activities with the council include development of federal-state plans, key programmatic policies, and the progress and outcomes of administrative hearings for VR customers.

Within Florida, VR is a division of the Department of Education. Technically, VR policies and operations organizationally reside under the authority of the state board of education. However, VR historically designs operational policies, develops strategies, and operates business processes with a minimum of functional oversight of the board. The VR Director does participate in regular meetings with DOE senior leadership, including high-level agency-wide strategic planning activities. The Director is supervised by the DOE chief of staff, and has ready access to discuss operational activities that affect VR.

VR maintains a consistent approach for divisional governance and decision-making. The division conducts monthly senior leadership meetings to share information and determine policy direction. Division leadership also conducts monthly financial management meetings and quarterly strategic planning and information technology meetings. VR also has similar governance structures in each of its six geographic areas across the state.

VR is comprised of a headquarters office, 6 area offices, and 88 offices strategically located throughout Florida where customers receive direct VR services. Three additional offices will open by August 1, 2015. The following three pages include a description of VR key organizational functions, a map of VR's geographic areas, and a high-level organizational chart. It should be noted that WIOA moves federal administration of the Independent Living and Assistive technology

programs to the Department of Health and Human Services. State-level administration of these programs has not changed, though due consideration of alternatives may occur in the future.

Key Vocational Rehabilitation Functions

(All VR functions are required by state and/or federal law, rule, or regulation)

Function	Description	FTE	Contract
Provide Executive Direction (includes the Office of the Director & the Bureau of Planning and Performance)	This includes all tasks related to strategic planning and performance improvement, management of key strategic partnerships and legislative relationships, strategic state-wide marketing and communications to key customer groups and partners (e.g., persons with mental illnesses, Florida Rehabilitation Council), customer relationship management, oversight of Centers for Independent Living, and the management of VR employee learning systems for skill building, leadership development, and succession management.	24	0
Provide VR Services to Customers (core function to achieve VR's mission- Bureau of Field Services)	This includes conducting intake interviews, assessments and evaluations, making appropriate referrals, authorizing the purchase of client services, and documenting case progress. Purchased services may include assistance with education and training, medical and mental health treatment, accommodations and rehabilitation technologies, and other services so that a person with a disability can get or keep a job.	815	12 privatized units located around the state.
Manage Vendors and Contracted Services (Bureau of Vendor and Contracted Services)	This includes the registration of individual professionals (e.g., psychologists, physicians), commercial vendors (e.g., Wal-Mart, Target, Sears), and other business entities (e.g., Employment Services companies, hospitals, pharmacies) who wish to provide authorized services to VR customers. This function also includes the development, management, and monitoring of all contracted services.	34	0
Provide Information Technology and Operational Support to Headquarters and Field Staff (Bureau of Operations and Support)	This is division-wide support centrally located in HQ that includes the development and maintenance of major VR information systems (e.g., RIMS Case Mgt. System, REBA Electronic Billing System, and Ombudsman's Customer Relationships Database). This function also includes the management and reporting of budget data, HR employee support, and division-wide management of physical facilities.	58	8

Division of Vocational Rehabilitation

Aleisa McKinlay
Division Director

Florida
Rehabilitation
Council

Office of the
Director

**Administrative
Support**

**Government
Relations**

Communications

**Independent
Living**

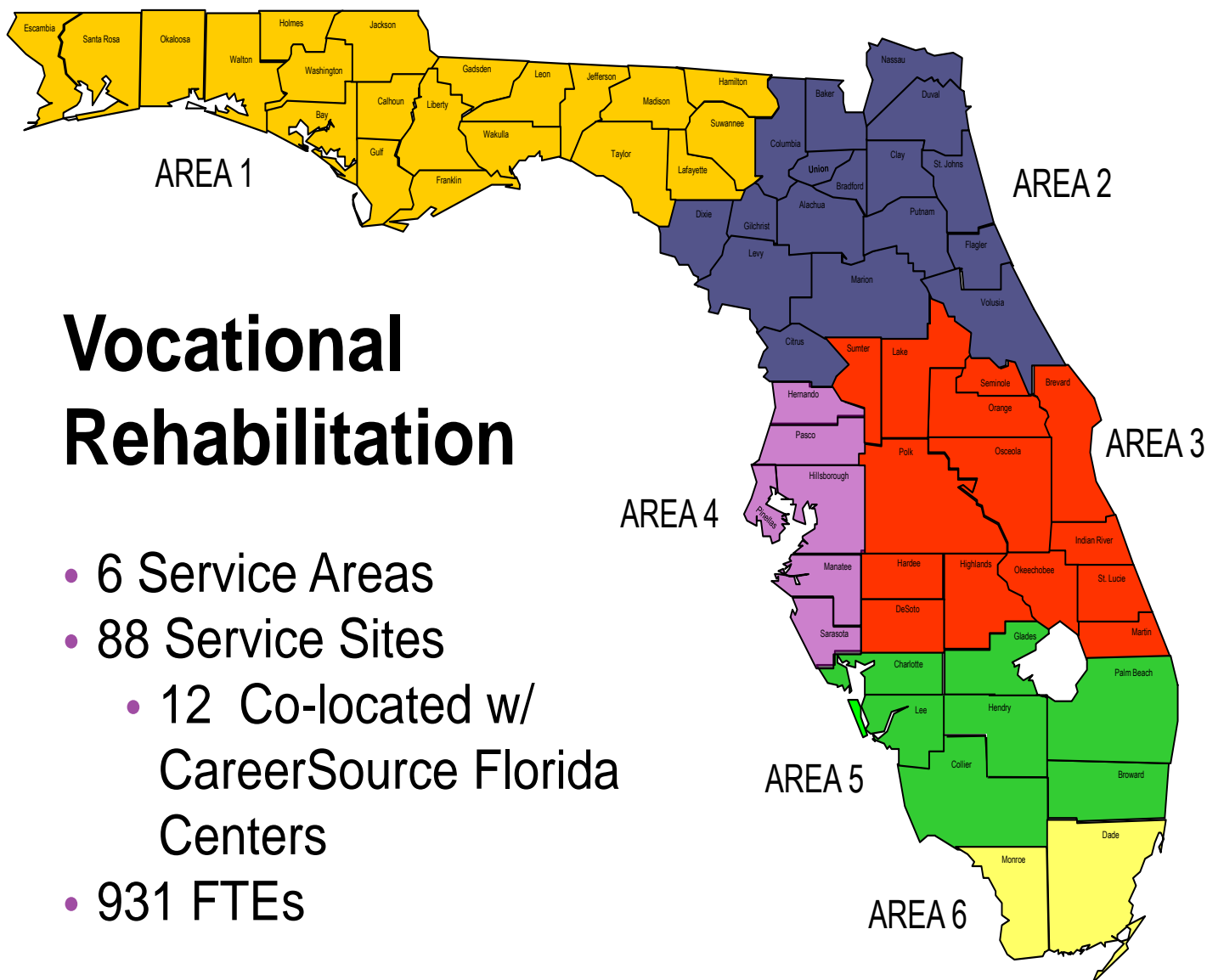
**Bureau of
Planning and
Performance**

**Bureau of
Operations
and Support**

**Bureau of
Vendor and
Contracted
Services**

**Bureau of
Field Services**

UPDATED June 2015



Vocational Rehabilitation

- 6 Service Areas
- 88 Service Sites
 - 12 Co-located w/
CareerSource Florida
Centers
- 931 FTEs

2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?

Yes. Please refer to the map on page 5 above to see the Service Area boundaries. Each area has an area director and management team. Contact information is in the table below.

Area	Name and Contact Information
HQ	Aleisa C. McKinlay, JD, MA DOE-Division of Vocational Rehabilitation Division Director 4070 Esplanade Way Room 280P Tallahassee, FL 32399-7016 Phone: 850-245-3311 / Fax: 850-245-3382 Email: Aleisa.McKinlay@vr.fldoe.org
1	Brenda Moorer, Area Director VR Administrative Office 600 University Office Blvd., Bldg. 5 Pensacola, Florida 32504-6251 Brenda.Moorer@vr.fldoe.org Phone: (850) 494-7152 Fax: (850) 494-7158
2	Lydia Bush, Area Director VR Administrative Office 1389 Hwy 90 West , Suite 105 Lake City, Florida 32055-6130 Lydia.Bush@vr.fldoe.org Phone: (386) 754-1025 Fax: (386) 754-1027
3	Wayne Olson, Area Director VR Administrative Office 3555 Maguire Blvd., Suite 205 Orlando, Florida 32803-3726 Wayne.Olson@vr.fldoe.org Phone: (407) 897-2725 Fax: (407) 897-2752
4	John Howell, Area Director Vocational Rehabilitation 1313 North Tampa Street, Suite 801 Tampa, Florida 33602-3330 John.Howell@vr.fldoe.org Phone: (813) 233-3600 Fax: (813) 233-3646
5	Mary Watford, Area Director VR Administrative Office 5288 Summerlin Commons Way, Suite 903 Fort Myers, Florida 33907-2154 Mary.Watford@vr.fldoe.org Phone: (239) 278-7317 Fax: (239) 278-7255
6	Cynthia Gaber, Area Director VR Administrative Office 7975 NW 154th Street, Suite 230 Miami Lakes, Florida 33016-5864 Cynthia.Gaber@vr.fldoe.org Phone: (305) 459-9161 Fax: (305) 364-3024

3. If you operate within regions, are any of your regional representatives located with other agencies or partners?
How do you coordinate processes with those agencies or partners?

As noted on the map (page 5), VR is co-located with CareerSource Florida in approximately 12 locations around the state. It should be noted that co-located work units are occasionally adjusted based on lease factors and other issues. Customers are cross-referred by VR and CareerSource Florida employees.

A detailed report of co-located work units and activities that take place is currently being prepared by VR. The report should be available to the task force and other stakeholder groups by June 30.

4. Do your program participants utilize services in a one-stop career center?

Yes. However, detailed data is not currently available. A detailed report of co-located work units and activities that take place is currently being prepared by VR. The report should be available to the task force and other stakeholder groups by June 30.

5. If available, please provide a process map for your organization's services that relate to WIOA.

VR is a core partner in the WIOA legislation. All operational processes and services are related to WIOA. The table on page 3 describes the general array of services provided to customers. However, there are two new lines of service that have recently been developed or enhanced as a result of WIOA – Pre-employment Transition Services and Business Relations (to include, among other things, outreach and technical assistance).

AbilitiesWork Helpdesk

The Abilities Work Help Desk (Help Desk) was established in August 2014 to connect employers with qualified applicants with disabilities served by state agencies that have employment as a goal for their customers. To facilitate employer/applicant matching, the Help Desk works collaboratively with the Department of Economic Opportunity's Employ Florida Marketplace – Abilities Work Web Portal; Department of Education's Divisions of Vocational Rehabilitation and Division of Blind Services; CareerSource Florida; and the Agency for Persons with Disabilities.

The Help Desk matches available jobs with qualified job-seekers with disabilities who are customers of partner agencies referenced above. The Help Desk also fields phone call and email requests related to the employment of individuals with disabilities. Finally, the Help Desk strives to serve as a valuable resource for meeting the disability-related technical assistance needs of Florida's employers.

VR Business Relations Program

This program was established in response to WIOA legislation indicating that core partner organizations will be held accountable for effectiveness in providing services to employers. The new process/program includes a program administrator, business projects specialist, and 12 business relations representatives around the state dedicated to building strategic partnerships and providing customized services to meet the needs of employers. Key services include: 1) facilitation of direct access to qualified applicants; 2) coordination of support services provided by VR contractors; 3) collaboration with the business to create a pipeline of qualified candidates; 4) communication to VR staff about in-demand jobs and industry training opportunities; and 5) provision of worksite training and consultation to employers.

In addition to the brand new processes, other processes are currently under revision to account for changes brought by WIOA. This includes the expansion of pre-employment transition services to a wider range of youth in school and out of school. Also, VR will be responsible for the identification of persons with disabilities who are located in sub-minimum wage jobs and offer to services required to secure jobs at, or above, minimum wage.

The following two pages include two depictions of VR processes. Neither of the charts reflect changes as a result of WIOA, but they do show general processes used to provide services to customers. These process charts will be revised to reflect alterations as a result of WIOA, but they are offered now to provide the reader with an “as is” perspective.

1) The “Deliver Vocational Rehabilitation Services” process chart on the following page (p. 9) reflects the general process for providing services to all VR customers. It reflects operational processes currently in place, key customer groups, and performance measures currently being collected for reporting to the Rehabilitation Services Administration.

2) The business relationship flowchart entitled “Florida’s Employment System for Persons with Disabilities who Need Assistance” (p. 10) shows the general flow of services across the WIOA core partners.



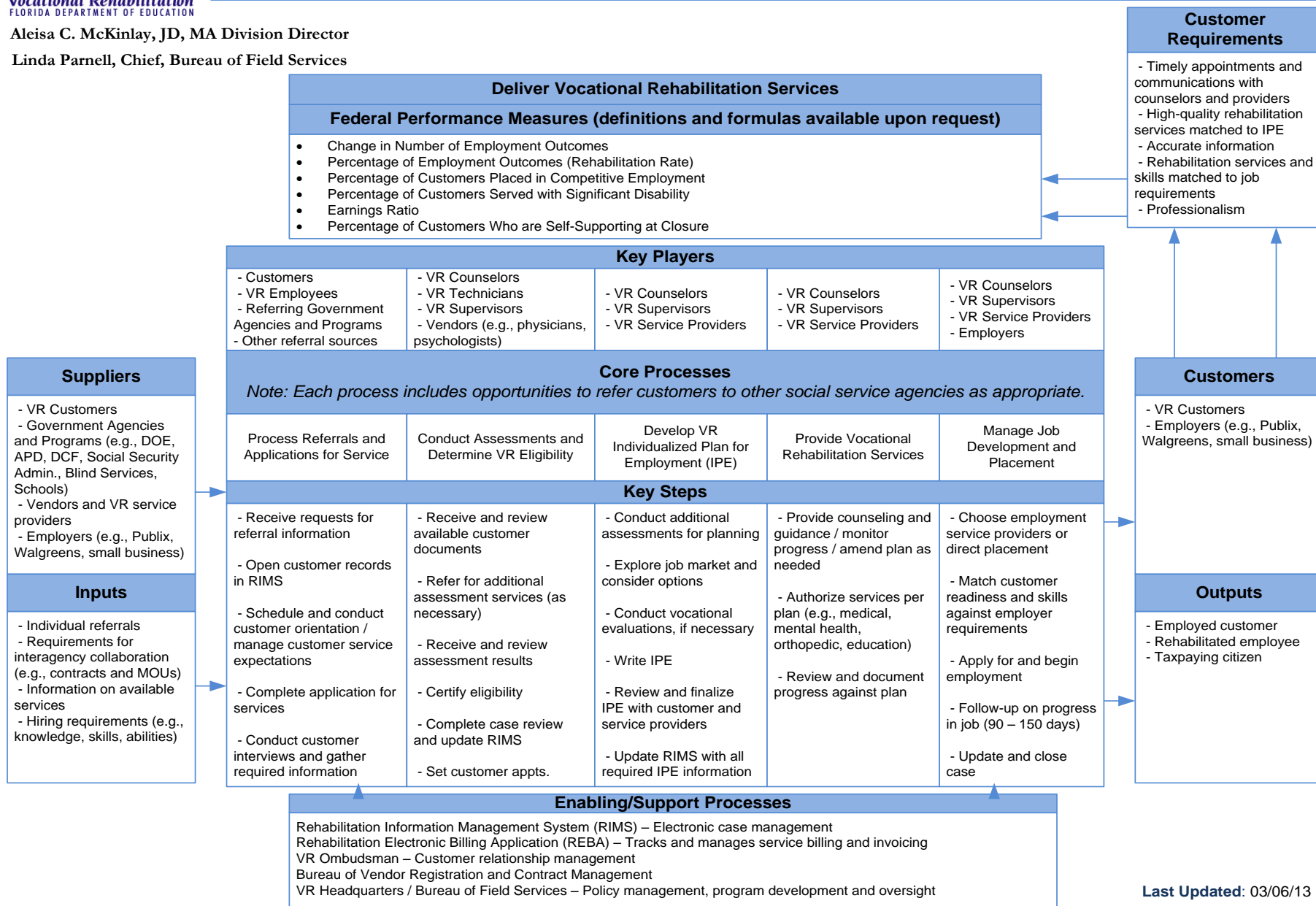
Vocational Rehabilitation
FLORIDA DEPARTMENT OF EDUCATION

Aleisa C. McKinlay, JD, MA Division Director

Linda Parnell, Chief, Bureau of Field Services

VR Mission: To help people with disabilities find and maintain employment, and enhance their independence.

VR Vision: To become the first place people with disabilities turn when seeking employment and a top resource for employers in need of qualified employees.

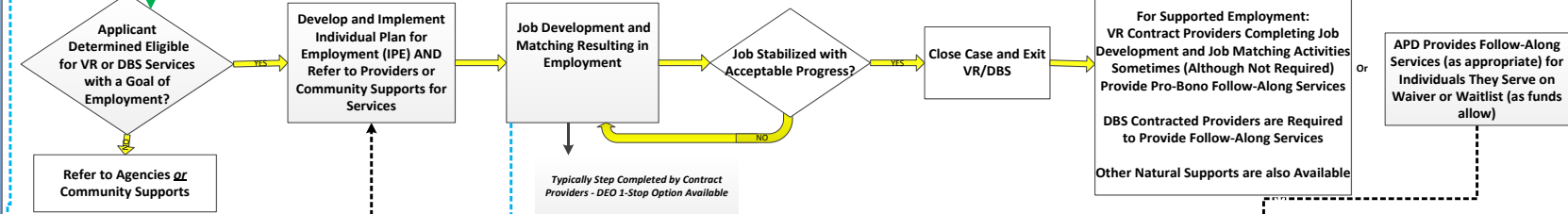


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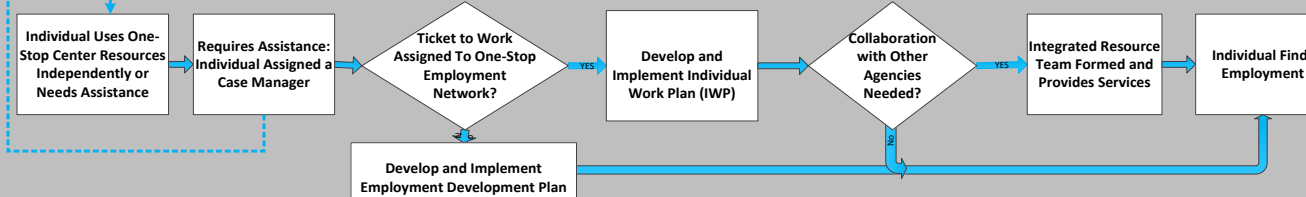
FLORIDA'S EMPLOYMENT SYSTEM FOR PERSONS WITH DISABILITIES WHO NEED ASSISTANCE

Gaining and Maintaining Employment

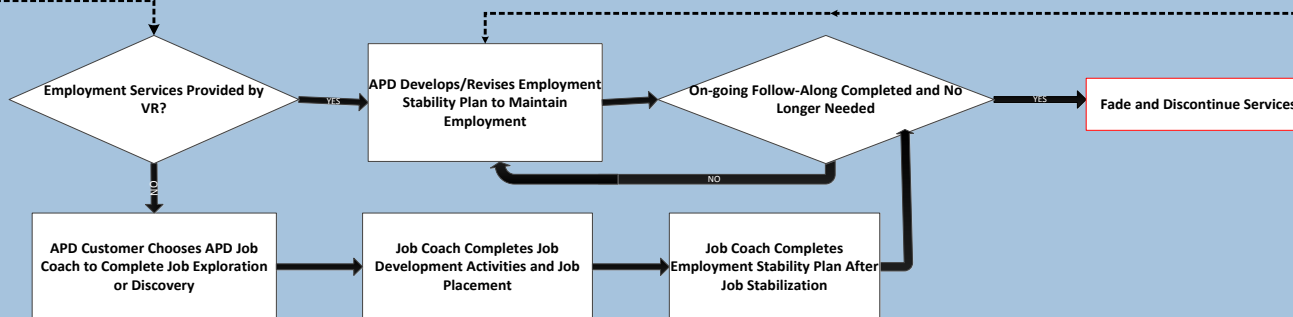
DIVISION OF VOCATIONAL REHABILITATION (VR) and DIVISION OF BLIND SERVICES (DBS)



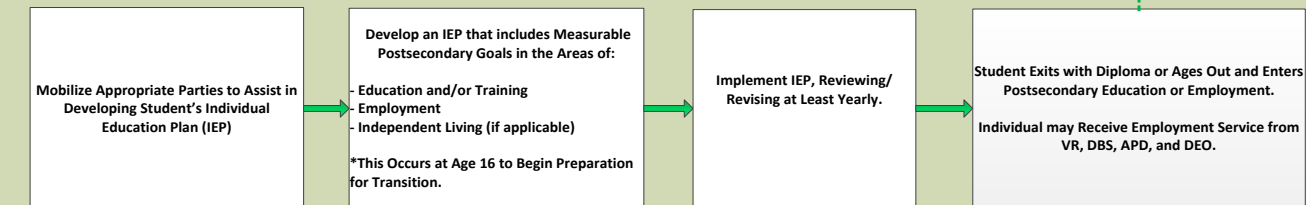
DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO)



AGENCY FOR PERSONS WITH DISABILITIES (APD)



BUREAU OF EXCEPTIONAL EDUCATION AND STUDENT SERVICES (BEES)



Two Options Available For Individuals With Disabilities Seeking Employment:

- Option 1: The Division Of Vocational Rehabilitation (VR) And/Or Division Of Blind Services (DBS)
- Option 2: The Department Of Economic Opportunity DEO – One Stop Centers
- Both Options Are Available To All Floridians
- Individuals Can Independently Seek Assistance Without Referral Using These Options
- Individuals May Be Referred From Many Public And Private Sources To VR, DBS, And DEO

The Agency For Persons With Disabilities (APD):

- Identifies And Documents Adults (Over 25 Years Old Who Have Exited School) Employment Interests/Goals
- Through The Agency's Case Management System:
 - Adults (Over 25 Years Old) Desiring Employment Are Referred To VR For Job Development Services And Job Matching
 - Individuals, That Are Not Eligible For VR Job Development And Job Matching Services Are Provided These Services Through APD
 - APD Coordinates And Funds Follow-along Activities Regardless Of Who Provides Job Development And Job Matching Services (based On Funding Availability)

Bureau Of Exceptional Education And Student Services (BEES)

- Goal Of K-12 Is To Graduate Students Who Are College And Career Ready
- Transition Planning Begins In The 8th Grade Or During The School Year In Which The Student Turns 14, Whichever Is Sooner
- At Age 16 The Individual Educational Plan (IEP) Includes Instruction And Services Designed To The Meet Student's Measurable Postsecondary Goals

ADDENDUM

Workforce Innovation and Opportunities Act: Brief Description of Vocational Rehabilitation and CareerSource Relationships

Note: Draft federal regulations regarding WIOA were released by the federal departments of labor and education in spring, 2015. The regulations are currently in a public comment period to be conducted through June 15, 2015.

- The federal Workforce Innovation and Opportunity Act (WIOA) legislation was enacted in July 2014, with varying parts having effective dates through July 2016. Under WIOA provisions, (Vocational Rehabilitation) VR is required to work with the Department of Economic Opportunity and CareerSource Florida on the development of a Combined State Plan for employment, to be submitted March 2016. This will replace the current VR state plan.
- VR is required to participate in the establishment of the one-stop delivery system by entering into local MOUs. Maximum amounts for funding of the one-stop infrastructure contributed by the State VR program range from .75-1.5% of the amount of Federal funds provided to carry out the VR program over specific program years.
- WIOA mandates multiple changes in VR operations, including the provision of services to transition-aged students ages 16-21. WIOA also allows VR the ability to support a broader range of postsecondary programs, and it appears that new performance measures will include progress towards CAPE and other industry certifications. DEO/Career Source have experience in transition services and will interface with VR when providing services for out-of-school youth.
- WIOA requires all state workforce systems, including VR as a core partner, to report on set of common indicators of outcome and performance as a component of the Combined State Plan. The federal Departments of Labor and Education are currently collaborating on the development of a report template, which is due to the states in 2015. WIOA common measures will be connected throughout the workforce system. Performance targets will be negotiated at the state and local levels. This system of accountability includes the CareerSource one-stop system and Vocational Rehabilitation.
- Compliance with the multi-agency implementation of WIOA will require comprehensive, interagency data-sharing agreements that address sharing specific data elements and a process to ensure data management and validity. VR anticipates that a cross-agency Task Force currently proposed by DEO for WIOA implementation will take a lead in ensuring that interagency performance and data-sharing agreements are fully implemented, leading to accurate state and federal performance reporting.

DBS Response to WIOA Task Force Questions

1. What is your organization's governance structure? Do you operate under the authority of a board?

The Division of Blind Services (DBS) is housed within the Florida Department of Education and administers several program services for individuals who are blind and visually impaired. DBS programs include:

- The Blind Babies Program
- The Children's Program
- Employment Related Services (Transition and Vocational Rehabilitation)
- A Residential Rehabilitation Center
- The Braille and Talking Books Library
- The Business Enterprise Program (Cafeteria and vending training and management program)
- An Independent Living Program for adults not prepared for, not deemed eligible for, or interested in employment
- An Independent Living Program for Older Adults

As part of its employment programs, DBS administers a Vocational Rehabilitation (VR) program, with a component focused on Transition youth beginning at age 14, to help individuals with visual disabilities obtain and maintain gainful employment within the community. The DBS VR program is funded by a federal grant administered by the U.S. Department of Education's Rehabilitation Services Administration (RSA), which includes 21.3% percent in state matching funds. The program is authorized under the U.S. Rehabilitation Act of 1973 as amended (Title IV of the Workforce Investment Act).

DBS does not operate under the authority of a board. However, as part of the requirements of the Rehabilitation Act, DBS works with an advisory council, the Florida Rehabilitation Council for the Blind, to assist in the planning and development of the VR program and identifying improvements to the services. The Council also assists the Division in providing an annual report of the VR program to the Governor and RSA.

2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?

DBS has 10 district (regional) service areas, with a total of 15 offices located around the state, as well as a Rehabilitation Center and Talking Books Library in Daytona. The districts are staffed by a District Administrator (1 per district) who manage the district office(s), VR Supervisors who oversee the VR program services within that district, and Rehabilitation staff who work with clients and oversee case management for a variety of DBS programs.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners? How do you coordinate processes with those agencies or partners?

Some DBS district offices are co-located with the Division of Vocational Rehabilitation (DVR) offices for the purposes of shared building space and interagency collaboration.

In terms of coordinating process, DBS partners with Career centers, school programs, and other agencies to support individuals with visual disabilities in achieving employment and independence within the community. DBS district staff provide information (such as brochures, website, district contacts, etc.) to assist Career center staff in referring potential clients to Blind Services. Similarly, DBS may refer clients to the Career centers to support their VR goals in addition to Blind Services. DBS district staff may also participate in service planning and other forums, such as Individualized Education Plan (IEP) meetings with the schools, to advocate on behalf of their clients.

4. Do your program participants utilize services in a one-stop career center?

Yes, some clients use the services offered by the Career centers, such as job searches, resume building, and other employment training. DBS will provide information and referral to clients who may benefit from these services. For instance, some clients may have their vision medically restored and be referred to the Career center for job matching and placement services (if unemployed). DBS staff may also work with Career center staff (such as the Disability Program Navigators) to identify ways to improve accessibility and customer service for individuals with blindness and low vision.

5. If available, please provide a process map for your organization's services that relate to WIOA.

DBS developed an interagency process map of its employment program for the Governor's Commission on Jobs for Floridians with Disabilities in 2013 (see attached "Copy of Final Employment Map"). The map provides an overview of the eligibility and service provision process for individuals in the DBS VR program, which follows a similar process administered by DVR. The map also illustrates how the VR process intersects with the one-stop Career system (administered by DEO), transition IEP process within the school system (administered by the DOE Bureau of Exceptional Education and Student Services), and Medicaid Waiver program for individuals with developmental disabilities (administered by APD).

Workforce Innovation and Opportunity Act Task Force Meeting

June 11, 2015 • 9 a.m. – 4 p.m.

Betty Easley Conference Center

4075 Esplanade Way, Room 148, Tallahassee, FL 32399



Integration of Florida's Workforce Development System *DEO Response*

1. What is your organization's governance structure? Do you operate under the authority of a board?

Formed in 2011, DEO combines the state's economic, workforce, and community development efforts to help expedite economic development projects to fuel job creation and create competitive communities. DEO's executive mandate is to "facilitate the direct involvement of the Governor and the Lieutenant Governor in economic development and workforce development projects" [s. 20.60.4(a), Fla. Stat.]. DEO's five statutorily mandated agency responsibilities are:

s. 20.60(4)(b), Fla. Stat. Recruit new businesses to this state and promote the expansion of existing businesses by expediting permitting and location decisions, worker placement and training, and incentive awards.

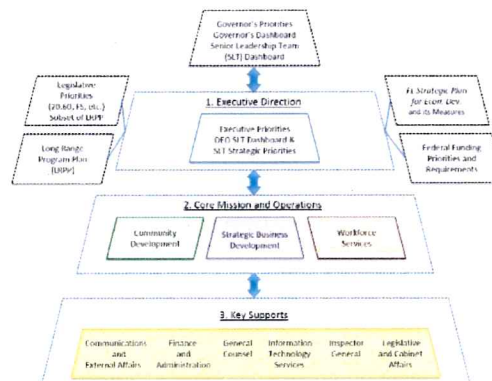
s. 20.60(4)(c), Fla. Stat. Promote viable, sustainable communities by providing technical assistance and guidance on growth and development issues, grants, and other assistance to local communities.

s. 20.60(4)(d), Fla. Stat. Ensure that the state's goals and policies relating to economic development, workforce development, community planning and development, and affordable housing are fully integrated with appropriate implementation strategies.

s. 20.60(4)(e), Fla. Stat. Manage the activities of public-private partnerships and state agencies in order to avoid duplication and promote coordinated and consistent implementation of programs in areas including, but not limited to, tourism; international trade and investment; business recruitment, creation, retention, and expansion; minority and small business development; rural community development; commercialization of products, services, or ideas developed in public universities or other public institutions; and the development and promotion of professional and amateur sporting events.

s. 20.60(4)(f), Fla. Stat. Coordinate with state agencies on the processing of state development approvals or permits to minimize the duplication of information provided by the applicant and the time before approval or disapproval.

DEO's Organizational Framework



2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?

DEO operates within designated regions and provides funding and support to regional representatives and offices. The DEO Division of Workforce Services partners with CareerSource Florida, Inc. and the state's 24 Regional Workforce Boards to strengthen Florida's business climate by supporting employers and helping Floridians gain employment, remain employed, and advance in their careers. The primary initiatives and activities of the Division are carried out in the Bureaus of Labor Market Statistics, One-Stop and Program Support, and Reemployment Assistance. The Division of Workforce Services' initiatives and activities include:

- Provide development, guidance, oversight, and technical assistance, as well as federal performance reporting for the state's workforce programs.
- Produce, analyze, and deliver timely and reliable labor statistics to improve economic decision-making.
- Promote employment for Florida's jobseekers including veterans with barriers to employment.
- Provide Florida's Reemployment Assistance services.

The state, through DEO, CareerSource Florida,, and the Regional Workforce Boards, provides funding and support for 77 Full Service and 25 Satellite CareerSource Florida Center(s) and 1 Business Center.

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
1	Escambia, Santa Rosa	CareerSource Escarosa 3670-A North L Street Pensacola, FL 32505	(850)607-8700 (TDD) 711	(850)607-8748	(850)607-8700 (Fax) (850)607-8849	CareerSource center-FullService	05/28/15
1	Escambia, Santa Rosa	CareerSource Escarosa 5723 Highway 90 Milton, FL 32583	(850) 983-5325 (TDD) 711	(850)983-5325 x206	(850) 983-5325 (Fax) (850) 983-5330	CareerSource center-FullService	05/28/15
1	Escambia, Santa Rosa	CareerSource Escarosa 8120 North Century Boulevard Century, FL 32535	(850)256-6259 (TDD) 711	(850)607-8710 x110	(850)256-6259 (Fax) (850)256-6266	CareerSource center-Satellite	05/28/15
2	Okaloosa, Walton	CareerSource Okaloosa Walton 409 N.E. Racetrack Road, Ft. Walton Beach, FL 32547	(850) 833-7587 (TDD) 711	(850)833-7587 x0	(850) 833-7587 (Fax) (850) 833-3924	CareerSource center-FullService	05/28/15
2	Okaloosa, Walton	CareerSource Okaloosa Walton 212 North Wilson Street Crestview, FL 32536	(850) 689-7823 (TDD) 711	(850)689-7823 x0	(850) 689-7823 (Fax) (850)689-7825	CareerSource center-FullService	05/28/15
2	Okaloosa, Walton	CareerSource Okaloosa Walton 842 Highway 20 East, Suite 126 Freeport, FL 32433	(850)880-6567 (TDD) 711	(850)880-6567 x0	(850)880-6567 (Fax) (850)880-6574	CareerSource center-Satellite Closed M-F, 12 to 1.	05/28/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
3	Calhoun, Holmes, Jackson, Liberty, Washington	CareerSource Chipola 680 Second Street Room 7 Chipley, FL 32428	(850) 638-6089 (TDD) 711	(850)638-6089	(850) 638-6089 (Fax) (850) 638-6093	CareerSource center-FullService	05/28/15
3	Calhoun, Holmes, Jackson, Liberty, Washington	CareerSource Chipola 16908 Northeast Pear Street, Suite 2 Blountstown, FL 32424	(850) 674-5088 (TDD) 711	(850)674-5088	(850) 674-5088 (Fax) (850) 674-1267	CareerSource center-FullService	05/28/15
3	Calhoun, Holmes, Jackson, Liberty, Washington	CareerSource Chipola 4636 Highway 90 East, Suite E Marianna, FL 32446	(850) 718-0326 (TDD) 711	(850)718-0326	(850) 718-0326 (Fax) (850) 718-0334	CareerSource center-FullService	05/28/15
4	Bay, Franklin, Gulf	CareerSource Gulf Coast 625 Highway 231 Mariner Plaza Panama City, FL 32405	(850) 872-4340 x100 (TDD) 1-800-955-8771	(850)872-4340 x100 (800)955-8771	(850) 872-4340 x100 (Fax) (850) 872-4346	CareerSource center-FullService	05/29/15
5	Gadsden, Leon, Wakulla	CareerSource Capital Region 2525 South Monroe St., Ste. 3-A Town South Plaza Tallahassee, FL 32301	(850)922-0023 (TDD) 711	(850)617-4509	(850) 922-0023 (Fax) (850)921-8295	CareerSource center-FullService	05/29/15
5	Gadsden, Leon, Wakulla	CareerSource Capital Region 1140 W. Clark Street Quincy, FL 32351	(850) 875-4040 (TDD) 711	(850)617-4509	(850) 875-4040 (Fax) (850) 875-3324	CareerSource center-FullService	05/29/15
5	Gadsden, Leon, Wakulla	CareerSource Capital Region Centennial Bank Building, 2932 Crawfordville Hwy P. O. Box 1297 Crawfordville, FL 32326	(850) 926-0980 (TDD) 711	(850)617-4509	(850) 926-0980 (Fax) (850)926-0984	CareerSource center-FullService	05/29/15
6	Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor	CareerSource North Florida 705 East Base Street Madison, FL 32340	(850)973-9675 (866)367-4758 (TDD) 711	(850)973-4291 (866)367-4758	(850) 973-9675 (866)367-4758 (Fax) (850) 973-9757	CareerSource center-FullService	06/01/15
6	Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor	CareerSource North Florida 815 North Ohio Avenue Live Oak, FL 32064	(386)362-7000 (TDD) 711	(850)973-4291 (866)367-4758	(386)362-7000 (Fax) (386)364-1076	CareerSource center-Satellite	06/01/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
7	Columbia, Dixie, Gilchrist, Union	CareerSource Florida Crown 211-B Southeast 11th Street Trenton, FL 32693	(352)463-3677 (352)463-3677 (TDD) 711	(352)463-3677 x3107	(352)463-3677 (Fax) (352)463-3750	CareerSource center- FullService	06/01/15
7	Columbia, Dixie, Gilchrist, Union	CareerSource Florida Crown 1389 U.S. Highway 90 West Suite 170 Lake City, FL 32055	(386)755-9026 x3101 (TDD) 711	(386)755-9026 x3107	(386) 755-9026 x3101 (Fax) (386)487-1218	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 5000-2 Norwood Avenue Jacksonville, FL 32208	(888)702-4396 x2460 (TDD) 711	(904)798-9229 x2221	(904) 924-1710 x2460 (Fax) (904) 924-1725	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 1845 Town Center Boulevard Suite 150 Fleming Island, FL 32003	(888)702-4396 x2060 (TDD) 711	(904)798-9229 x2065	(904)213-3888 x2060 (Fax) (904)278-5696	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 11160 Beach Blvd Suite 111 Jacksonville, FL 32246	(888)702-4396 x2360 (TDD) 711	(904)798-9229 x2202	(904)997-3100 x2360 (Fax) (904)425-6450	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 525 State Road 16 Suite 109 St. Augustine, FL 32084- 3840	(888)702-4396 (TDD) 711	(904)819-0231 x2511	(904)819-0231 (Fax) (904)819-1993	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 400 State Road 19 N. (Palatka Mall), Suite 33 Palatka, FL 32177	(888)702-4396 (TDD) 711	(904)798-9229 x2212	(386)329-3724 (Fax) (386)329-3709	CareerSource center- FullService	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 1184 South 6th Street Macclenny, FL 32063	(888)702-4396 x2960 (TDD) 711	(904)798-9229 x2903	(904)259-9309 x2960 (Fax) (904) 259-7702	CareerSource center- Satellite	06/01/15
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	CareerSource Northeast Florida 96042 Lofton Square Court Yulee, FL 32097	(888)702-4396 x2660 (TDD) 711	(904)432-0009 x2221	(904)432-0009 x2660 (Fax) (904)277-7219	CareerSource center- FullService	06/01/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
9	Alachua, Bradford	CareerSource North Central Florida 819 South Walnut Street Starke, FL 32091	(904)964-8092 (TDD) 711	(904)964-5278	(904) 964-8092 (Fax) (904) 964-3969	CareerSource center-FullService	06/02/15
9	Alachua, Bradford	CareerSource North Central Florida 4800 SW 13th Street Gainesville, FL 32608	(352)955-2245 (TDD) 711	(352)244-5112	(352) 955-2245 (Fax) (352) 955-2332	CareerSource center-FullService	06/02/15
10	Citrus, Levy, Marion	CareerSource Citrus Levy Marion 2703 NE 14th Street Ocala, FL 34470	(352)840-5700 (TDD) 711	(352)840-5700 x1260	(352)840-5700 (800)434-5627 (Fax) (352)840-5712	CareerSource center-FullService	06/02/15
10	Citrus, Levy, Marion	CareerSource Citrus Levy Marion 109 NW 3rd Avenue Chiefland, FL 32626	(352)493-6813 (TDD) 711	(352)873-7950	(352)493-6813 (Fax) (352)493-6818	CareerSource center-FullService	06/02/15
10	Citrus, Levy, Marion	CareerSource Citrus Levy Marion 683 South Adolph Point Lecanto, FL 34461	(352)249-3278 (TDD) 711	(800)434-5627	(352)249-3278 (800)434-5627 (Fax) (352)249-3291	CareerSource center-FullService	06/02/15
11	Flagler, Volusia	CareerSource Flagler Volusia Orange City Market Plaza 846 Saxon Boulevard Orange City, FL 32763	(386)561-9550 (TDD) 711	(386)561-9586	(386)561-9550 (Fax) (386)473-7970	CareerSource center-FullService	05/08/15
11	Flagler, Volusia	CareerSource Flagler Volusia 359 Bill France Boulevard Daytona Beach, FL 32114	(386) 323-7001 (TDD) 711	(386)323-7079	(386) 323-7001 (Fax) (386) 323-7055	CareerSource center-FullService	05/08/15
11	Flagler, Volusia	CareerSource Flagler Volusia 20 Airport Road, Suite E Palm Coast, FL 32164	(386)586-5169 (TDD) 711	(386)586-5171	(386)586-5169 (Fax) (386)586-5178	CareerSource center-FullService	05/08/15
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 1415 South 14th Street, Suite 100 Southside Shopping Center Leesburg, FL 34748	(352)360-6280 x6400 (TDD) 711	(352)360-6280 x6007	(352)360-6280 x6400 (Fax) (352)360-6505	CareerSource center-FullService	06/02/15
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 4360 East Colonial Drive Orlando, FL 32803	(407)531-1227 x4400 (TDD) 711	(407)531-1200 x4024	(407)531-1227 x4400 (Fax) (407)708-1343	CareerSource center-FullService	06/02/15
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 1392 East Vine Street Kissimmee, FL 34744	(407)705-1555 x5400 (TDD) 711	(407)531-1200 x5067	(407)705-1555 x5400 (Fax) (407)705-5745	CareerSource center-FullService	06/02/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 1209 West Airport Boulevard Sanford, FL 32773	(407)531-1231 x7300 (TDD) 711	(407)531-1222	(407)531-1231 x7300 (Fax) (407)708-1389	CareerSource center-FullService	06/02/15
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 1563 Florida Mall Avenue Orlando, FL 32809	(407)531-1232 (TDD) 711	(407)531-1222 x3340	(407)531-1232 (407)531-1123 (Fax) (407)708-1391	CareerSource center-FullService	06/02/15
12	Lake, Orange, Osceola, Seminole, Sumter	CareerSource Central Florida 609 North Powers Drive, Suite 340 Orlando, FL 32818	(407)531-1223 x4900 (TDD) 711	(407)531-1222 x4786	(407)531-1223 x4900 (Fax) (407)708-1392	CareerSource center-FullService	06/02/15
13	Brevard	CareerSource Brevard 3880 South Washington Avenue Washington Plaza, Suite 214 Titusville, FL 32780	(321)394-0703 (TDD)(800)955-8771	(321)394-0702 (321)504-7600	(321)504-7600 (Fax) (321)385-4343	CareerSource center-FullService	06/02/15
13	Brevard	CareerSource Brevard 295 Barnes Boulevard Rockledge, FL 32955-5325	(321)504-7600 (TDD)(800)955-8771	(321)394-0702 (321)504-7600	(321)504-7600 (Fax) (321)690-3218	CareerSource center-FullService	06/02/15
13	Brevard	CareerSource Brevard Country Club Plaza 5275 Babcock Street Northeast Suite 8B Palm Bay, FL 32905	(321)504-7600 (TDD)(800)955-8771	(321)394-0702 (321)504-7600	(321)504-7600 (Fax) (321)984-4994	CareerSource center-FullService	06/02/15
14	Pinellas	CareerSource Pinellas St. Petersburg College Campus 682 East Klosterman Road Tarpon Springs, FL 34689	(727)524-4344 (TDD) 711	(727)608-2444	(727)524-4344 (Fax) (727)324-2855	CareerSource center-Satellite	06/02/15
14	Pinellas	CareerSource Pinellas 3420 8th Avenue South St. Petersburg, FL 33711	(727)524-4344 (TDD) 711	(727)608-2444	(727)524-4344 (Fax) (727)328-3344 (Fax) (727)328-3394	CareerSource center-FullService	06/02/15
14	Pinellas	CareerSource Pinellas 2312 Gulf-to-Bay Boulevard Clearwater, FL 33765	(727)524-4344 (TDD) 711	(727)608-2444	(727)524-4344 (Fax) (727)791-5891	CareerSource center-Satellite	06/02/15
14	Pinellas	CareerSource Pinellas 16432 US Hwy 19 North Clearwater, FL 33764	(727)524-4344 (TDD) 711	(727)524-4344	(727)524-4344 (Fax) (727)324-2526	CareerSource center-Satellite WT, snap services only	06/02/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
15	Hillsborough	CareerSource Tampa Bay 9350 Bay Plaza Boulevard, Suite 121 Tampa, FL 33619	(813)930-7832 (TDD) 711	(813)397-2035	(813)930-7832 (Fax) (855)484-6949	CareerSource center- FullService	05/08/15
15	Hillsborough	CareerSource Tampa Bay 2001 E. Cherry Street Plant City, FL 33563	(813)930-7880 (TDD) 711	(813)397-2035	(813)930-7880 (Fax) (855)484-6949	CareerSource center- FullService	05/08/15
15	Hillsborough	CareerSource Tampa Bay 9215 North Florida Ave. Suite 101 Tampa, FL 33612	(813)930-7400 (TDD) 711	(813)397-2035	(813)930-7400 (Fax) (855)484-6949	CareerSource center- FullService	05/08/15
15	Hillsborough	CareerSource Tampa Bay 201 14th Avenue SE Ruskin, FL 33570	(813)930-7400 x7171 (TDD) 711	(813)397-2035	(813)930-7400 x7171 (Fax) (855)484-6949	CareerSource center- Satellite	05/08/15
16	Hernando, Pasco	CareerSource Pasco Hernando 4440 Grand Boulevard Trouble Creek Square New Port Richey, FL 34652	(727)484-3400 (TDD) 711	(352)593-2240	(727)484-3400 (Fax) (727)484-3400	CareerSource center- FullService	06/02/15
16	Hernando, Pasco	CareerSource Pasco Hernando 15000 Citrus Country Drive Suite 303 Dade City, FL 33523	(813)377-1300 (TDD) 711	(352)593-2240	(813)377-1300 (Fax) (813)377-1300	CareerSource center- FullService	06/02/15
16	Hernando, Pasco	CareerSource Pasco Hernando 7361 Forest Oaks Boulevard Spring Hill, FL 34606	(352)200-3020 (TDD) 711	(352)593-2240	(352)200-3020 (Fax) (352)200-3047	CareerSource center- FullService	06/02/15
17	Polk	CareerSource Polk 500 E. Lake Howard Drive Winter Haven, FL 33881- 3135	(863)508-1100 x3300 (TDD) 711	(863)508-1600 x3303	(863)508-1100 x3300 (Fax) (863)508-1110	CareerSource center- FullService	05/08/15
17	Polk	CareerSource Polk 309 North Ingraham Avenue Lakeland, FL 33801	(863)508-1100 (TDD) 711	(863)508-1600 x1121	(863)508-1100 (Fax) (863)603-7817	CareerSource center- FullService	05/08/15
18	Manatee, Sarasota	CareerSource Suncoast 1112 Manatee Avenue, East Bradenton, FL 34208	(941)714-7449 (TDD) 800-304- 9219	(941)358-4200 x3154	(941) 714-7449 (Fax) (941)714-7458	CareerSource center- FullService	06/02/15
18	Manatee, Sarasota	CareerSource Suncoast 897 East Venice Ave Venice, FL 34285	(941)486-2682 (TDD) 800-304- 9219	(941)486-2682 x4111	(941) 486-2682 (Fax) (941)480-3098	CareerSource center- FullService	06/02/15
18	Manatee, Sarasota	CareerSource Suncoast 3660 N. Washington Blvd. Sarasota, FL 34234	(941)358-4200 (TDD) 800-304- 9219	(941)358-4200 x3154	(941) 358-4200 (Fax) (941)358-2944	CareerSource center- FullService	06/02/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
19	DeSoto, Hardee, Highlands	CareerSource Heartland 5901 US Highway 27 South Suite 1 Sebring, FL 33870-2117	(863)385-3672 x0 (TDD) 711	(863)385-3672 x312	(863)385-3672 x0 (Fax) (863)382-4325 (Fax) (863)382-4237	CareerSource center-FullService	06/02/15
19	DeSoto, Hardee, Highlands	CareerSource Heartland 2160 Northeast Roan Avenue Arcadia, FL 34266	(863) 993-1008 x231 (TDD) 711	(863)385-3672 x405	(863) 993-1008 x231 (Fax) (863) 993-1046 (Fax) (863) 993-4786	CareerSource center-Satellite	06/02/15
19	DeSoto, Hardee, Highlands	CareerSource Heartland 324 6th Avenue, North Wauchula, FL 33873	(863)773-3474 (TDD) 711	(863)385-3672 x204	(863)773-3474 (Fax) (863) 773-3949	CareerSource center-FullService	06/02/15
20	Indian River, Martin, Okeechobee, St. Lucie	CareerSource Research Coast 584 Northwest University Boulevard, Suite 300 Port St. Lucie, FL 34986	(866)482-4473 (TDD) 711	(866)482-4473 x620	(866)482-4473 (Fax) (877)223-5890	CareerSource center-FullService	06/02/15
20	Indian River, Martin, Okeechobee, St. Lucie	CareerSource Research Coast 207 SW Park Street Okeechobee, FL 34974 <i>Moving July 1, 2015 to Region 19</i>	(866)482-4473 (TDD) 711		(866)482-4473 (Fax) (863)462-5355	CareerSource center-FullService	06/02/15
20	Indian River, Martin, Okeechobee, St. Lucie	CareerSource Research Coast 710 Southeast Central Parkway Stuart, FL 34994	(866)482-4473 (TDD) 711	(866)482-4473 x615	(866)482-4473 (Fax) (772)210-5419	CareerSource center-FullService	06/02/15
20	Indian River, Martin, Okeechobee, St. Lucie	CareerSource Research Coast 1880 82nd Avenue, Suite 103 Vero Beach, FL 32966	(866)482-4473 (TDD) 711	(866)482-4473 x203	(866)482-4473 (Fax) (772)770-5684	CareerSource center-FullService	06/02/15
21	Palm Beach	CareerSource Palm Beach County 1085 South Main Street Belle Glade, FL 33430-7106	(561)829-2040 x2132 (TDD) 711	(561)853-0181 x2042	(561)829-2040 x2132 (Fax) (561)829-2041	CareerSource center-FullService	05/08/15
21	Palm Beach	CareerSource Palm Beach County 3400 Belvedere Road West Palm Beach, FL 33406	(561)340-1060 x2472	(561)853-0181 x2042	(561)340-1060 x2472 (Fax) (561)340-1057	CareerSource center-FullService	05/08/15
22	Broward	CareerSource Broward 2610 West Oakland Park Boulevard Ft. Lauderdale, FL 33311-1347	(954)677-5555 (TDD) 711	(954)677-5555 x1516	(954)677-5555 (Fax) (954)497-3331	CareerSource center-FullService	05/28/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
22	Broward	CareerSource Broward 2301 W. Sample Road Building 4, Suite 7A Pompano Beach, FL 33073	(954)969-3541 (TDD) 711	(954)969-3541 x120	(954)969-3541 (Fax) (954) 969-3550 (Fax) (954)917-1362	CareerSource center- FullService	05/28/15
22	Broward	CareerSource Broward 7550 Davie Road Extension Hollywood, FL 33024	(954)967-1010 (TDD) 711	(954)967-1010 x146	(954)967-1010 (Fax) (954)893-5030	CareerSource center- FullService	05/28/15
23	Miami-Dade, Monroe	CareerSource South Florida 1111 12th Street Suite 307 and 308 Key West, FL 33040	(305)292-6762 (TDD)(305)292-6899	(305)292-6762	(305) 292-6762 (Fax) (305) 292-6891	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 8485 Bird Road Miami, FL 33155	(305)228-2300 (TDD)(305)220-7505	(305)228-2300	(305) 228-2300 (Fax) (305)228-2321	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 7900 NW 27th Ave, Suite 200 Miami, FL 33147	(305)693-2060 (TDD)(305)693-2079	(305)693-2060 x5244	(305)693-2060 (Fax) (305)693-2071	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 9555 SW 175 Terrace Miami, FL 33157	(305)252-4440 (TDD)(305)234-2232	(305)252-4440 x226	(305) 252-4440 (Fax) (305)278-1066	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 801 NE 167 Street North Miami Beach, FL 33162	(305) 654-7175 (TDD)(305)650-2329	(305)654-7175 x225	(305) 654-7175 (Fax) (305)654-7188	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 5040 NW 7th Street, Suite 500 Miami, FL 33126	(305)442-6900 (TDD)(305)643-7231	(305)643-3300 x318	(305)442-6900	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 103400 Overseas Highway Suite 239 Key Largo, FL 33037	(305)853-3540 (TDD)(305)453-1259	(305)453-5830	(305) 853-3540 (Fax) (305) 853-3543	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 28951 South Dixie Highway Homestead, FL 33033	(305)242-5373 (TDD)(305)242-2548	(305)242-5373 x263	(305)242-5373 (Fax) (305)242-2438	CareerSource center- FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 833 6th Street, 2nd Floor Miami Beach, FL 33139	(305)532-5350 (TDD)(305)535-5406	(305)532-5350	(305)532-5350 (Fax) (305)532-9307	CareerSource center- FullService	03/03/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
23	Miami-Dade, Monroe	CareerSource South Florida 4690 NW 183rd Street Miami, FL 33055	(305)620-8012 (TDD)(305)623-3501	(305)620-8012 x256	(305)620-8012 (Fax) (305)620-9813	CareerSource center-FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 240 East 1st Avenue, Suite 222 Hialeah, FL 33010	(305)883-6925 (TDD)(305)805-5191	(305)883-8070	(305)883-6925 (Fax) (305) 883-6910	CareerSource center-FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Trinity Church 17801 Northwest 2nd Avenue Miami, FL 33169	(305)749-0190		(305)749-0190 (305)749-0190	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 780 Fisherman Street Suite 110 Opa Locka, FL 33056	(305)953-3407 (TDD) 711	(305)953-3407	(305)953-3407 (Fax) (305)953-3415	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 5825 SW 68th Street Bay C Miami, FL 33143	(305)284-0938 (TDD) 711	(305)594-7615 x276	(305)284-0938 (305)284-0938 (Fax) (305)284-0933	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 750 NW 20 Street, 4th Floor Miami, FL 33127	(305)372-8300 (TDD) 711	(305)372-8303	(305)372-8300 (305)372-8300	CareerSource center-FullService	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 1550 Northwest 3rd Avenue Miami, FL 33136	(305)571-2001 (TDD)(305)571-4100	(305)571-2001	(305)571-2001 (305)571-2001	CareerSource center-Satellite Ex-Offender Program	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 1619 SW 107th Avenue Miami, FL 33165	(305)551-0090 (TDD) 711		(305)551-0090 (305)551-0090 (Fax) (305)445-8655	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 5818 SW 8th Street Miami, FL 33144	(305)263-9990 (TDD) 711	(305)263-9990	(305)263-9990 (305)263-9990 (Fax) (305)263-9714	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida 5000 Biscayne Boulevard Suite 110 Miami, FL 33137	(305)573-4871 (TDD) 711	(305)573-4871	(305)573-4871 (305)573-4871 (Fax) (305)573-4875	CareerSource center-Satellite	03/03/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
23	Miami-Dade, Monroe	Careersource South Florida 5556 Southwest 8th Street Miami, FL 33144	(305)263-3259 (TDD) 711		(305)263-3259 (305)263-3259 (Fax) (305)263-3251	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	Careersource South Florida 11500 North West 12th Avenue Miami, FL 33168	(305)688-3551 (TDD) 711		(305)688-3551 (305)688-3551 (Fax) (305)688-3556	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	Careersource South Florida 1701 Normandy Drive Miami Beach, FL 33141	(305)867-0051 (TDD) 711		(305)867-0051 (305)867-0051 (Fax) (305)867-0052	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Miami Dade Public Library 1398 SW 1st Street Miami, FL 33135	(305)643-8574 (TDD) 711		(305)643-8574 (305)643-8574	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Miami Dade Public Library, 700 North Homestead Blvd Homestead, FL 33030	(305)246-0168 (TDD) 711		(305)246-0168 (305)246-0168	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Miami Dade Public Library, 2455 NW 183rd Street Miami Gardens, FL 33056	(305)625-6424 (TDD) 711		(305)625-6424 (305)625-6424	Business Center	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Miami Dade Public Library, 9445 Coral Way Miami, FL 33165	(305)553-1134 (TDD) 711		(305)553-1134 (305)553-1134	CareerSource center-Satellite	03/03/15
23	Miami-Dade, Monroe	CareerSource South Florida Miami Dade Public Library, 227 22nd Street Miami Beach, FL 33139	(305)535-4219 (TDD) 711		(305)535-4219 (305)535-4219	CareerSource center-Satellite	03/03/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 921 Anvil Way LaBelle, FL 33935	(863)675-1412 (800)557-3242 (TDD) 711	(863)675-1412 (866)294-4473	(863)675-1412 (800)557-3242 (Fax) (863)675-1756	CareerSource center-Satellite	05/08/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 1020 Cultural Park Boulevard, Building # 2 Cape Coral, FL 33990	(239)673-8591 (800)557-3242 (TDD) 711	(239)673-8591	(239)673-8591 (800)557-3242 (Fax) (239)673-8596	CareerSource center-Satellite	05/08/15

Reg	Counties	CareerSource Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 215 B South Francisco Street Clewiston, FL 33440	(863)983-6138 (800)557-3242 (TDD) 711	(863)983-6138 x14115 (866)294-4473	(863)983-6138 (800)557-3242 (Fax) (863) 983-7118	CareerSource center-FullService	05/08/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 750 South 5th Street Immokalee, FL 34142	(239)658-3300 (800)557-3242 (TDD) 711	(239)658-3300 x16703 (866)294-4473	(239)658-3300 (800)557-3242 (Fax) (239)658-3349	CareerSource center-FullService	05/08/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 1032 Tamiami Trail, Unit 9 Port Charlotte, FL 33953	(941)235-5900 (800)557-3242 (TDD) 711	(941)235-5900 x13229 (866)294-4473	(941)235-5900 (800)557-3242 (Fax) (941)235-5926	CareerSource center-FullService	05/08/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 4150 Ford Street Extension Ft. Myers, FL 33916	(239)931-8200 (800)557-3242 (TDD) 711	(239)931-8200 x11121	(239)931-8200 (800)557-3242 (Fax) (239)931-8206	CareerSource center-FullService	05/08/15
24	Charlotte, Collier, Glades, Hendry, Lee	CareerSource Southwest Florida 3050 Horseshoe Drive, North Naples, FL 34104	(239)436-4301 (800)557-3242 (TDD) 711	(239)436-4301 x12111 (866)294-4473	(239)436-4301 (800)557-3242 (Fax) (239)436-4340	CareerSource center-FullService	05/08/15

*Full Service - Access to all employment and training services.

*Satellite - Access to limited employment and training services.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners? How do you coordinate processes with those agencies or partners?

Yes. These are the one-stop career centers operated through the Regional Workforce Boards.

4. Do your program participants utilize services in a one-stop career center?

Yes. These are the one-stop career centers operated through the Regional Workforce Boards.

5. If available, please provide a process map for your organization's services that relate to WIOA.

These are the one-stop career centers operated through the Regional Workforce Boards.

Bruce Ferguson

FWDA Chair

Integration of Florida's Workforce Development System

Each Task Force Member will answer the following questions:

1. What is your organization's governance structure?

CareerSource Northeast Florida (CSNEFL) is a private not-for-profit 501(c) 3 organization governed by a volunteer board of directors. Because we are a multi-county local workforce area, we also have a Chief Elected Official Consortium made up of a county commissioner from each of our six counties. The elected officials make appointments to the local board based on nominations from Chambers of Commerce or Economic Development organizations.

2. Does your organization operate within designated regions?

Yes, CSNEFL is one of twenty four regional workforce boards serving the state of Florida. Our service area is Baker, Clay, Duval, Nassau, Putnam and St. Johns counties.

Do you have regional representatives and/or offices? We have a career center in each of the six counties (three career centers in Duval) we serve.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners?

CSNEFL has the fiscal, program and staff management responsibility for approximately 47 DEO staff members through the Wagner-Peyser program, Trade Adjustment Act and USDOL Veteran Employment & Training Services. We also manage the following programs and funds: WIOA {Adults, Youth & Dislocated Workers}, TANF (work requirements) and SNAP Employment & Training {ABAWDS}.

We also have staff in each of the Florida State College Campus career centers as well as staff located at St. Johns River State College. In our Clay county center we have the Early Learning Coalition of North Florida located with us.

While DCF staff members are not located in our career centers, CSNEFL does serve as a Gold Level ACCESS partner for DCF. Some workforce regions in the state previously received funds from DCF for being a gold level partner but that funding has not been received for a number of years now. Attached is the current proposed ACCESS partner agreement sent to us by DCF.

How do you coordinate processes with those agencies or partners?

We have MOU's in place describing our respective roles and responsibilities. (See attached examples)

4. Do your program participants utilize services in a one-stop career center?

Yes...we are the operators of the career centers in our region.

5. If available, please provide a process map for your organization's services that relate to WIOA.

CSNEFL has attached excerpts from our current WIA 5-Year Plan that address provision of services related to WIOA.

(Note: the plan language still refers to us WorkSource as it has not been updated to reflect the new system brand CareerSource Northeast Florida)

**Memorandum of Understanding
Between
Florida State College at Jacksonville
And
First Coast Workforce Development, Inc.**

It is the intent of Florida State College at Jacksonville (herein called the "College", "Owner" or "FSCJ") and First Coast Workforce Development, Inc. (herein called "FCWD"), to enter into a collaborative relationship to provide placement services for FSCJ graduates.

The parties to this Memorandum of Understanding (herein called the "Agreement") mutually agree as follows:

1. **Staffing.** FCWD will provide mutually agreed to number of qualified full time staff at FSCJ's Downtown Campus, Kent Campus, North Campus, South Campus and Deerwood Campus to provide the services outlined in the Agreement.
2. **Facilities and Supplies.** FSCJ will provide appropriate office space for the FCWD representatives. FCWD shall provide office furniture, office supplies, and computer equipment for their personnel.
3. **Services:** FCWD and FSCJ will work collaboratively to provide placement services to FSCJ students as outlined in Exhibit "A" of this Agreement.
4. **Safety:** If any FCWD employee should experience an accident or sudden illness while on the premises of the College, the response to such incidents will be based upon operating regulations, guidelines and procedures of College.
5. **Indemnification of College:** To the extent authorized by law, in consideration of the performance of both parties of this agreement, each party does hereby agree to indemnify and hold harmless all agents, servants, and employees of the other party from and against any and all claims, debts, from either (1) claimed or actual defects in premises owned or controlled by the other party and used in the performance of this agreement; or (2) any acts or omissions of FCWD, its agents, servants, or employees in the performance of this agreement. Nothing herein is intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity applies. Nothing herein shall be construed as consent by a state agency or subdivision of the State of Florida to be sued by third parties in any matter arising out of any contract
6. **No Personal Liability.** No stipulation, covenant, agreement or obligation (" obligation") contained in this Agreement will be deemed or construed to be an Obligation of any present or future director, officer, employee or agent of the College, or any incorporator, director, officer, employee or agent of any successor to the Agent, in any person's individual capacity. No person in his/her individual capacity will be liable personally for any breach or nonobservance of or for any failure to perform, fulfill or comply with any

obligation, nor will any recourse be had for any claim based upon any obligation, or on any obligation, against any person, in his/her individual capacity, either directly or through the College or any successor to the College, under any rule of law or equity, statute or constitution or by the enforcement of any assessment or penalty or otherwise, and all liability of any person, in his/her individual capacity is expressly waived any released.

7. **Renewal and Termination of Agreement:** This agreement may be amended by mutual written agreement of both parties. The agreement will be in force beginning July 1, 2014 and shall renew annually by mutual agreement for a period of 5 years, terminating on June 30, 2019. The College and FCWD reserve the right to terminate the agreement upon service of written notice to the other party 90 days prior to the date of termination.
8. **Amendments to this Agreement:** The Parties may, before or during the conduct of services, request changes in the scope of services to be performed under this Agreement. Such changes which are mutually agreed upon and in writing between FSCJ and FCWD shall be incorporated by written amendments into this agreement.
9. **Modification:** This Agreement may not be changed or modified except in writing duly signed by the parties hereto.
10. **Records Retention:** FCWD shall agree to maintain copies of all record, accounts and documents pertaining to this Agreement or any Amendment hereto for five (5) years from the end of the grant period. However, if any audit, claim, litigation, negotiation or any other action involving this Agreement or Amendment hereto has been stated before the expiration of the five (5) year period, the records shall be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular five (5) year period, whichever is later.
11. **Notices:** Any notice, instrument, or other communication required or permitted to be given by one of the parties hereto to the other under this Agreement shall be considered as properly given if duly reduced to writing and (i) delivered in person, or (ii) mailed by first class mail, registered or certified, with return receipt requested and postage prepaid to the other parties hereto to the respective addresses set forth at the end of this Agreement (or such other address as may have been prior thereto specified by notice given as contemplated by this Section).
12. **Severability:** If one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provisions hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.
13. **Non-Assignment:** FCWD shall not assign or transfer any of its interest or duties or obligations under this Agreement unless otherwise provided or without prior written consent of the College, but in no case shall consent relieve FCWD from the obligation

under, or change the terms of the Agreement.

14. FERPA: Protection of Confidential Data: Contractor agrees to abide by the limitations on re-disclosure of personally identifiable information from education records set forth in The Family Educational Rights and Privacy Act (FERPA)(34 CFR Section

99.333 (a)(2)) and with the terms set forth below. 34 CFR 99.33 (a)(2) states that the officers, employees and agents of a party that received education record information from OWNER may use the information, but only for the purposes for which the disclosure was made.

- a) Covered data and information (“CDI”) includes paper and electronic student education record information supplied by OWNER.
- b) Acknowledgment of Access to CDI: Contractor acknowledges that the Agreement allows Contractor access to CDI
- c) Prohibition on Unauthorized Use or Disclosure of CDI: Contractor agrees to hold CDI in strict confidence. Contractor shall not use or disclose CDI received from or on behalf of OWNER except as permitted or required by the Agreement, as required by law, or as otherwise authorized in writing by OWNER. Contractor agrees not to use CDI for any purpose other than the purpose for which the disclosure was made.
- d) Return or Destruction of CDI: Upon termination, cancellation, expiration or other conclusion of the Agreement, Contractor shall return all CDI to OWNER, or if return is not feasible, destroy any and all CDI. If Contractor destroys the information, it shall provide OWNER with a certificate confirming the date of destruction of the data.
- e) Remedies: If OWNER reasonably determines in good faith that Contractor has materially breached any of its obligations under this Agreement, OWNER, in its sole discretion, shall have the right to require Contractor to submit to a plan of monitoring and reporting; provide Contractor with a fifteen (15) calendar day period to cure the breach; or terminate the Agreement immediately if cure is not possible. Before exercising any of these options, OWNER shall provide written notice to Contractor describing the violation and the action it intends to take. If the Family Policy Compliance Office of the U.S. Department of Education determines that Contractor improperly disclosed personally identifiable information obtained from OWNER’s education records, OWNER may not allow Contractor access to education records for at least five years.
- f) Maintenance of the Security of Electronic Information: Contractor shall develop and implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of all electronic maintained or transmitted CDI received from or on behalf of OWNER or its students. These measures will be extended by contract to all subcontractors by Contractor.
- g) Reporting of Unauthorized Disclosure or Misuse of Covered Data and Information: Contractor shall, within one day of discovery, report to OWNER any use or disclosure of CDI not authorized by this Agreement or in writing by OWNER. Contractor’s report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the CDI used or disclosed; (iii) who made the unauthorized use

or received the unauthorized disclosure; (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by OWNER.

- 15. Equal Employment and Compliance with Discrimination Laws:** In discharge of the duties outlined in this Agreement, FCWD agrees to adhere to the following equal employment laws and comply with discrimination laws as provided for under this Agreement:

FCWD shall not discriminate against any applicant for employment or employee because of race, color, religion, sex, age, national origin or physical handicap. Agent shall ensure that affirmative action in its personnel procedures be enforced so that, at all skill levels, applicants for employment and employees are treated without regard to race, color, religion, sex, age, national origin or physical handicap. Such affirmative action shall include, but not be limited to the following: employment, promotion, demotion or transfer, minority recruitment, layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeship.

FCWD shall comply with Title I of the Americans with Disabilities Act regarding nondiscrimination on the basis of disability in employment and further shall not discriminate against any employee or applicant for employment because of race, age, religion, color, gender, national origin, marital status, political affiliation or physical or mental disability. In addition, Agent shall take affirmative steps to ensure nondiscrimination in employment against disabled persons. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff, termination, rates of pay, other forms of compensation, terms and conditions of employment, training (including apprenticeship) and accessibility.

FCWD shall take affirmative action to ensure that applicants are employed and employees are treated without regard to race, age, religion, color, gender, national origin, marital status, political affiliation or physical or mental disability during employment. Such actions shall include, but not be limited to the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff, termination, rates of pay, other forms of compensation, terms and conditions of employment, training (including apprenticeship) and accessibility.

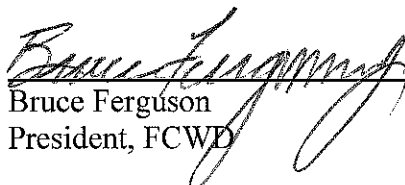
- 16. FCWD Employees:** working on the FSCJ campuses, or that will have access to FSCJ systems, will be required to successfully undergo a Level II FDLE/FBI Background screening/finger print scan. Additionally, FSCJ mandates a 10-panel drug screening for amphetamines, barbiturates, benzodiazepines, cannabinoid, cocaine, opiates, methadone, methaqualone, phencyclidine, and propoxyphene which is also required to be successfully completed to be granted access to the College's enterprise application systems. FCWD will be responsible for the costs associated with screening these

employees. Upon successful completion of both requirements, FCWD will provide allowable results in writing to FSCJ for their records upon FSCJ request.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement in multiple counterparts, each of which is and shall be considered an original for all intents and purposes, effective as of the date first above written

Signatures

First Coast Workforce Development, Inc.

 3/28/14
Bruce Ferguson
President, FCWD
Date

Florida State College at Jacksonville


 9/16/14
Dennis Blank
Executive Director
Purchasing and Auxiliary Services
Date
Executive Director of Purchasing and Auxiliary Services

Exhibit A

To Agreement dated July 1, 2014

1. **Primary Contacts for Communication:** FSCJ and FCWD shall designate employees who will serve as the primary contacts for communication between the partners.
2. **Establishment of an Operations Group:** An on-going operations group, consisting of FSCJ and FCWD employees, will be created to develop and refine operating procedures for the partnership. The members of the working group will be mutually decided on by both parties. The operating procedures developed by the group shall be reviewed by both FCWD and FSCJ and mutually agreed upon by both parties. The Career Development Center coordinators will work directly with FCWD campus based staff to evaluate office location solutions and resolve issues.
3. **Staffing.** FCWD will have at least one staff member covering their offices during each FSCJ campus Career Development Center's operating hours.
4. **Placement and Placement Related Services.** FCWD will provide a monthly report to the College and assist in the coordination and/or management of campus Job Fairs. The monthly report will include the following data for each campus:
 - student contacts:
 - number of FSCJ student "walk-ins"
 - number of non-FSCJ student "walk-ins"
 - total number of students served during the month
 - services provided to students:
 - number of students receiving employment related services
 - number of workshops/classroom visits conducted
 - number of students receiving training/case management
 - number of recruitments/job fairs held during the month
5. **Workshops for FSCJ Program Administrators:** FCWD and FSCJ will conduct a workshop for FSCJ managers regarding the capabilities/services offered by the enhanced CDC's.
6. **External Job Orders.** Job orders will be shared between FCWD and FSCJ. FCWD will be responsible for entering job orders into its EFM system and FSCJ will enter job orders into the CCN system. All students will be directed to both sites to review available job opportunities. Additionally, FCWD posts our "Hot Jobs" list in every center.
7. **Reports of Students Nearing Completion:** The College will refer students who are nearing completion or have graduated from their programs to FCWD for assistance with their job search.

8. **College Mailings:** The College will implement an email blast notification to all students who have completed at least 75 percent of their program each term. The mailing will promote the job placement services of FCWD and the career development services of the campus Career Development Centers.
9. **College Communications:** The College will integrate FCWD job placement services into other communications promoting the Colleges Career Development Centers as those promotions are re-created. The existing Career Development Center website will be updated with FCWD job placement information and link. FCWD will provide content to the College. All external communications by FSCJ utilizing FCWD's logo and name will be reviewed by FCWD prior to release of the communications.
10. **Initial Client Contact:** FCWD will provide their own phones and phone numbers for staff located on all campuses. FCWD will provide FSCJ a directory of staff and keep it current. FCWD has our own intake and sign in forms that are standard across the region.
11. **Appointment Scheduling:** FCWD campus staff will be expected to do their own appointment scheduling. However, FCWD will give campus Career Development Center (CDC) support staff the ability and security to schedule appointments for FCWD campus based staff members. CDC staff may assist with appointment scheduling at their own discretion if they are not busy or in the event that FCWD campus based staff members are absent.
12. **Offices.** FSCJ shall provide each campus FCWD staff member with appropriate office space either in or within close proximity to the campus Career Development Center.
13. **Furniture.** FCWD will provide their own office furniture for the offices in most cases.
14. **Telephone Lines:** FCWD will provide our own phone system for FCWD staff located on FSCJ campuses.
15. **Office Supplies.** As noted in the Agreement, the College will provide basic office supplies and provide access to existing office equipment (copiers, fax machines, etc), that is generally available to FSCJ employees to FCWD campus based staff. FCWD will provide other office supplies as needed by FCWD staff based on campus.
16. **Computer Equipment.** FCWD shall provide each campus FCWD staff member with appropriate computer equipment.

Rick Scott
GOVERNOR



Hunting F. Deutsch
EXECUTIVE DIRECTOR

September 11, 2012

Ms. Elaine Johnson, Board Chair
First Coast Workforce Development, Inc.
1845 Town Center Boulevard, Suite 250
Orange Park, Florida 32003

Re: Florida Department of Economic Opportunity and Regional Workforce Boards' Grantee-Subgrantee Agreement

Dear Ms. Johnson:

The Department has completed its review of comments received regarding the revised Grantee-Subgrantee Agreement that had been distributed earlier this year. We thank everyone for their comments and participation in this process. Changes to the Agreement have been made based on the comments we received.

Enclosed are two copies of the final Agreement that have been signed by me and need your signature or that of your Executive Director if that is the person who has been designated to sign on behalf of your Board. One copy of the signed Agreement must be returned to the Department and the other copy is for your records. A copy also should be provided to your local Chief Elected Official(s). The signed Agreement should be mailed to the attention of Mr. Sam Collins of our Department's Workforce Services Division at 107 East Madison Street, Caldwell Building, MSC# G-229, Tallahassee, Florida 32399.

Should you have any questions regarding the enclosed Grantee-Subgrantee Agreement or any of its exhibits, please contact Sam either by phone at (850) 245-7494 or email at sam.collins@deo.myflorida.com.

We appreciate your continued support and partnership in advancing Governor Scott's jobs creation and economic growth agenda. Please let me know if there is anything I can do to further support your local efforts in that regard.

Sincerely,

Hunting F. Deutsch
Executive Director

Enclosures

HFD/lm

cc: Mr. Bruce Ferguson ✓
Mr. Chris Hart
Mr. Thomas Clendenning
Ms. Lois Scott
Mr. Sam Collins

Florida Department of Economic Opportunity | The Caldwell Building | 107 E. Madison Street | Tallahassee, FL | 32399-4120
866.FLA.2345 | 850.245.7105 | 850.921.3223 Fax | www.FloridaJobs.org | www.twitter.com/FLDEO | www.facebook.com/FLDEO

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

**GRANTEE – SUBGRANTEE AGREEMENT
BETWEEN FIRST COAST WORKFORCE DEVELOPMENT, INC.
AND THE DEPARTMENT OF ECONOMIC OPPORTUNITY**

This Grantee - Subgrantee Agreement (Agreement) sets forth the terms and conditions to which the FIRST COAST WORKFORCE DEVELOPMENT, INC. (the Board) agrees as a recipient of federal workforce funds from the Department of Economic Opportunity (Department or DEO). This Agreement shall take effect on July 1, 2012 and shall remain in effect for as long as the Board continues to receive federal funding from the Department as directed by Workforce Florida, Inc. (WFI) or until a new agreement is executed. Failure to comply with the terms and conditions outlined herein may result in the loss of federal and state funds and may be considered grounds for the suspension or termination of this Agreement and result in a determination of disallowed costs.

Fiscal and Administrative Controls

- A. The Board agrees to comply with the applicable cost principles and administrative requirements for grants and agreements included in applicable Code of Federal Regulations, federal Circulars and requirements of the federal Office of Management and Budget. The Board agrees to follow all programmatic and funding requirements of federal and state law and has provided a certification that the written administrative procedures and processes representing the minimum required procedures and fiscal controls are in place for managing and operating Workforce Investment Act, Wagner-Peyser, Welfare Transition, Supplement Nutrition Assistance Program (SNAP) and other programs for which the Regional Workforce Board/administrative entity receives funds from the Department or WFI. The certification is attached hereto as Exhibit "E".
- B. The Board agrees to comply with Chapter 445, Florida Statutes in managing and operating workforce programs for which the Board receives funds from the Department or WFI.
- C. The Board shall receive its level of allocated funding and other funding by way of Notice of Fund Availability (NFA). These NFA notices may contain more specific instructions regarding the expenditure of funds and additional terms and conditions tied to the specific award.
- D. The Board shall, in accordance with the Department's instructions, provide timely electronic data to the Department, via the electronic data systems used at the One-Stop centers and the Board, as it relates to the financial or programmatic information in order to allow the Department to provide accurate reports to the United States Department of Labor (USDOL), other federal agencies, WFI, and other interested parties; and to review the Board's fiscal status and performance. The Board shall, in accordance with the Department's instruction, enter programmatic and fiscal information in the respective electronic data systems in a timely manner in order to monitor and to provide accurate information/reports to the afore-mentioned parties.
- E. The Board agrees to be monitored by the Department staff and/or agents, as well as representatives of federal and state funding agencies. Additionally, the Board agrees to comply with the Audit Requirements set forth in Exhibit "D" on an annual basis to ensure compliance with these uniform requirements and take prompt corrective action as a result of findings of

noncompliance. The Board also understands that the Department may recommend sanctions or penalties against the Board to WFI for failure to take appropriate corrective action to secure compliance with the administrative requirements. The Board understands that the Department may take action to recover disallowed costs and interest. Upon exhaustion of applicable administrative and judicial remedies, the Board agrees to repay the amount of finally determined disallowed costs and interest from non-federal and non-state grant funds.

F. The Board shall manage, maintain, and properly dispose of program and financial records in accordance with governing state and federal laws and regulations.

G. The Board shall designate a custodian for property and equipment purchased and/or transferred to the Board from the Department for use in the One-Stop delivery system. The Board and its designated One-Stop Operator(s) or Managing Partner(s) shall follow the procurement procedures approved by WFI in the purchasing of property, equipment, and other goods and services for use in the local One-Stop delivery system. The Board shall follow its own property management procedures when managing property and equipment. Upon termination of this agreement, the Board agrees that the Department shall be reimbursed its monetary share of the fair market value of all property and equipment purchased directly by the Department and subsequently transferred to the Board; except however, any single item not part of a group or collection valued at less than \$1,000 may be retained, sold, or otherwise disposed of by the Board without further obligation to the Department.

Performance Standards

A. The Board is required to perform in accordance with governing federal and state law; any and all requirements set forth in the Memorandum of Understanding ("MOU"), Exhibit "A"; WFI policies; and other agreements in which the Board has received a Notice of Fund Availability. These requirements, as tracked by WFI and the Department, shall be considered the "Performance Standards." The Board shall, in accordance with the Department's instructions, provide timely electronic data to the Department, via the electronic data systems used at the One-Stop centers, as it relates to the Performance Standards in order to allow the Department to provide accurate reports to USDOL, WFI and other interested parties and to review the Board's performance. On an annual basis, the Department, under the direction of WFI shall meet with each regional workforce board to review the board's performance.

B. Corrective Measures. The Department will routinely review and monitor the Board's performance as directed by WFI and will notify the Board in writing of any deficiencies or recommendations. The need for such a review will be determined by WFI based on an analysis of a region's workforce program participant and financial data as provided by the Department. The Board agrees that its failure to meet at least 80% of each of the goals set forth that are related to or aligned with the measures negotiated with USDOL in the Performance Standards, or its failure to substantially comply with any and all other requirements set forth in the MOU, the plans and other agreements, and governing state or federal law constitutes grounds for corrective measures. Should the Board's performance require corrective action to improve performance, the Department will initiate a Performance Improvement Plan, or other appropriate actions, in coordination with WFI.

The Board will have 30 days from the date of receipt of the written Performance Improvement Plan to respond to the recommendations outlined in the plan and to present a plan of action to implement the recommendations to the Department and WFI for approval. The Department and WFI shall be available to assist the Board in planning and implementing the recommendations in the Performance Improvement Plan. The Board will provide to the Department a status report relative to the Performance Improvement Plan recommendations and the plan of action to implement the recommendations required. If the Board does not present a timely plan of action to implement the recommendations as outlined in the Performance Improvement Plan, or if the Board fails to receive the Department and WFI's approval of the Board's plan of implementation of the recommendations, or if the Board fails to implement the recommendations within a reasonable time, or if the deficiencies are not corrected within a reasonable time following the Board's implementation of the recommendations, the Department may, subject to WFI's direction, reduce or otherwise adjust the Board's funding (by disqualification from distributions of incentive monies, reallocated funds and/or State level reserve funds, or other appropriate means) and, for repeated and/or persistent failure to correct deficiencies, WFI may take additional corrective action, up to and including termination of the Board's charter.

Memorandum of Understanding

Attached as Exhibit "A" is the MOU that sets forth the terms of Agreement for cooperation and consultation between the Department and the Board, with regard to the workforce program services delivered by the Department staff in the One-Stop System established within the Board's workforce region.

Confidentiality Agreement

A. The Board understands that it is subject to the Florida Public Records Law, Chapter 119, Florida Statutes. However, the parties agree to share confidential customer and program information as necessary but only within the limits established by federal and state laws and regulations governing confidentiality. Both parties also agree to provide access to and share any forms that may be used in the delivery of program services in the local One-Stop System.

B. Employees of DEO, One-Stop centers, Regional Workforce Boards (RWBs) and their contractors, subcontractors, or agents, in the performance of their duties and in the course of delivering workforce program services, receive information obtained from employers, applicants, participants and reemployment assistance claimants. The information received includes, but is not limited to job and program applicant registrations, job orders, employer reports, reemployment assistance claims and related records. This information is confidential and must be safeguarded against unauthorized disclosure in accordance with 20 CFR 603 and sections 443.171(5) and 443.1715, Florida Statutes. Furthermore, welfare transition participant records are confidential and exempt from public records disclosure pursuant to 45 CFR 205.50 and section 414.295, Florida Statutes. Additionally, RWBs and One-Stop center staff work on joint projects with education agencies in implementing workforce programs administered by the Department (and may collaborate with other agencies, such as the Departments of Juvenile

Justice and Corrections and the Division of Vocational Rehabilitation). In such cases, confidentiality requirements for each such program must also be followed.

Therefore, the Board, and their contractors, subcontractors, or agents, in the course of receiving and utilizing confidential workforce program information for the purpose of performing their duties shall:

1. Maintain the confidentiality of employer, employee, claimant, applicant and participant identity and all related information pursuant to state and federal law and regulations and as detailed in the Department's Policy 1.02-Confidentiality of Records and Public Records Request and Subpoenas. The Board must sign the attached "Regional Workforce Board Non-Disclosure and Confidentiality Agreement" and return it to the Department. When signed, the certification statement shall be incorporated by reference into this Agreement as Exhibit "B." In addition, employees of DEO, One-Stop centers, RWBs and their contractors, subcontractors, or agents granted access to electronic data systems must sign confidentiality access agreements required by system owners for systems access privileges.

2. Abide by all present and future Department directives and policies issued in accordance with state and federal laws pertaining to workforce program and grants, privacy requirements and data confidentiality. Official requests shall be handled in accordance with Final Guidance FG 02-033, Confidentiality of Records and Public Records Requests and Subpoenas, as well as Department policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests, located on the DEO Intranet.

3. Abide by data security measures imposed by the Department of Children and Families, the Department or any other entities as necessary to comply with the Health Insurance Portability and Accountability Act (HIPAA).

4. Maintain the confidentiality of individual employer identifiable data. Individual employer identifiable data from the Labor Market Statistics Center (LMS) is confidential pursuant to section 443.1715, F.S., and Commissioner's Order 3-04 (USDOL). Labor market information (LMI) includes data such as labor force, employment, unemployment, unemployment rates, mass layoffs, employment and wages by industry and occupation, and employment projections. In published aggregate form, these data are not confidential. These data are collected and produced through cooperative agreements with the USDOL, Bureau of Labor Statistics, and DEO, Labor Market Statistics Center. The information is collected under a pledge of confidentiality to employers and must be treated in a manner that will ensure individual identifiable data will be accessible to only authorized persons. No information or records that would reveal the identity of any individual employer obtained from the Department should be copied or disclosed to any party other than those authorized by law. Confidential employer information may be made available only to public employees (including regional workforce board staff) in the performance of their public duties including statistical research, economic forecasting, job search and training, and implementation and administration of state law.

5. All employees of One-Stop Centers and RWBs, and their contractors, subcontractors, or agents with access to, and the ability to change or destroy confidential data,

including data stored in the information systems used by workforce service providers to manage and report participant information, are required to undergo an equivalent of a Level 1 background screening as a condition of employment or contract award. Re-screening shall occur every five (5) years of consecutive employment and upon re-employment or employment in a new or different position of special trust. Contractors shall be rescreened upon assignment to a new contract, or after a new contract award period. A Level 1 background screening includes, but is not be limited to, statewide criminal history records checks through the Florida Department of Law Enforcement (FDLE), and may include local criminal records checks through local law enforcement agencies. The background screening results shall be used to determine eligibility for employment or continued employment, and approval of contractor/agent personnel performing work on behalf of the Board. All records of Level 1 background screening, including requests and screening reports are confidential and shall only be made available as authorized by law. The Board is responsible for maintaining a current list of employees and contractors/agents screened by name, last four digits of their social security number, the date the screening was completed, the date the results were reviewed and who approved the individual for employment or continuing employment, or as a contract/agent service provider. The Board is responsible for all costs incurred in obtaining Level 1 screenings and for establishing procedures for managing and facilitating the screening process.

State Plan and Certifications and Assurances

A. The Board has submitted and received approval of its Two-Year Plan which outlines the Board's delivery and administration of all workforce services within its region. This plan identifies and describes certain policies, procedures and local activities that are carried out in the local area and consistent with the State Plan. The local workforce investment plan must meet the requirements of WIA section 118(b) and other requirements as specified by WFL.

B. The Board has executed and submitted the following required certifications and assurances as part of its Local Plan. These certifications and assurances are incorporated by reference and made a part of this Agreement as Exhibit "F":

1. Assurances – Non-Construction Programs (SF 424 B)
2. Debarment and Suspension Certification (29 CFR Part 98)
3. Certification Regarding Lobbying (29 CFR Part 93)
4. Drug free Workplace Certification (29 CFR Part 94)
5. Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37)
6. Certification Regarding Environmental Tobacco-Smoke
7. Association of Community Organizations for Reform Now (ACORN) Funding Restriction Assurance (Pub. L 111-117)
8. Scrutinized Companies Lists Certification (Section 287.135, F.S.)

C. On an annual basis, the Board shall sign the certification that the Two Year Plan has been updated and is current or that no changes are required. The certification also requires that the Certifications and Assurances on file with the Two Year Plan be current and that the terms and conditions have not changed. Exhibit "C."

Information Technology Systems

A. The Board shall designate a Management Information Systems Director who will work with the Department and the Office of Information Security within the Department of Management Services (DMS) to ensure optimal communications between local and State networks supporting the Department's Management Information Systems (hereinafter collectively referred to as "the Workforce Systems"). In addition, the Board shall designate a Regional Security Officer who shall coordinate with the Department and with the Department of Children and Families (DCF) as required, to ensure all applicable security requirements are met and procedures are followed. The Regional Security Officer shall provide information to DCF and the Department on users that have access to the Workforce Systems and non-workforce systems such as the unemployment benefits system or its successor, and SUNTAX as often as necessary.

B. The Board will ensure that the Department staff assigned to the local One-Stop have access to electronic and written communication from the Department. The Board will maintain a secure connection to the State's resources and internal network ensuring necessary access to DEO's Intranet, People First, Financial Reports and other application/data at an acceptable bandwidth with privacy and adherence to Department security policies.

Risk Mitigation Strategies

The Board shall engage in risk mitigation strategies to ensure the protection of informational assets and the promulgation of business activities. The strategies should include, but are not limited to, an organizational risk analysis, a disaster recovery plan, a continuity of operations plan, and adequate insurance coverage.

Provision of Employment and Job Placement Services to Individuals with Disabilities

The Board shall designate at least one staff member in each One-Stop office to promote and develop employment opportunities for individuals with disabilities and to ensure that job counseling and placement efforts are made for such individuals.

Provision of Space for American Federation of State, County, and Municipal Employees of Florida (Union) Information

A. The Board agrees to provide wall space measuring nine square feet for Union-purchased bulletin boards.

B. The Union bulletin boards shall be used only for the following notices:

1. Recreational and social affairs of the Union
2. Union meetings
3. Union elections
4. Reports of Union committees
5. Union benefit programs
6. Current Union contract
7. Training and educational opportunities

8. Decisions reached through consultation meetings, as approved by the Chief Negotiator of the Department of Management Services
 9. Notices of wage increases for covered employees.
- C. Materials posted on these bulletin boards shall not contain anything which violates or has the effect of violating any law, rule or regulation.
- D. Postings must be dated and bear the signature of an authorized Union representative.

Response to Customer Service Complaints

The Department will forward any customer complaints about the workforce system received directly or forwarded from the Governor's or legislative offices, to the appropriate regional board for review. Regional board staff will investigate the complaint in a timely manner, take whatever action they believe is appropriate, and report the action in writing to the Department so that the complaint can be closed.

Attachments:

The following Exhibits are incorporated by reference into this Agreement:

- Exhibit "A" – Memorandum of Understanding (MOU)
- Exhibit "B" – Regional Workforce Board Data Sharing Agreement—Non-Disclosure and Confidentiality Agreement—between DEO and RWB (requires signature of RWB Designee and date) and Exhibit "B-1" – (Sample) Individual Non-Disclosure and Confidentiality Certification Form
- Exhibit "C" -Annual Certification
- Exhibit "D"- Audit Requirements
- Exhibit "E" –Administrative Procedures and Process Certification (Annual)
- Exhibit "F"- Certifications and Assurances

Agreement Terms

A. Order of Precedence. If there is any conflict between the provisions set forth in this Agreement (as such may be modified from time to time by the Department, as directed by WFI, upon written notice to the Board), and the other standards set forth in the MOU, the plans and other agreements and federal and state law, it will be resolved in the following order of priority: (i) federal and state law; (ii) this Agreement; (iii) the plans and other agreements; and (iv) the MOU.

B. Modifications. Except with respect to the permitted unilateral modification of the Performance Standards by the Department, as directed by WFI, and as set forth in this Agreement, any modification to this Agreement shall be by written consent of the parties.

C. Contingency Statement. This Agreement is subject to the appropriation of funds by the Florida Legislature. Therefore, the State of Florida's performance and obligation to pay under this Agreement is contingent upon an annual appropriation by the Legislature

D. Governing Law. This Agreement shall be construed in accordance with and governed for all purposes by the law of the State of Florida applicable to contracts executed and to be wholly performed within such state.

E. Severability. If any term or provision of this Agreement is determined by a court of competent jurisdiction to be unenforceable, the term or provision will be stricken, and the remainder of the Agreement will remain in full force and effect.

F. Notices. When either of the parties desire to give notice to the other, such notice must be in writing, sent by U.S. Mail, postage prepaid, addressed to the party for whom it is intended at the place last specified or other delivery service with proof of delivery (i.e. by email, facsimile or overnight mail). The place for giving notice shall remain such until it is changed by written notice in compliance with the provision of this paragraph.

To the Board: (Insert Contact Here)

To the Department:

Thomas Clendenning, Director, Division of Workforce Services
Department of Economic Opportunity
107 East Madison Street
Tallahassee, Fl. 32399-4120

In the event that different representatives are designated by any party after the execution of this Agreement, notice of the name, address, zip code, and telephone number of the newest representative will be rendered in writing to all of the parties and said notification attached to copies of this Agreement.

G. Warranty of Ability to Perform. The Board warrants that, to the best of its knowledge, there is no pending or threatened action, proceeding, litigation or investigation, or any other legal or financial condition, that would in any way prohibit, restrain, or diminish the Board's ability to perform under this Agreement. The Board shall immediately notify the Department in writing if its ability to perform is compromised in any manner or if it is involved in any litigation during the term of the Agreement.

H. Florida Certified Minority Business Enterprise Utilization Reporting.

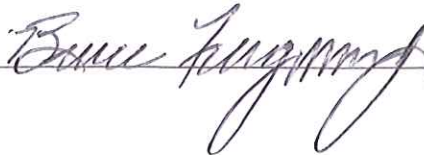
The Board shall submit to the Department on a quarterly basis a report listing all expenditures with Florida Certified Minority Business Enterprises.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective as of the day and year first above written.

Department of Economic Opportunity

Regional Workforce Board

By: 
Hunting F. Deutsch
Executive Director
Department of Economic Opportunity

By*: 
Name
Title

Date: 9-11-12

Date: 10/11/12

*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been delegated by the Board.

EXHIBIT "A"

MEMORANDUM OF UNDERSTANDING BETWEEN FIRST COAST WORKFORCE DEVELOPMENT, INC. AND THE DEPARTMENT OF ECONOMIC OPPORTUNITY

FOR THE DELIVERY OF WAGNER-PEYSER FUNDED EMPLOYMENT SERVICES AND OTHER WORKFORCE PROGRAM SERVICES PROVIDED BY THE DEPARTMENT

The following Memorandum of Understanding (Agreement or MOU) sets forth the terms of agreement for cooperation and consultation between the Department of Economic Opportunity (Department or DEO), and FIRST COAST WORKFORCE DEVELOPMENT, INC. (Board), with regard to the workforce program services delivered by Department staff in the One-Stop System established within Workforce Region 8.

I. Applicable Workforce Programs

This Agreement covers the delivery of the following Department program services, hereinafter collectively referred to as "Department program services":

- Employment services funded under the Wagner-Peyser Act of 1933, as amended, including services to reemployment assistance claimants, veterans and migrant and seasonal farm workers.
- Workforce activities authorized under Title 38 U.S.C., Chapter 41, including dedicated job counseling, training, and placement for veterans.
- Trade Adjustment Assistance Program (TAA)
- Other workforce program services that may be directly provided by the Department.

II. Governing Law

The Workforce Investment Act (WIA) of 1998 and Chapter 445, Florida Statutes, are the principal laws that govern the Board and the Department relative to the delivery of Department services within the One-Stop system established by the Board. The Department and the Board shall also comply with the applicable federal and state laws and rules including relevant provisions of the Code of Federal Regulations and Office of Management and Budget (OMB) Circulars that govern each of the above referenced Department program services.

III. Purpose of MOU

It is the purpose of this Agreement to establish an organizational framework to integrate the delivery of Department program services into the One-Stop delivery system established by the Board. The Agreement satisfies the requirements contained in the Workforce Investment Act of 1998 for a MOU between the Department and the Board and the requirements contained in Chapter 445, Florida Statutes for the delivery of these services within the locally managed One-

Stop delivery system. The MOU defines the partnership between the Department and the Board to provide Department program services in a coordinated, seamless and customer friendly manner within the locally established One-Stop delivery system. The relationship between the Board and the Department is also defined by the performance agreement executed between the Department and the Board.

IV. Duration of Agreement

This MOU shall be in effect for the duration that the Board continues to provide the services under the Grantee - Subgrantee Agreement.

V. Description of the One-Stop System

The WIA regulations at 20 CFR 652.216 state: "The One-Stop system delivery envisions a partnership in which Wagner-Peyser Act labor exchange services are coordinated with other activities provided by other partners in a One-Stop setting. As part of the local Memorandum of Understanding, the State agency, as a One-Stop partner may agree to have staff receive guidance from the One-Stop operator regarding the provision of labor-exchange services. Personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability of merit-staff employees funded under the Act, remain under the authority of the State agency. The guidance given to employees must be consistent with the provisions of the Act, the local MOU, and applicable collective bargaining agreements."

Subsection 445.009 (3)(b), Florida Statutes states: "Employment services must be provided through the one-stop delivery system, under the guidance of one-stop delivery system operators. One-stop delivery system operators shall have overall authority for directing the staff of the workforce system. Personnel matters shall remain under the ultimate authority of the Department. However, the one-stop delivery system operator shall submit to the Department, information concerning the job performance of employees of the Department who deliver employment services. The Department shall consider any such information submitted by the one-stop delivery system operator in conducting performance appraisals of the employees."

A staffing structure chart that describes the site location and identifies the designated operator or managing partner for each One-Stop system/center established by the Board is attached to this MOU. The chart will identify the position classification and program assignment for Department staff assigned to each One-Stop system/center. Changes made to the designated operator or managing partner and changes made to the program assignment of staff shall be reflected on revised charts and submitted as a notice of change to the MOU by the party making the change to the other party.

All Department workforce program services will be integrated at these locations and delivered under the functional direction and management of the designated operator or managing partner of the One-Stop system/center where Department program staff is assigned. Although the One-Stop system operator or managing partner shall have overall authority for directing Department

staff assigned to local One-Stop centers, personnel matters, such as hiring and discipline, shall remain under the ultimate authority of the Department.

VI. Statement of Work

The Department shall retain fiscal responsibility and accountability for the administration of the funds allocated to it under the Wagner-Peyser Act and any other applicable federal and state laws for the workforce program services directly delivered by the Department. Each party to this agreement shall fulfill its responsibilities under the MOU in accordance with the provisions of laws and regulations that govern their respective activities. Nothing in this MOU is intended to negate or otherwise render ineffective any such provision or mandated operating procedure.

Department staff assigned to local one-stop centers shall follow the following procedures established by the One-Stop operator for referral of customers to other One-Stop partners.

DEO staff assigned to the local One-Stop centers shall deliver the Department program services listed in Section I of this Agreement. The delivery of these services shall be done in compliance with all applicable federal and state laws, including all required equal opportunity and non-discrimination laws. The Department shall be responsible for funding, directing, controlling, and delivering the workforce services provided by the DEO staff consistent with Federal guidelines and consistent with the direction provided by the Board. The day-to-day management of these services and DEO staff will be done under the supervision of the One-Stop operator or managing partner within the overall direction and guidance provided by the Department and as described in this Agreement. Any identified or perceived conflict in the direction provided to Department staff assigned to deliver these workforce services will be referred by the Board to the designated Department representative for resolution.

A. Workforce Investment Act/Wagner-Peyser

The Board and the Department agree to jointly plan for the use of resources available to each partner to ensure a coordinated and efficient approach to the delivery of customer services. The Department will notify the Board of the amount of anticipated revenue allocated to the workforce region for each program administered by the Board to use for planning purposes. The Department shall ensure that it meets the requirement in section 445.009, Florida Statutes that at least 90 percent of the Wagner-Peyser funding go to fund direct customer services. Both parties agree to share resources in supporting those core, intensive, and training related services common to each of the programs administered by each party according to an approved cost allocation plan. The approved cost allocation plan is incorporated by reference into this MOU.

The Department will support the Board in providing the following common core and intensive One-Stop services.

CORE SERVICES:

- Eligibility determination for Department program services

- Outreach, initial customer intake, and orientation to the information and other services available through the one-stop delivery system
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs
- Job search and placement assistance, and where appropriate, career counseling
- Provision of Labor Market Information, including job vacancy listings in labor market areas, information on job skills necessary to obtain these jobs, and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of information regarding the availability of supportive services available in the local area, and referral of such services, as appropriate
- Provision of information regarding performance and costs for eligible training providers
- Provision of information regarding how the local area is performing on the local performance measures
- Provision of information regarding filing of claims for reemployment assistance
- Provision of providing reemployment services.
- Unassisted access to job placement resources
- Referral to other appropriate workforce services
- Other core services as determined by the Board and allowable as an eligible activity under Department program services

INTENSIVE SERVICES (included but not limited to):

- Comprehensive and specialized assessments of customers' needs
- Development of an individual employment plan and service strategy to meet identified customer needs
- Group and specialized customer counseling
- Career planning
- Staff assisted job placement
- Referral to other appropriate workforce services
- Other intensive services as determined by the Board and allowable as an eligible activity under Department program services

TRAINING SERVICES:

- Referral to training services as appropriate

B. Trade Adjustment Assistance Act

When warranted because of trade-affected dislocations, Department staff will be assigned to the local One-Stop Center to determine the eligibility of trade-affected workers clients who are eligible for Trade Adjustment Assistance (TAA) benefits and services.

These staff, as well as other merit staff who provide case management for eligible TAA clients will ensure that eligible trade-affected workers receive all appropriate TAA benefits and services, consistent with federal and state requirements.

VII. Staffing

The Board has the authority to provide day-to-day supervision and direction to DEO merit staff employees and Other Personal Services employees as it relates to the operation of the One-Stop centers. Subsection 445.009(3)(b), Florida Statutes, limits the Department's right to delegate personnel management to the Board and requires that the ultimate authority remains with the Department. The Department can and will accept recommendations from the Board on all personnel matters with respect to the Department employees they supervise. Final action resulting from such recommendations will remain with the Department. The Board and the Department shall determine how the Board will provide recommendations to the Department regarding personnel matters with respect to Department employees and those procedures shall be incorporated by reference into this MOU.

The Board and the Department shall jointly complete a staffing structure chart that describes the Department staff structure within the Board's One-Stop delivery system. The staff chart shall be retained as the official organizational chart by the Department's Human Resources Management.

The One-Stop operator or managing partner shall designate a One-Stop site manager who shall be responsible for supervising the day-to-day operations for each local One-Stop center. Department staff shall follow the day-to-day guidance provided by the One-Stop site manager to ensure coordination and integration of Department program services with the operation of the local One-Stop center. The One-Stop site manager may designate other staff to assist and provide direction in the management of the center. Such designations must be clearly defined and communicated to prevent any confusion for Department staff. Department employees continue to be subject to the Department's leave and time distribution policies and procedures but shall notify and obtain concurrence from the designated One-Stop site manager regarding absences to ensure that leave is coordinated with other site partners and does not interfere with the on-going operation of the One-Stop center. Any disputes regarding leave requests by a Department employee shall be resolved by the Department's representative, as described in the following paragraph.

The Department shall designate a primary Department representative to resolve any personnel issues and disputes and be the signatory official for all personnel actions relative to Department staff assigned to the Board's local One-Stop centers. The designated Department representative will accept recommendations from the Board when determining the number and classification of assigned Department staff positions. The designated Department representative shall accept input and recommendations from the designated One-Stop site manager regarding personnel matters such as recruitment and selection of staff, assignment of staff, disciplinary and termination actions, performance evaluations, and other similar type personnel actions. Although recommendations provided by the One-Stop Site Manager shall be accepted by the Department when taking personnel actions, the ultimate decision for any personnel action

remains with the Department. The Department shall follow Chapters 110 and 112, Florida Statutes, Chapter 60L of the Florida Administrative Code, and as applicable, the Master Contract between the State of Florida and Public Employees Council 79 of the American Federation of State, County and Municipal Employees Union, AFL-CIO when conducting any personnel action.

Under the direction of the Board, the recruitment and selection of Department staff assigned to a local One-Stop center shall be coordinated with the local One-Stop Operator's or managing partner's regular recruitment and selection process. The Department shall notify the Board and the local One-Stop operator or managing partner of its staff needs including any hiring deadlines dictated by contractual and grant obligations. The Department shall solicit recommendations from the One-Stop operator or managing partner regarding staffing requirements, essential job functions, and relevant selection criteria. The Department shall ensure that the recruitment and selection process complies with Chapter 110, Florida Statutes, and Chapter 60K of the Florida Administrative Code, and that Department staff recruited and placed Other Personal Services (OPS) employment are hired consistent with Chapter 60L of the Florida Administrative Code.

State merit staff employees who have been offered or who are occupying a position that has been designated as special trust are required to have a Level 2 background screening conducted before an offer of employment is made or disciplinary action is taken as a result of background screening. Background screening shall be conducted in accordance with DEO Policy 1.08 Position of Special Trust. Re-screening shall occur every five years of consecutive employment and upon re-employment or employment in a new or different position of special trust. The five-year re-screening date is calculated from the initial screening date.

VIII. Communications

Both the Board and the Department agree to fully cooperate and communicate in their mutual efforts to implement the provisions of the Agreement and to ensure a seamless delivery of workforce services. Both parties agree to facilitate and maintain collaboration, cooperation and on-going communications between staff of the Department and the Board and its designated One-Stop operator or managing partner. The Board will ensure that all correspondence and mail relating to the Department's programs is expeditiously distributed. Local Department staff will coordinate with and use any correspondence and mail distribution system established by the Board's One-Stop operator or managing partner. The Department will coordinate with the Board and its One-Stop operator or managing partner before distributing any locally developed material and agrees to coordinate and use any marketing and communication design specifications developed by the Board.

IX. Leasing

The Board is responsible for managing real property and leases for all space utilized in the One-Stop delivery system. The Board and its designated One-Stop operator(s) or managing partner(s) shall be responsible for all activities involved with securing space for local One-Stop centers, insuring payment to lessors and cost allocating rent charges and otherwise managing leases. The

Department will provide administrative consultation, support and assistance as requested by the Board.

X. Travel

Department employees shall comply with the travel guidelines contained in Chapter 112, Florida Statutes. Department employees assigned to a local One-Stop Center shall confer with the One-Stop site manager to coordinate and obtain appropriate authorization for travel on behalf of the RWB that the RWB will fund or reimburse in connection with the employees' assigned duties. For travel of any Department employee assigned to a local One-Stop Center that DEO will directly pay for or reimburse, the employee must obtain advance authorization from the Department. A Department representative will be designated to address questions and to help resolve disputes regarding travel by Department staff assigned to the local One-Stop delivery system.

XI. Impasse Resolution

In the event that an impasse should arise between the Department and the Board's designated One-Stop operator(s) or managing partner(s), either party may request an informal hearing with the Chair of the Board. If either party is not satisfied with the outcome of the hearing, a request may be made to have the matter referred to the full Board of Directors. An impasse situation between the Board and the Department regarding the terms and conditions of this Agreement shall be referred to the President of Workforce Florida, Inc. (WFI) for mediation. The President of WFI shall meet with the Director of the Department, or a representative of the Department designated by the Director, and the Chair of the Board, or a representative of the Board designated by the Chair, to mediate the impasse. The President of WFI shall refer the issue to the Executive Committee of WFI for a final resolution if the attempt to mediate a resolution is unsuccessful.

EXHIBIT "B"

REGIONAL WORKFORCE BOARD Data Sharing Agreement (Non-Disclosure and Confidentiality Agreement)

I. Parties to the Agreement:

The Department of Economic Opportunity (Department or DEO) and Regional Workforce Board 8 (Board).

II. Terms and Conditions of Agreement:

A. The parties to this Agreement recognize that the full participation of the Department as a partner is critical to the success of the One-Stop effort, and, collaterally, the sharing of data between all partners is contemplated in the Workforce Investment Act (WIA). Thus, the Department hereby agrees to make available to the boards and/or their agents, for the limited purpose of performing their public duties, workforce program information that includes, but is not limited to, data which is maintained in the State's Management Information Systems, including the Unemployment Benefits System or its successor, CONNECT, and the System for Unified Taxation (SUNTAX) in supporting the unemployment program, and any replacement systems providing the same workforce and unemployment data.

B. Regional security officers for the various workforce programs systems shall be appointed by the Board. It is not required that these individuals be Department employees. Regional Security Officers, at a minimum, shall be responsible for the following:

1. Ensuring required background screenings are completed for all staff with access to confidential records.
2. Managing user accounts within information systems.
3. Managing an effective security training program to ensure staff receives initial security training, annual security refresher training and ongoing security awareness.
4. Conducting semi-annual information systems access reviews and providing results to the DEO Internal Security Unit (ISU) at Internal.Security@deo.myflorida.com. The ISU will provide guidance and direction in conducting the review.
5. Maintaining DEO Security Agreement Forms and confidentiality agreements for all users and providing copies to DEO upon request.
6. Implementing and maintaining the information technology policies, protocols, standards, and procedures required by the Board to comply with DEO Policy 5.50, Information Technology Roles and Responsibilities Policy.

C. The Boards will ensure that security officers, staff, Department employees, participating partners as defined in 20 CFR Part 662, contractors, subcontractors, and any subsequent subcontractors and their employees or agents granted access to confidential data agree to maintain the confidentiality of employer, employee, claimant and participant identity and all related information pursuant to State and Federal regulations unless such information has been exempted from non-disclosure for business purposes in accordance with State or Federal law or a

lawful and proper authorization has been obtained from the employer, employee, claimant or participant. Proper authorization and disclosure shall include requirements and limitations established by law specified in 20 CFR 603 and section 443.1715(1) F.S. The Board must be aware and make employees and contractors aware that information related to the receipt of reemployment benefits or public assistance, including all personally identifying information is protected by law. The Executive Director of each Board must sign this "Non-Disclosure and Confidentiality Certification" statement and return the agreement to DEO, Office of One-Stop and Program Support. In addition, employees of DEO, One-Stop centers, RWBs and their contractors, subcontractors, or agents granted access to electronic data systems used in the delivery of One-Stop services must sign confidentiality access agreements required for systems access privileges.

D. The Board will ensure that security officers, staff, participating partners, contractors, subcontractors, and any subsequent subcontractors and their employees or agents are sufficiently trained relative to non-disclosure and confidentiality regarding applicable workforce programs and that information can only be accessed and utilized according to federal/state laws to conduct official public business. The Board will assign to the workforce systems only Board and Department staff, contractor, subcontractor and subsequent subcontractor employees or agents who have been properly trained and understand and acknowledge confidentiality requirements.

E. The Board will require security officers, staff, contractors, subcontractors, and any subsequent subcontractors and their employees or agents who have access to confidential information, to sign and comply with an "Individual Non-Disclosure and Confidentiality Certification Form," attached, and any system access security agreements required for system access privileges. The Board shall maintain these certifications/agreements on file subject to inspection by the Department or its designated representatives. The Board is responsible for ensuring that the Department is notified when employees who are terminated or are no longer in need of system access to enable the Department to terminate the access and thereby protect the security of the systems and the data. At a minimum, email termination notices should be sent to the Department's Internal Security Unit at Internal.Security@deo.myflorida.com and identifies the name of the individuals terminated, dates of termination, and what systems the individuals had access to. Other actions may be required (e.g. completion of access termination forms) as determined by the Department. The Security Officer should maintain a current list of all users and make the list available to the Department or its designated representatives.

F. The Board will advise security officers, staff, contractors, subcontractors, and any subsequent subcontractors and their employees or agents they are not to make copies of confidential documents or to access, allow access to, and/or use any confidential information for personal intent or any purpose other than in performance of their official public duties according to federal and state laws.

G. The Board shall permit the DEO to make on-site inspections of records relevant to this Agreement to ensure that the requirement of state and federal law and regulation are being met. Such inspection may take place with or without notice during normal business hours. The Board shall maintain a system sufficient to permit any audit by the DEO or its agents of its compliance

with this Agreement and with the requirements of Section 443.1715(1), F.S., and 20 CFR Part 603. Logs relevant to such audits activities shall be retained for a minimum of one year.

III. Exchange of Information between the Parties:

All information necessary to execute the terms of this Agreement will be exchanged between the parties to this Agreement.

IV. Confidentiality and Public Access:

A. All documents, papers, computer files and other electronic media such as magnetic tapes, discs, thumb drives, laptops, and letters or other materials made, copied or received in conjunction with this Agreement are subject to the applicable legal requirements for maintaining confidentiality in conformance with Federal, State, and local laws.

B. Public access to these records shall be in accordance with Chapter 119 of the Florida Statutes and all other applicable laws or regulations.

C. The Board, Board staff, Department employees, contractors, subcontractors and their employees or agents may obtain access to information that is otherwise confidential after receiving training and executing the required confidentiality agreements. However, that access does not alter the confidential nature of the information. It is incumbent upon the Board, Board staff, Department staff, contractors, subcontractors, subsequent subcontractors and their employees or agents to maintain confidentiality requirements. Any requests for release of information covered under this Agreement by parties other than those specified in this agreement shall be processed according to the Board's records management procedures and follow the guidance set forth in the Confidentiality of Records and Public Records Request and Subpoenas DEO FG 02-033, as well as Department Policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests located on the DEO Intranet.

V. Indemnity:

The Board is an independent contractor and shall carry out, exercise and execute its duties under this agreement as an independent contractor. In discharging said duties and responsibilities, the Board shall exercise due and responsible care and shall comply with all assurances contained herein. To the extent allowed by law, the Board agrees to defend, indemnify, and hold the Department, its officers, agents, and employees harmless and blameless from liability of any kind whatsoever, including costs, reasonable attorney's fees, and expenses which arise out of, or are the result of the Board's negligent performance or negligent non-performance of this Agreement.

VI. Termination of the Agreement:

A. This Agreement may be terminated upon failure of either party to abide by the terms of the Agreement or for the convenience of the parties, within thirty days of written notice by either party. The Department reserves the right to cancel immediately should funds become unavailable

to continue the Agreement. The availability of funds shall be solely determined by the Department.

B. If the Department, in its sole discretion, determines that the Board has failed to comply with any provision of this Agreement, the Department may immediately terminate or suspend the Department's participation in the Agreement until the Department is satisfied that corrective action has been taken. If the Department suspends the Department's participation in the Agreement for corrective action, and the Department, in its sole discretion, determines that prompt and satisfactory corrective action has not occurred, it may terminate the Board's participation in the Agreement.

C. If this Agreement is terminated pursuant to this section, the Department and/or WFI will take appropriate action to ensure that workforce services are not interrupted. Termination of this Agreement may impact the Board's ability to perform under the Grantee-Subgrantee Agreement, and may result in further action being taken by the Department or WFI.

VII. Effective Dates of Agreement:

This Agreement will be in effect upon the last date of the signature of all parties.

SIGNATURE

Regional Workforce Board:
First Coast Workforce Development, Inc.

By*: Bruce Ferguson
Name
Title

Date: 10/11/12

*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been authorized by the Board

EXHIBIT "B-1"

Individual Non-Disclosure and Confidentiality Certification Form

I understand that I will or may be exposed to certain confidential information, including but not limited to, personal identifying information of individuals who receive public assistance, employment and unemployment insurance records maintained by the Department of Economic Opportunity (Department or DEO) made available to my employer, for the limited purpose of performing its official public duties pursuant to a Contract for Services and Non-Disclosure and Confidentiality Certification agreement.

These confidential records may include the name (or other personally identifiable information), social security numbers, wage, unemployment and employment data and public assistance information which are protected under federal and state law. Such information is confidential and may not be disclosed to others. In order to perform my public duties associated with the program requirements set forth under contract or agreement, I understand that I may be granted access to confidential data managed and controlled by entities that are not party to this agreement. Prior to receiving access to such systems, I acknowledge and agree to abide by the following standards:

1. I will comply with all security requirements imposed as a condition of use for any system(s) to which I may be granted access.
2. I will use access to the systems only for purposes authorized by law to secure information to conduct official program business consistent with my official public duties.
3. I will not disclose my user identification, password, or other information needed to access the systems to any party nor shall I give any other individual access to information secured.
4. If I become aware that any unauthorized individual has or may have obtained access to my user identification, password, or other information needed to access systems to which I have been granted access, I will immediately notify the Board's Regional Security Officer.
5. I will store any disclosed confidential information in a place physically secure from access by unauthorized persons.
6. I will store and process disclosed information maintained in electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot obtain the information by any means.
7. I will undertake precautions to ensure that only authorized personnel are given access to disclosed information stored in computer systems.
8. I will not share with anyone any other information regarding access to the systems unless I am specifically authorized by the Department.
9. I will not access or request access to any social security numbers, personal information, wage, employer, unemployment or employment data unless such access is necessary for the performance of my official duties.

EXHIBIT "C"

ANNUAL CERTIFICATION OF REGIONAL WORKFORCE BOARD

Ms. Elaine Johnson, Chair and Mr. Bruce Ferguson,
Executive Director, on behalf of the First Coast Workforce Development, Inc., Regional
Workforce Board, Region # 8, certify that the Board's Local Plan on file with Workforce
Florida, Inc is current. Additionally, all certifications and assurances on file with the Plan are
current. This certification is incorporated and made a part of the Grantee - Subgrantee
Agreement which the Board has executed and agreed to on [Insert Date] 9/19/12.

By*: _____
Ms. Elaine Johnson
Board Chair

By: Bruce Ferguson
Mr. Bruce Ferguson
Executive Director

State of FLORIDA

County of [Insert County] _____

The foregoing instrument was acknowledged before me this ____ day of _____, 20 12
by _____.

[NOTARY SEAL] _____

☒ Personally Known OR Produced Identification _____

Type of Identification Produced: _____

EXHIBIT "D"

AUDIT REQUIREMENTS

The administration of resources awarded by the Department of Economic Opportunity (DEO) to the recipient may be subject to audits and/or monitoring by the DEO as described in this Exhibit.

MONITORING

In addition to reviews of audits conducted in accordance with Office of Management and Budget (OMB) Circular A-133 and Section 215.97, Florida Statutes, as revised (see "AUDITS" below), the DEO may conduct or arrange for monitoring of activities of the recipient. Such monitoring activities may include on-site visits by the DEO staff or contracted consultants. By entering into this Agreement, the recipient agrees to comply and cooperate with any monitoring procedures/processes deemed appropriate by the DEO. The recipient further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed necessary by the Florida Department of Financial Services or the Florida Auditor General.

AUDITS

Workforce Florida, Inc. (WFI) and DEO have established special guidelines concerning audit quality as guidance for Regional Workforce Boards (RWBs). This guidance is specified in the Final Guidance FG 05-019, Audit and Audit Resolution Responsibilities. The link to the guidance is:

[http://www.floridajobs.org/PDG/guidance papers/019AuditAndAuditResolRev081805_071307.pdf](http://www.floridajobs.org/PDG/guidance%20papers/019AuditAndAuditResolRev081805_071307.pdf).

PART I: FEDERALLY FUNDED

1. This part is applicable if the recipient is a State or local government or a non-profit organization as defined in OMB Circular A-133, as revised.
2. In the event that the recipient expends \$500,000 or more in Federal awards in its fiscal year, the recipient must have a single or program-specific audit conducted in accordance with the provisions of the Federal Single Audit Act of 1996 and OMB Circular A-133, as revised. In determining the Federal awards expended in its fiscal year, the recipient shall consider all sources of Federal awards, including Federal resources received from the DEO. The determination of amounts of Federal awards expended should be in accordance with the guidelines established by OMB Circular A-133, as revised. An audit of the recipient conducted by the Auditor General in accordance with the provisions of OMB Circular A-133, as revised, will meet the requirements of this part.
3. In connection with the audit requirements addressed in Part I, paragraph 1, the recipient shall fulfill the requirements relative to auditee responsibilities as provided in Subpart C of OMB Circular A-133, as revised. This includes, but is not limited to, preparation of financial statements, a schedule of expenditure of Federal awards, a summary schedule of prior audit findings, and a corrective action plan.

4. Such audits shall cover the entire recipient organization for the organization's fiscal year. Compliance findings related to contracts with the DEO shall be based on the contract requirements, including any rules, regulations, or statutes referenced in the contract. The financial statements shall disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due to the DEO shall be fully disclosed in the audit report with reference to the DEO contract involved. Additionally, the results from DEO's annual financial monitoring reports must be included in the audit procedures and the OMB A-133 audit reports.

5. If not otherwise disclosed as required by Section 310(b)(2) of OMB Circular A-133, as revised, the schedule of expenditures of Federal awards shall identify expenditures by contract number for each contract with the DEO contract or grant in effect during the audit period.

6. If the recipient expends less than \$500,000 in Federal awards in its fiscal year, an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, is not required. In the event that the recipient expends less than \$500,000 in Federal awards in its fiscal year and elects to have an audit conducted in accordance with the provisions of OMB Circular A-133, as revised, the cost of the audit must be paid from non-Federal resources (i.e., the cost of such an audit must be paid from recipient resources obtained from other than Federal entities).

7. Although OMB Circular A-133 exempts commercial (for-profit) organizations from single audit requirements, the pass-through entity has an obligation to ensure that for-profit subrecipients that expend more than \$500,000 or more in Federal awards must comply with Federal awards guidelines. Additionally, for-profit entities may be subject to certain specific audit requirements of individual Federal grantor agencies. For example, according to 20 Code of Federal Regulations (CFR) Part 667.200 (b)(2)(ii) of the Federal Regulations for WIA, Commercial organizations which are subrecipients under Workforce Investment Act (WIA) Title I that meet the expenditure threshold must have either an organization-wide audit conducted in accordance with A-133 or a program specific financial and compliance audit. In addition, Federal funding provided by the U.S. Department of Health and Human Services requires compliance with Circular A-133 or a financial related audit in accordance with government auditing standards if the organization meets the expenditure threshold. See 45 CFR, Part 74.26 for further details.

A web site that provides links to several Federal Single Audit Act resources can be found at: <http://harvester.census.gov/sac/sainfo.html>

PART II: STATE FUNDED

1. This part is applicable if the recipient is a non-state entity as defined by Section 215.97, F.S. (the Florida Single Audit Act).

2. In the event that the recipient expends a total amount of state financial assistance equal to or in excess of \$500,000 in any fiscal year of such recipient, the recipient must have a State single or project-specific audit for such fiscal year in accordance with Section 215.97, Florida

Statutes (F.S.); applicable rules of the Department of Financial Services; and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. In determining the state financial assistance expended in its fiscal year, the recipient shall consider all sources of state financial assistance, including state financial assistance received from the DEO, other state agencies, and other non-state entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a non-state entity for Federal program matching requirements.

3. In connection with the audit requirements addressed in Part II, paragraph 1, the recipient shall ensure that the audit complies with the requirements of Section 215.97(7), F.S. This includes submission of a financial reporting package as defined by Section 215.97(2)(e), F.S., and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General.

4. In accordance with the Final Guidance FG 05-019, auditors are required to test the RWB's monthly reconciliation of its financial records to the expenditures reported by the auditee in the One Stop Management Information System (OSMIS) maintained by DEO. The Auditors' test results should be reported according to Final Guidance FG 05-019.

5. If the recipient expends less than \$500,000 in state financial assistance in its fiscal year, an audit conducted in accordance with the provisions of Section 215.97, F.S., is not required. In the event that the recipient expends less than \$500,000 in state financial assistance in its fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, F.S., the cost of the audit must be paid from the non-state entity's resources (i.e., the cost of such an audit must be paid from the recipient's resources obtained from other than State entities).

Additional information regarding the Florida Single Audit Act can be found at:
<https://apps.fldfs.com/fsaa/>

PART III: REPORT SUBMISSION

1. Copies of reporting packages, to include any management letter issued by the auditor, for audits conducted in accordance with OMB Circular A-133, as revised, and required by PART I of this exhibit Agreement shall be submitted by or on behalf of the recipient directly to each of the following at the address indicated:

A. Department of Economic Opportunity
Inspector General
MSC #130, Caldwell Building
107 East Madison St.
Tallahassee, FL 32399-6545
The copy submitted to the Inspector General should be a hard copy.

Department of Economic Opportunity
Financial Monitoring Accountability (FMA)

The copy should be submitted to the FMA section should be sent via email to: FMA-RWB@deo.myflorida.com.

B. Workforce Florida, Inc
Finance and Administration Council Chairperson
1580 Waldo Palmer Lane, Suite 1
Tallahassee, FL 32308

The copy submitted to Workforce Florida should be a hard copy.

- C. The Federal Audit Clearinghouse designated in OMB Circular A-133, as revised (the number of copies required by Sections .320 (d)(1) and (2), OMB Circular A-133, as revised) should be submitted to the Federal Audit Clearinghouse:

Federal Audit Clearinghouse
Bureau of the Census
1201 East 10th Street
Jeffersonville, IN 47132

- D. Other Federal agencies and pass-through entities in accordance with Sections .320 (e) and (f), OMB Circular A-133, as revised.

2. Copies of audit reports for audits conducted in accordance with OMB Circular A-133, as revised, and required by Part I (in correspondence accompanying the audit report, indicate the date that the Contractor received the audit report); copies of the reporting package described in Section .320(d), OMB Circular A-133, as revised, and any management letters issued by the auditor; copies of reports required by Part II of this Exhibit must be sent to the DEO at the addresses listed in paragraph three (3) below.

3. Copies of financial reporting packages required by Part II, including any management letters issued by the auditor, shall be submitted by or on behalf of the recipient directly to each of the following:

- A. Department of Economic Opportunity
Inspector General
MSC #130, Caldwell Building
107 East Madison St.
Tallahassee, FL 32399-6545
The copy submitted to the Inspector General should be a hard copy.

Department of Economic Opportunity Financial Monitoring and Accountability
(FMA)

The copy should be submitted to the FMA section should be sent via email to: FMA-RWB@deo.myflorida.com.

- B. Workforce Florida, Inc
Finance and Administration Council Chairperson
1580 Waldo Palmer Lane, Suite 1
Tallahassee, FL 32308

The copy submitted to Workforce Florida should be a hard copy.

- C. The Auditor General's Office at the following address:

Auditor General's Office
Room 401, Pepper Building
111 West Madison Street
Tallahassee, FL 32399-1450

4. Any reports, management letter, or other information required to be submitted to the DEO pursuant to this agreement shall be submitted timely in accordance with OMB Circular A-133, Florida Statutes, and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, as applicable.

5. Recipients and subrecipients, when submitting financial reporting packages to the DEO for audits done in accordance with OMB Circular A-133 or Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, should indicate the date that the reporting package was delivered to the recipient/sub recipient in correspondence accompanying the reporting package.

PART IV: OTHER INSTRUCTIONS

AUDITOR WORKPAPERS ON INTERNAL CONTROLS

The RWB will obtain the internal control work papers from the auditor(s) performing their annual independent financial statement audit. The RWB will keep these work papers onsite as part of their financial records and will make these records available for review by DEO upon request. The RWB further agrees that upon request DEO will also be provided other audit work papers as needed.

EXHIBIT "E"

ADMINISTRATIVE PROCEDURES AND PROCESS CERTIFICATION

First Coast Workforce Development, Inc.

Ms. Elaine Johnson, _____ Chair and Mr. Bruce Ferguson, _____

Executive Director, on behalf of the First Coast Workforce Development, Inc., Regional Workforce Board, Region # 8, certify that the written administrative procedures and processes listed in the attached document are in place. These represent the minimum required procedures and fiscal controls for managing and operating the Workforce Investment Act (WIA), Wagner-Peyser, Trade Adjustment Assistance, Welfare Transition, Supplemental Nutrition Assistance Program and other programs for which the Regional Workforce Board/administrative entity receives funds from the Department of Economic Opportunity or from Workforce Florida Inc.

This certification is incorporated and made a part of the Grantee - Subgrantee Agreement which the Board has executed and agreed to on [Insert Date] 9/19/12.

Ms. Elaine Johnson
Board Chair

Bruce Ferguson
Mr. Bruce Ferguson
Executive Director

State of FLORIDA
County of [Insert County] _____

The foregoing instrument was acknowledged before me this _____ day of _____, 20____
by _____.

[NOTARY SEAL] _____

✓ Personally Known OR Produced Identification _____

Type of Identification Produced: _____

ATTACHMENT TO EXHIBIT "E"

Administrative Procedures and Process Certification

The following administrative processes and procedures are the minimum required to be in place so that the RWBs are in compliance with federal and state laws, applicable Office of Management and Budget (OMB) Circulars and guidance and instructions from the Department of Economic Opportunity (Department or DEO) and/or Workforce Florida, Inc. (WFI). The list is not intended to be an indication of the adequacy of the procedures and processes in place. Governmental Agencies must follow the administrative requirements codified by the United States Department of Labor (USDOL) at 29 Code of Federal Regulations (CFR) Part 97 and non-profit organizations and educational institutions must follow the administrative requirements codified by USDOL at 29 CFR Part 95. These rules also require that the cost principles codified at 2 CFR Part 220 (OMB Circular A-21) or, 2 CFR Part 225 (OMB Circular A-87) or, 2 CFR Part 230 (OMB Circular A-122) (as applicable) must be followed.

I. Financial Management Systems

Both 29 CFR 97.20(b) and 95.21(b) establish a set of seven standards that must be included in financial management systems of grantees and subgrantees.

1. Financial Reporting – Accurate, current and complete disclosure of the financial results of grant activities must be made in accordance with reporting requirements;
2. Accounting Records – All grantees must keep records to adequately identify grant funds;
3. Internal Control – Effective control and accountability must be maintained for all grant and subgrant cash, real and personal property and other assets;
4. Budget Control – Actual expenditures or outlays must be compared with budgeted amounts for each grant or subgrant;
5. Allowable Costs – Applicable OMB cost principles, grant regulations and terms of all grant and subgrant agreements and guidance must be followed in determining the reasonableness, allowability and allocability of costs;
6. Source Documentation – Accounting records must be supported by source documentation such as canceled checks, invoices, purchase orders, paid bills, payroll, time and attendance records, contract and subgrant documents, tax records, etc;
7. Cash Management – Procedures for minimizing the time elapsing between the transfer of funds from DEO and disbursement by grantees must be followed;

II. Cost allocation and Shared costs

WIA regulations require that each partner contribute a fair share of the operating costs of a One-stop system proportionate to the use of the system by customers who are attributable to the partner's program (20 CFR 662.270). In addition to one-stop shared costs, the RWB must have a cost allocation plan that demonstrates how costs that benefit more than one grant program are allocated on the basis of benefits received by each funding source or grant.

(2 CFR Part 220 (OMB Circular A-21), or, 2 CFR Part 225 (OMB Circular A-87) or, 2 CFR Part 230 (OMB Circular A-122)).

III. Procurement

Both 29 CFR Part 97 and 29 CFR Part 95 establish standards for use by recipients and subrecipients in establishing procedures for the procurement of supplies and other expendable property, equipment, real property and other services with federal funds. These standards are furnished to ensure that such materials and services are obtained in an effective manner and in compliance with the provisions of applicable federal statutes and executive orders. Grantees and subgrantees will use their own procurement procedures which reflect applicable state and local laws and regulations, provided that the procurements conform to applicable federal law and the standards identified in that section.

Grantees and subgrantees must maintain written procedures that, at a minimum, address the following standards:

- A contract administration system that ensures contractors perform in accordance with the requirements of any awards;
- A written code of conduct for employees which address conflict of interest provisions;
- A review of prospective procurement to avoid unnecessary duplication;
- A process that promotes the use of intergovernmental agreements for procurement or use of common goods and services;
- A process to ensure only responsible contractors are awarded contracts;
- Documentation of each significant step in the procurement process;
- A settlement process;
- Protest procedures;

Additionally, contracts must contain clauses set forth in 29 CFR 97.36(i) or 29 CFR 95.48 and Part 95, Appendix A, as appropriate.

The RWBs also must follow the specific procurement requirements in Chapter 445, Florida Statutes, and the competitive processes required for WIA Title I programs and Youth programs, as well as Welfare Transition program components. If a fixed-price agreement with a governmental or nonprofit agency results in revenues in excess of actual costs incurred, the excess revenues are considered to be program income (20 CFR 667.200(a)(6)). Additionally, all contracts using WIA funding between a RWB and units of government must be cost reimbursement. (20 CFR 667.200(a)(3)).

IV. Property Management

RWBs are required to have processes and procedures in place to acquire, manage and dispose of property acquired with grant funds in accordance with 29 CFR 97.31 through 97.33 or 29 CFR 95.31 through 95.37 and guidance issued by the Department. RWBs must meet the following minimum equipment management standards:

- Property records must be maintained;
- A physical inventory of the property must be taken and the results reconciled with the property records at least once every two years;
- A control system must be developed to ensure adequate safeguards to prevent loss;
- Adequate maintenance procedures must be developed to keep the property in good condition;
- Property disposal procedures including sales procedures to ensure the highest possible return for equipment that is sold;

In addition, the Board will complete and submit Internal Control Compliance Program (ICCP) reports to the Department. These reports are to be filed quarterly by the 15th of the month following the end of each quarter in an electronic format to Tony B. Lloyd, Chief Financial Officer at Tony.Lloyd@deo.myflorida.com.

V. Records Management and Confidentiality

RWBs are required to have processes and procedures in place to manage, retain and properly dispose of program and financial records in accordance with USDOL grant records management requirements at 29 CFR 95.53 and 97.42, Chapter 119, Florida Statutes, the General Records Schedule GS1-SL for State and Local Government Agencies, as applicable, as well as specific program related requirements such as 45 CFR 92.42, TANF specific: TANF-ACF-PI-2003-1; sections 404(e) and 409(a)(7) of the Social Security Act (Act) and the Supplemental Nutrition Assistance Program (SNAP) - 7 CFR 272.1(f).

RWBs are further required to have process processes and procedures in place to protect the confidentiality of records as detailed in federal and state law, as well as Department Policy 1.02-Confidentiality of Records. At a minimum, these processes must address the following:

- Medical Records & Disability-Related Information:

Medical records and disability-related information on applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment must be stored in a manner that ensures confidentiality, and must be used only for the purposes of record keeping and reporting; determining eligibility, where appropriate, for WIA Title I-financially assisted programs or activities; determining the extent to which the recipient is operating its WIA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law. (29 CFR 37.37)

This information must be maintained on separate forms, stored separately from all other information about a particular individual, and treated as confidential medical records. Access to disability-related or medical information must be limited.

- (i) Supervisors and managers may be informed regarding restrictions on the work or duties of an employee or participant and regarding necessary accommodations.
- (ii) First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment or evacuation; and

(iii) Government officials investigating compliance with Federal law must be provided information on request.

- **Demographic Data in WIA Title I-Financially Assisted Programs:**

Pursuant to 29 CFR 37.37(b) (2) and (c), demographic data (race/ethnicity, sex, age, and where known, disability status) for applicants, registrants, eligible applicants/registrants, participants, trainees, employees, and applicants for employment must be stored in a manner that ensures confidentiality. The data must be used only for the purposes of record keeping and reporting; determining eligibility, where appropriate, for WIA Title I-financially assisted programs or activities; determining the extent to which the recipient is operating its WIA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law. The data will be used for statistical purposes only and will not be used in any manner which reveals the identity of the individual.

- **Confidentiality and Security of Records**

RWBs must not release confidential information unless specifically authorized by law. The Boards must maintain a system of review of public records requests and subpoena requests. Guidance is provided in the Confidentiality of Records and Public Records Request and Subpoenas DEO FG 02-033, as well as Department policies 1.02, Confidentiality of Records and Public Records Request, and 1.06, Processing Public Records Requests, located on the DEO Intranet.

This attachment is intended to provide guidance to some specific state and federal confidentiality and program related statutes such as:

- Public Records: Article I, Section 24 of the Florida Constitution and Chapter 119, Florida Statutes
- The Privacy Act: 5 USC 552a
- Social Security Numbers: 119.0721 F.S. and 5 USCA 552a
- TANF: 45 CFR 205-50; 414.295 F.S.
- WIA: 29 CFR Part 37, 29 USC 2101 section 85, 29 USCA 2801; 29 USC 2935(a)(4)(B)
- NFTA/TAA and TAA: 20 CFR 617.57 (b)
- Re-employment service records: 443.1715 F.S., 445.010 (2) F.S.
- Displaced Homemakers: 446.52 F.S.
- WARN: 29 USC 2102-2109
- FSET: 7 CFR 272.1 (c)
- Job Corps: 20 CFR 670.965, 29 CFR Part 70, 29 CFR Part 71
- LMI: 443.1715 F.S., 445.010(2) F.S.; USDOL Commissioner's Order 3-04
- Migrant Seasonal Farmworker: 20 CFR 653.110 (d)
- Medical documents: 29 CFR 37.37; 29 CFR 1630.14; 381.004(3)(e) and (6)(c) F.S.
- Student records: Federal Educational Rights and Privacy Act (FERPA), 20 USC 1232g and 1232h; 34 CFR Part 99.

RWBs must have a system in place to ensure that employees, contractors, subcontractors, partners and their agents or employees who may receive confidential information are trained and advised of procedures to secure the release of information by way of non-disclosure agreements or other methods.

VI. Grievance Procedures

RWBs must have a grievance process and procedure in place that allows for participants, subgrantees, subcontractors, and other interested persons to file a grievance or complaint in accordance with 20 CFR 667.600 and Rule 73B-1 , Florida Administrative Code.

VII. Oversight and Monitoring and Resolution Process

RWBs must conduct monitoring of subrecipients of grant funds and utilize an audit resolution, debt collection and appeal process to resolve any findings resulting from monitoring or auditing in accordance with 20 CFR 667.400 through 667.500 and in accordance with OMB Circular A-133.

VIII. Equal Opportunity Procedures

RWBs must have processes and procedures in place to ensure compliance with the State's Method of Administration, which implement federal nondiscrimination regulations. In accordance with 29 CFR Part 37, the following 9 elements of compliance must be addressed:

- Equal Opportunity Officer Designation
- Notice and Communication
- Assurances
- Universal Access
- Compliance with Section 504 of the Rehabilitation Act of 1973
- Data and Information Collection and Maintenance
- Monitoring System
- Complaint Processing Procedures
- Corrective Actions and Sanctions

IX. Prior Approval Procedures

RWBs are required to have processes and procedures in place regarding compliance with prior approval procedures in accordance with DEO Final Guidance FG 05-046.

X. Sarbanes-Oxley Act of 2002 – Requirements for all Entities

RWBs are required to have processes and procedures in place regarding compliance with two provisions of the Sarbanes-Oxley Act (SOX) that apply to all corporate entities, including non-profit organizations. These two provisions are referenced as follows:

- It is illegal for any corporate entity to punish whistleblowers or retaliate against any employee who reports suspected cases of fraud or abuse (SOX, Section 1107, Section 1513 of Title 18, USC).
- It is a crime to alter, cover up, falsify, or destroy any document that may be relevant to an official investigation (SOX, Section 1102, Section 1512 of Title 18, USC).

XI. Staffing Changes

The RWB shall notify the Department as soon as possible, but no less than within five business days, of any changes in key personnel positions for the organization.

XII Supplemental Audit Instructions – Work papers on RWB Internal Controls

Each RWB's auditor is required to provide the RWB with a copy of the internal control testing work papers from the annual independent financial statement audit for retention in the RWB's financial records. For further instructions, please refer to Part III, "Other Instructions" of Exhibit "D" Audit Requirements.

XIII Compliance and Reporting on Internal Controls

The RWB is required to perform a self-assessment of internal controls by completing the Department's annual Internal Control Questionnaire (ICQ) Form. The form will be provided in electronic format each year to the RWB. The RWB will provide a copy of the completed annual ICQ Form to the Department, through the email address RWB-FMA@deo.myflorida.com by September 30 of each year unless other instructions are provided by the Department in writing.

The annual ICQ Form will help the RWB to document the primary objectives of internal controls pertaining to compliance requirements for federal programs are met (OMB A-133 section 105):

- Transactions are properly recorded and accounted for;
- Transactions are executed in compliance with laws, regulations and contract provisions; and,
- Funds, property and other assets are safeguarded against loss from unauthorized use or disposition.

In addition, the Board will complete and submit Internal Control Compliance Program (ICCP) reports to the Department. These reports are to be filed quarterly by the 15th of the month following the end of each quarter in an electronic format to Tony B. Lloyd, Chief Financial Officer at Tony.Lloyd@deo.myflorida.com.

XIV. Travel and Per Diem

All travel related costs incurred by RWB employees, Board members, agents or subcontractors, which is funded by state or federal funds passed through to the Board, shall comply with the travel guidelines contained in Section 112.061, Florida Statutes.

XV. Insurance Coverage for Errors and Omissions

The RWB shall maintain liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of the Agreement and any renewal(s) or extensions(s) of it. By execution of the Agreement, the Board accepts full responsibility for identifying and determining the type(s) and extent of liability insurance necessary to provide reasonable financial protections for the RWB and the clients to be served under the Agreement.

The RWB shall maintain errors and omissions insurance on its Board members.

XVI. ETA Salary and Bonus Cap

Section 7013 of Public Law 109-234 limits salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration (ETA). None of the funds available for expenditures on or after the date of enactment of the section (June 15, 2006) shall be used by a recipients or subrecipient of such funds to pay the salary and bonuses of an individual either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall apply to funds provided by contract, grant, or interagency agreement, but shall not apply to vendors providing goods and services as defined in OMB Circular A-133.

Annually RWBs receiving ETA funding from DEO must certify to DEO that a review is performed to ensure that amounts over the cap are not charged to ETA-funded activities. The Board should annually, but no later than April 1, perform a review of their subrecipients to ensure that the salary and bonus cap is not exceeded for any of the funds they passed through. Documentation of that review and any refunds or adjusting entries made should be maintained by the Regional Workforce Board and made available for review, as requested.

XVII. Lobbying

Funds awarded under the Grantee-Subgrantee Agreement may not be used for lobbying purposes pursuant to state and federal law, including but not limited to, Section 216.347, Florida Statutes, and OMB Circulars A-87 and A-122. (2 CFR 225 and 2 CFR 230).

XVIII. Payment of Interest Earned on Program Funds

Unless otherwise authorized by the Department, the RWB shall invest the funds received under the Grantee-Subgrantee Agreement in secure interest-bearing accounts and earn interest on the invested funds in accordance with 29 CFR 97.21 and 29 CFR 95.22.

XIX. Conflict of Interest in Contracting

RWBs shall comply with the requirements of Section 445.007(11), Florida Statutes, and WFI's Contracting Policy before contracting with a member of the Board. Such contracts shall not be executed before or without the approval of WFI. Such contracts, as well as documentation demonstrating adherence to this section as specified by WFI, must be submitted to the Department for review and recommendation according to WFI's Contracting Policy.

EXHIBIT "F"
CERTIFICATIONS AND ASSURANCES
BY
FIRST COAST WORKFORCE DEVELOPMENT, INC.

The Department of Economic Opportunity (Department or DEO) will not award federal workforce funds where the Regional Workforce Board (Board or RWB) has failed to complete the **ASSURANCES AND CERTIFICATIONS** contained in this attachment. In performing its responsibilities under the Grantee-Subgrantee Agreement (Agreement), the RWB provides the following certifications and assurances:

- A. Assurances – Non-Construction Programs (SF 424 B)**
- B. Debarment and Suspension Certification (29 CFR Part 98 and 45 CFR Part 74)**
- C. Certification Regarding Lobbying (29 CFR Part 93 and 45 CFR Part 93)**
- D. Drug free Workplace Certification (29 CFR Part 98 and 45 CFR Part 82)**
- E. Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37 and 45 CFR Part 80)**
- F. Certification Regarding Environmental Tobacco-Smoke**
- G. Association of Community Organizations for Reform Now (ACORN) Funding Restriction Assurance (Pub. L 111-117)**
- H. Scrutinized Companies Lists Certification (Section 287.135, F.S.)**

A. ASSURANCES – NON-CONSTRUCTION PROGRAMS.

NOTE: Certain of these Assurances may not be applicable to your project or program. If you have questions, please contact the Department.

As the duly authorized representative of the RWB, I certify that the Board;

1. Will give the Department, the Comptroller General of the United States, and if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award, and will establish a proper accounting system in accordance with generally accepted accounting standards or Department directives.
2. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-1683, and 1685-1686), which prohibits discrimination on the basis of handicaps; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title

VIII of the Civil Rights act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other non-discrimination statute(s) which may apply to the Agreement.

3. Will comply with the provisions of the Hatch Act (5 U.S.C. 1501-1508 and 7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
4. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874), and the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally assisted construction subagreements.
5. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et. seq.); (f) conformity of Federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).
6. Will cause to be performed the required financial and compliance audits in accordance with the single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
7. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations and policies governing the programs associated with the Agreement.

B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION.

The Board certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a State or a Federal department or agency;
2. Have not within a three-year period preceding the Agreement been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (B)(2) of this certification; and/or
4. Have not within a three-year period preceding the Agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.

C. CERTIFICATION REGARDING LOBBYING – Certification for Contracts, Grants, Loans, and Cooperative Agreements.

The Board certifies, to the best of its knowledge and belief, that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement;
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employees of Congress, or employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions;
- The undersigned shall require that language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly;
- This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure;

D. CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS.

Pursuant to the Drug-Free Workplace Act of 1988 and its implementing regulations codified at 29 C.F.R. Part 94, the undersigned Board, attests and certifies that it will provide a drug-free workplace by the following actions.

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the RWBs’ workplace and specifying the actions that will be taken against employees for violation of such prohibition.
2. Establishing an ongoing drug-free awareness program to inform employees concerning:
 - a. The dangers of drug abuse in the workplace;

- b. The policy of maintaining a drug-free workplace;
 - c. Any available drug counseling, rehabilitation and employee assistance programs;
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- 3. Making it a requirement that each employee to be engaged in the performance of the agreement be given a copy of the statement required by paragraph D.1. of this certification.
- 4. Notifying the employee in the statement required by paragraph D.1. of this certification that, as a condition of employment under the contract, the employee will:
 - a. Abide by the terms of the statement;
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
- 5. Notifying the Department in writing ten (10) calendar days after receiving notice under subparagraph 4.b. from an employee or otherwise receiving actual notice of such conviction. Provide such notice of convicted employees, including position title, to every Grant Officer on whose Grant activity the convicted employee was working. The notice shall include the identification number(s) of each affected contract/Grant. An Incident Report Form, which can be found on the Department's intranet site, should be completed and submitted to the following address:

Office of the Inspector General
 Department of Economic Opportunity
 MSC# 130, Caldwell Building
 107 East Madison Street
 Tallahassee, Florida 32399-4126

- a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended.
 - b. Requiring such employee to participate satisfactorily in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local, health, law enforcement, or other appropriate agency.
- 6. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph 4.b., with respect to any employee who is so convicted.
- 7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of this entire certification.

E. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE.

As a condition of the Grantee-Subgrantee Agreement the Board assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- 1. Section 188 of the Workforce Investment Act of 1998 (WIA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of

either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I B financially assisted program or activity;

2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
6. The American with Disabilities Act of 1990 (Pub. L. 101-336), prohibits discrimination in all employment practices, including, job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the Board's operation of the WIA Title I – financially assisted program or activity, and to all agreements the Board makes to carry out the WIA Title I – financially assisted program or activity. The Board understands that DEO and the United States have the right to seek judicial enforcement of the assurance.

F. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO-SMOKE

As a condition of the Grantee-Subgrantee Agreement the Board assures that it will comply fully with the certification regarding environmental tobacco-smoke.

The Pro-Children Act of 2001, 42 U.S.C. 7181 through 7184, imposes restrictions on smoking in facilities where Federally-funded children's services are provided. Grants are subject to these requirements only if they meet the Act's specified coverage. The Act specifies that smoking is prohibited in any indoor facility (owned, leased, or contracted for) used for the routine or regular provision of kindergarten, elementary, or secondary education or library services to children under the age of 18. In addition, smoking is prohibited in any indoor facility or portion of a facility (owned, leased, or contracted for) used for the routine or regular provision of federally funded health care, day care, or early childhood development, including Head Start services to children under the age of 18. The statutory prohibition also applies if such facilities are constructed, operated, or maintained with Federal funds. The statute does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, portions of facilities used for inpatient drug or alcohol treatment, or facilities where WIC coupons are redeemed. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000 per violation and/or the imposition of an administrative compliance order on the responsible entity.

G. ASSOCIATION OF COMMUNITY ORGANIZATIONS FOR REFORM NOW (ACORN) FUNDING RESTRICTIONS ASSURANCE (Pub. L. 111-117).

As a condition of the Agreement, the Board assures that it will comply fully with the federal funding restrictions pertaining to ACORN and its subsidiaries per the Consolidated Appropriations Act, 2010, Division E, Section 511 (Pub. L. 111-117). The Continuing Appropriations Act, 2011, Sections 101 and 103 (Pub. L. 111-242), provides that appropriations made under Pub. L. 111-117 are available under the conditions provided by Pub. L. 111-117. Note: As of June 20, 2011, this matter is in litigation in the District Court for the Eastern District of New York.

The undersigned shall require that language of this assurance be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all subrecipients and contractors shall provide this assurance accordingly.

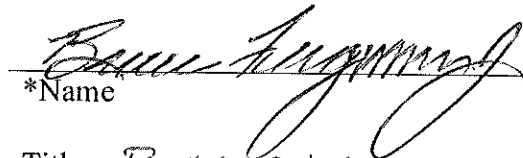
H. SCRUTINIZED COMPANIES LISTS CERTIFICATION, SECTION 287.135, F.S.

This provision may be applicable to those boards that are affiliated with county government. Please consult your legal counsel for that determination.

If a board that is affiliated with a local governmental entity enters into a contract in the amount of \$1 million or more, in accordance with the requirements of section 287.135, F.S., the board will obtain a certification that the contractor is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or meets the conditions for exemption as provided in section 287.135(4), F.S. Both lists are created pursuant to section 215.473, F.S.

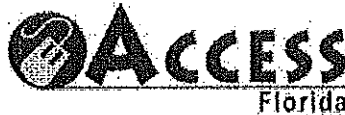
By signing below, the Board certifies and assures that it will fully comply with the applicable assurances outlined in parts A through H, above.

Regional Workforce Board:



*Name
Title PRESIDENT
Date 10/11/12

*The signatory should either be the Regional Workforce Board's Chairperson or the Executive Director if such authority has been delegated by the Board



ACCESS Florida Community Partner Network Agreement

(Firstcoast Workforce Development, Inc. DBA CareerSource Northeast Florida) located at, (1845 Town Center Blvd., Suite 250, Fleming Island, FL 32003), agrees to serve as an access point for applicants and recipients of ACCESS Florida services. For purposes of this agreement ACCESS¹ Florida services are Supplemental Nutrition Assistance Program (SNAP), Temporary Cash Assistance, Refugee Assistance, and Medicaid programs administered by the Department of Children and Families.

As a member of the ACCESS Florida Community Network our organization will be available to:

- ☒ Serve our current client population ☐ Serve the general public in our community.

Our name and street address information as listed above may be advertised as an ACCESS Florida Community Network site and listed on the ACCESS Florida public Internet web page at <http://www.dcf.state.fl.us/programs/access/>

Partner agrees to be advertised on the ACCESS Community Network site.

- ☐ Yes ☒ No This is requested of partners with access to My ACCESS Account – Partner View.

Our telephone and fax number may also be included with this advertisement.

- ☐ Yes ☒ No Phone Number: _____ Fax Number: _____

The access level of our organization is:

Choose one:

- ☒ Self-Service Site ☐ Assisted Service Site* Service Type _____

* At a minimum, provides services annotated with asterisk (*) below to be considered for access to Partner View.

Services offered at Our Organization's Site(s):

- ☒ Provide informational handouts
- ☒ Provide paper applications as requested by customers*
- ☒ Provide access to telephone to call DCF Customer Call Center- 1-866-762-2237
- ☒ Provide computer to apply for assistance on-line*
- ☒ Provide printer for ACCESS documents
- ☒ Provide fax machine to fax application and other documents to DCF
- ☒ Provide copy machine to copy application related documents
- ☐ Provide an explanation of the application process *
- ☐ Provide assistance to customers to complete / submit their application and /or provide requested information*
- ☐ Provide assistance to customers with "My ACCESS Account"*
- ☐ Provide case status information and outstanding information needed to determine eligibility.*

¹ Automated Community Connection to Economic Self-Sufficiency

COMMUNITY PARTNER ASSURANCES

A. Indemnification

1. Community Partner agrees to be liable for and indemnify, defend, and hold harmless the Department and its officers, agents, and employees from all claims, suits, judgments, awards of money damages, attorneys fees, and court costs, arising out of any act, neglect, or omission by Community Partner, its agents, employees, and if applicable, subcontractors during the performance of this agreement, including subsequent amendments thereof.
2. Community Partner's inability to evaluate its liability or its evaluation of liability shall not excuse Community Partner's duty to comply with subparagraph A.1. above, within 7 days after notice by Department to Community Partner by certified mail. After the highest appeal taken is exhausted, only an adjudication or judgment specifically finding Community Partner not liable shall excuse Community Partner's compliance with subparagraph A.1. Community Partner shall pay all costs and fees, including attorneys fees related to obligations and their enforcement against Community Partner by Department. Department's failure to notify Community Partner of a claim, suit, or judgment, award of money damages, attorney's fees, or court costs shall not release Community Partner from the requirements of subparagraphs A.1. or A.2. Community Partner shall not be liable for the sole act, negligence, or omission of Department.
3. If Community Partner is an agency or subdivision of the State, its obligation to indemnify, defend and hold harmless the department shall be to the extent permitted by law and without waiving the limits of sovereign immunity.

B. Civil Rights Compliance

The Community Partner shall ensure that all civil rights requirements are met. All applicants and recipients are granted civil rights in accordance with Federal laws and US Department of Agriculture, Food and Nutrition Services (USDA) policy that services will be provided without discrimination on the basis of race, color, national origin, age, sex, disability, political beliefs or religion. The nondiscrimination poster, "And Justice for All", is posted on the ACCESS Florida internet page at <http://www.myflorida.com/accessflorida/>. If this web page is not accessible to customers, the "And Justice for All" poster shall be posted in a lobby area for customers to read.

C. Confidentiality of Customer Information

Community Partner will only use confidential customer case file information to assist the applicant, the recipient, or Department or their respective duly authorized representatives, with the completion of the application process for ACCESS Florida benefits or services, conducting an investigation into performance of this agreement or the administration of ACCESS Florida programs. Community Partner will only disclose confidential customer case file information to the applicant, the recipient, or Department, or their respective duly authorized representatives only for those purposes set forth in this section. If Community Partner has questions or concerns about safeguarding of confidential case file information or an intended use or disclosure of such information, Community Partner must contact the appropriate local DCF office Contact Person, or their designee. Community Partner agrees not to implement an intended use or disclosure unless approved by DCF. Community Partner agrees to notify the appropriate local DCF contact person within 48 hours of the receipt of verbal or written requests for case file information. No information obtained from a customer's records may be shared with individuals or organizations. All such requests should be referred to DCF for review and action.

Community Partner will only access confidential customer case file information if they are an approved Assisted Service Site, have completed all required security training and have been given a consent form from the customer allowing access to information that is dated within 90 days of the access to information.

D. Health Insurance Portability and Accountability Act

Where applicable, community partners agree to comply with the Health Insurance Portability and Accountability Act (42 U. S. C. 1320d.) as well as all regulations promulgated hereunder (45 CFR Parts 160, 162, and 164).

E. Brochures, ACCESS Materials and Signage

Community Partner shall ensure that customers are aware that they are an ACCESS Partner by

displaying an ACCESS Sign in their store front window or other appropriate area as agreed upon between the Department and the Community Partner. Brochures, paper applications and other informational ACCESS materials shall be made available to customers.

F. Training

The Community Partner shall participate in on-line training as provided by the Department in the following areas: (1) the use or disclosure of confidential case file information, including information governed by the Health Insurance Portability and Accountability Act of 1996 and its implementing federal regulations; (2) Civil Rights requirements; and (3) for those partners using the My ACCESS Account-Partner view, Department's annual Security Awareness training. Additionally, the Community Partner will participate in either the on-line training modules or other training sessions provided by the Department that address (1) ACCESS Program overview, (2) the My ACCESS Account Status training. The Community Partner agrees to on-site monitoring as established by the Department.

G. Information Security Obligations

The Partner shall be held responsible for information security, especially involving the access, transport or storing of sensitive and confidential information. Fulfillment of security responsibilities shall be mandatory and violations may be cause for action, up to and including civil penalties or criminal penalties under chapters 119, 812, 815, 817, 839, or 877, Florida Statutes, or similar laws.

H. Client Risk Prevention and Incident Reporting

The Community Partner must immediately report knowledge or reasonable suspicion of abuse, neglect, or exploitation of a child, aged person, or disabled adult to the Florida Abuse Hotline on the statewide toll-free telephone number of 1-800-962-2873 (1-800-96ABUSE). This requirement is binding upon Community Partner and its officers, agents, and employees, as required by chapters 39 and 415, Florida Statutes.

I. Publicity

Provider and its employees, agents, and representatives will not, without prior DCF written consent in each instance, use in advertising, publicity or any other promotional endeavor any State mark, the name of the State's mark, the name of the State or any State affiliate or any officer or employee of the State, or represent, directly or indirectly, that any product or service provided by the Partner has been approved or endorsed by the State, or refer to the existence of this Agreement in press releases, advertising or materials distributed to the Partner's prospective customers.

ADDITIONAL ASSURANCES FOR PARTNERS UTILIZING THE PARTNER VIEW SYSTEM

The My ACCESS Account – Partner View is a system that allows limited access to customer information to certain personnel who are actively assisting customers with their ACCESS Florida program activity. Partners with access to this system shall perform the following:

- Assist customers in completing the web application as requested. Partners that assist the customer completing screens on the web application shall have the customer submit the electronic application themselves unless the Community Partner is acting as the authorized representative and has all required documentation verifying their designation as the authorized representative.
- Assist customers to understand what verifications are outstanding and necessary in order for Department to determine eligibility for the Medicaid, Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Cash Assistance programs.
- Assist customers with verifying case status and eligibility information through opening their account on MyAccount
- Assist customers with understanding the availability of public assistance benefits and services administered by Department
- Notify Department if Partner has case information in its possession, custody, or control concerning a customer that is inconsistent with Department's information.
- Follow Department policies regarding obtaining information not available on the Partner View system
- Partners are expected to monitor their employees to ensure all guidelines set forth in this agreement are followed.

- Prior to viewing customer case file information, a Partner using this system will obtain a standalone written consent or authorization from the applicant or recipient authorizing Department to share confidential public assistance case file information related to eligibility determination with the Community Partner organization. The consent or authorization shall comply with Department policies and must be retained and available to Department or its designated representatives, as necessary, during normal business hours for review and comparison against inquiries made on the ACCESS system for a period of three years from the date such consent or authorization is received from the applicant, recipient, or authorized household representative. Failure to have valid consent forms may result in the Partner losing access to customer information.

Community Partners must complete and submit all designated security forms for each individual allowed access to confidential customer case file information as required by Department. Community Partner must notify Department's liaison of termination of any Community Partner employees that have or had access to confidential customer case file information.

DEPARTMENT ASSURANCES

A. Training

Department will offer training to Community Partner in the following areas:

(1) the use or disclosure of confidential case file information, including information governed by the Health Insurance Portability and Accountability Act of 1996 and its implementing federal regulations; (2) Civil Rights requirements; and (3) for those partners using the Partner View system, Department's annual Security Awareness training. Additionally, the Department offers on-line or class room training that address (1) ACCESS Program overview, (2) the My ACCESS Account Status training.

B. Supplies and Materials

Department will supply and replenish ACCESS signage, paper applications and public assistance programs literature as needed at no cost to Community Partner. Community Partner must notify Department of the need for additional literature in a timely manner based on its local demand levels.

C. Eligibility Determination

Department will complete the eligibility determination process on completed applications received from Community Partner site(s), including timely notifying applicants of the eligibility decision, the availability of hearing rights, and how fair hearings may be requested.

D. For Partner using the My ACCESS Account Partner View System

Department will provide limited access to confidential customer case file information. This access will be granted solely to assist the Community Partner in their limited role of assisting with the administration of ACCESS Florida services. The department will monitor Community Partner's compliance with the terms and conditions of customer consent or authorization relating to information concerning applicant and recipient households and assistance groups. Monitoring will occur using on-site visits, computerized surveillance, desk reviews and by other means deemed necessary by Department.

MUTUAL AGREEMENT

Start Date and End Date

☒ This agreement shall begin on _____ or on the date on which it is signed by the last party required to sign it, whichever is latest.

☐ This agreement shall end at midnight, local time in _____, Florida, on _____

☒ This agreement will remain in effect unless terminated by either party with proper notice.

Termination

1. This agreement can be terminated by either party without cause upon no less than 30 calendar days notice in writing to the other party, unless an earlier time is mutually agreed upon in writing.

2. This agreement may be terminated for Community Partner's non-performance upon no less than 24 hours notice in writing by Department. Department may exercise the provisions of Rule 60A-1.006(3), Florida Administrative Code, if this agreement is terminated for nonperformance. Waiver of any breach of this agreement shall not be deemed a waiver of any other breach and shall not be construed to be a modification of this agreement. Department may exercise all other rights and remedies at law or in equity to redress a breach of this agreement

3. Community Partner's failure to perform any obligation required by this agreement in a manner satisfactory to Department will be sufficient cause to terminate this agreement. To be terminated as a partner under this subparagraph, Community Partner must have: (1) previously failed to satisfactorily perform in a contract with Department, been notified by Department of the unsatisfactory performance, and failed to correct the unsatisfactory performance to Department's satisfaction; or (2) had a contract terminated by Department for cause.

The contact person, or their designee, shall be responsible for informing the appropriate local Department of Children and Families office of performance concerns of which the Community Partner becomes aware in the performance of its duties and responsibilities, and be responsible for providing in a timely manner the appropriate local Department of Children and Families office with original or copies of documentation required by this agreement, and for being available to Department for consultation and assistance, as requested by Department or as agreed by Community Partner, during Community Partner's normal business hours and days of operation.

1. Community Partner's name, as shown on page 1, mailing address, telephone number and e-mail address is:

Bryan Stone
First Coast Workforce Development Inc., DBA CareerSource Northeast Florida
1845 Town Center Blvd., Ste. 250
Fleming Island, FL 32003
bstone@careersourcenefl.com

2. The name, address, telephone number and e-mail address of Department of Children and Families ACCESS Program contact person is:

Sandy Beaumont
5920 Arlington Expressway Rm. 355
Jacksonville, FL 32211
904-723-5388
Sandy_beaumont@dcf.state.fl.us

Department's contact person will be available to assist Community Partner in its performance of this agreement on an "as needed" basis during Department's normal business hours and days of operation. All contact with Department by the Community Partner must be through Department's local contact person.

SIGNATURES

**Signature of Community Agency
Executive or Designee**

Date

**Printed Name of the Executive or
Designee**

Bruce Ferguson

Date

**Signature of DCF Regional
Director, Circuit Administrator or
Designee**

Date

**Printed Name of the Regional
Director, Circuit Administrator or
Designee**

Yvette Burch
**Economic Self-Sufficiency Director,
Northeast Region**

Date

Additional information needed

Community Partner Contact Name:	Bryan Stone
Contact Phone Number (and extension, if applicable):	(904) 213-3800 ext 2004
Contact E-Mail Address:	bstone@careersourcenefl.com
Alternate Contact Name:	Cheryl Taylor
Alternate Contact Phone (and extension, if applicable):	(904) 213-3800 ext 2233
Alternate Contact E-Mail Address:	ctaylor@careersourcenefl.com
Fax Number:	(904) 272-8927
Website (if applicable):	www.careersourcenefl.com
Days of Week Open:	M - F
Hours of Operation:	8:00 am – 5:00 pm

ACCESS Florida Community Network Agreement
Attachment 1 for Additional Sites

Site Name	Address	Publish	Telephone	Publish
CareerSource Northeast Florida	1184 South 6 th Street Maccleddy, FL 32063	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 259-9309	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	1845 Town Center Blvd., Suite 150 Fleming Island, FL 32003	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 213-3888	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	5000 Norwood Ave., Suite 2 Jacksonville, FL 32208	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 924-1710	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	11110 Beach Blvd., Suite 1 Jacksonville, FL 32246	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 997-3100	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	96042 Lofton Square Court Yulee, FL 32097	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 432-0009	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	525 State Road 16, Suite 109 St. Augustine, FL 32084	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 819-0231	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CareerSource Northeast Florida	215 N. Market Street, Suite 100 Jacksonville, FL 32202	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	(904) 798-9222	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

- Use this attachment when you are executing and agreement with a Community Network participant who has agreed to enroll multiples sites of his or her organization within your district or region.

1. What is your organization's governance structure? Do you operate under the authority of a board?

Policy Governance-Carver model. Yes, we have a board of directors, contract with Executive Director. Oversight board.

2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?

Not sure about that question, regional representatives and/or offices. But yes, a designated region, and various projects and initiatives with other regions as well. Two offices in six counties – each region has at least two offices.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners? How do you coordinate processes with those agencies or partners?

I don't have any staff permanently outstationed, but do deploy staff to colleges, technical institutes, libraries, based on need of program participants located in those areas. Have even used probation and parole offices. Some small regions have staff in college offices.

4. Do your program participants utilize services in a one-stop career center?

Yes. All of them do.

5. If available, please provide a process map for your organization's services that relate to WIOA.

Briefly:

- Customer enters front door.
- Greeted by staff.
- Signs in for service, giving basic information.
- Staff gets to know customer enough to determine the need during that visit, and includes update in the job-matching system.
- For customers visiting the first time, staff assists with registration in the job-matching system and job searching.
- Services on any given visit are determined by needs.
- For customers needing or wanting training in order to go to work or advance in careers, they are assessed and assisted with applications to WIOA training programs and more intensive services including workshops, resume 1:1 help from an expert in that, applications for college, etc.
- All customers are assessed for needs and offered further services according to an individual employment plan.
- Some are referred to VR; some to domestic violence services, some to local food or clothing banks, some to local health departments for healthcare, or other providers of services in the community.
- Customers are followed up as prescribed by program requirements.

Business Services:

- Staff encounters businesses in everyday routine of visiting in the communities.
- Business owners/managers call us asking us to help them locate workers.
- Either way, we generate job orders and announce, take applications, and deliver them to businesses on a daily basis.
- Other services are offered in the course of contacting and building relationships with businesses:
 - Human resources materials, books, videos, forms.
 - Assistance with designing a recruitment plan and hiring process.
 - Job fairs.
 - Layoff aversion services.
 - Layoff rapid response services and resource fairs.
 - OJT and other customized training assistance via contracts, if we have funding enough.
 - Linkage to state level resources for training workers (IWT and QRT).



Integration of Florida's Workforce Development System Q&A

1. What is your organization's governance structure?

EFI was created in Florida statute as a public-private organization. A policy-driven Board of Directors oversees the organization, comprised of appointed members and a diverse group of investors representing some of the nation's most notable corporations in Florida. In addition, each member of the Florida Cabinet holds a position on the board. Florida Governor Rick Scott serves as the Chairman of EFI's Board of Directors. Florida's Secretary of Commerce, Bill Johnson serves as President and CEO of Enterprise Florida.

2. Does your organization operate within designated regions?

Enterprise Florida's Trade Specialists work in designated regions.

Do you have regional representatives and/or offices?

In addition to regional Trade Specialists, Enterprise Florida has offices in 3 cities in Florida and 15 International offices.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners?

The Trade Specialists are co-located with other economic development partners.

How do you coordinate processes with those agencies or partners?

Office space is leased.

4. Do your program participants utilize services in a one-stop career center?

Our program participants are employers, we encourage them to use the services of their local Career Source office.

5. If available, please provide a process map for your organization's services that relate to WIOA.

N/A

*Rick Scott,
Florida Governor
Chairman*

*Bill Johnson,
Florida Secretary of Commerce
President & CEO*

HEADQUARTERS

800 North Magnolia Avenue
Suite 1100
Orlando, Florida 32803
T 407-956-5600
F 407-956-5599

TALLAHASSEE

101 North Monroe Street
Suite 1000
Tallahassee, Florida 32301
T 850-298-6620
F 850-298-6659

**INTERNATIONAL TRADE &
DEVELOPMENT**

201 Alhambra Circle
Suite 610
Coral Gables, Florida 33134
T 305-808-3660
F 305-808-3586

APD: WIOA Task Force Response

June 11, 2015

1. What is your organization's governance structure? Do you operate under the authority of a board?

The Agency for Persons with Disabilities is a Governor's Executive Agency. There is no "authority" or "board." The Governor appoints the Director for the Agency who then must be confirmed by the Senate.

The Agency does work collaboratively with the Statewide Family Care Councils (FCC) that were created by the Florida Legislature in 1993 (Chapter 393.502, Florida Statutes). The FCCs do not have authority over the Agency, but do advise the Agency on various topics. There are Councils in 14 locations around the state and each have approximately 10-15 members that are appointed by the Governor.

2. Does your organization operate within designated regions? Do you have regional representatives and/or offices?

Yes. APD has 6 Regional Offices around the State in addition to a State Office to provide the Administrative Oversight. APD's executive management staff is housed in the State Office location in Tallahassee. Each of the six Regions has a Regional Operations Manager in charge who is selected by the Director. APD also has three (3) Statewide Developmental Disability Centers (DDC). These Centers are operated and staffed by the Agency and provide direct care for the client residents.

3. If you operate within regions, are any of your regional representatives located with other agencies or partners?

No.

How do you coordinate processes with those agencies or partners?

APD supports persons with developmental disabilities in living, learning, and working in their communities. Accordingly, with specific regard to providing services for people with disabilities to secure and maintain competitive employment, the Agency coordinates processes with "sister agencies" by working closely in collaboration with mutual statewide competitive employment efforts. One example is Employment First, which is a primary focus in Florida as demonstrated by the Governor's Executive Order and the Employment First Interagency Collaborative Agreement executed by nine members (agencies and organizations.) Employment First is a policy that requires the state serving people with disabilities, including developmental disabilities, to insure that competitive employment is always a person's first option. Supported



agency for persons with disabilities
State of Florida

Employment services are provided by both VR and APD, and services may continue by APD for as long as the person needs the support to maintain employment. In addition, the Agency has sponsored and participated in collaborative cross trainings with sister agencies over the past several years to promote successful employment efforts by all agencies and providers.

4. Do your program participants utilize services in a one-stop career center?

Yes. People with developmental disabilities served by APD can be referred to the One Stop Career Centers for assistance with employment. The Agency does not have specific data regarding the number of people APD serves that have also utilized DEO's Career Source Centers.

5. If available, please provide a process map for your organization's services that relate to WIOA.

APD has attached a process map of Florida's employment system for persons with Disabilities that include Division of Vocational Rehabilitation (VR), Department of Economic Opportunity (DEO), the Agency for Persons with Disabilities (APD), and the Bureau of Exceptional Education and Student Services (BEES).

Workforce Innovation and Opportunity Act Task Force Meeting Agenda

July 16, 2015 • 9 a.m. – 4 p.m.

BETTY EASLEY CONFERENCE CENTER
4075 ESPLANADE WAY, ROOM 148, TALLAHASSEE, FL 32399

Chairman's Welcome & Remarks

Chris Hart IV

Best Practices in Agency Collaboration

Sheila Gritz-Swift
Florida Developmental Disabilities Council

Leveraging Disability Inclusion in the Workplace

Leslie Wilson, M.S.
US Business Leadership Network, Going for the Gold Project

Pat Wear, M.S.
Vice President, Wilson Resources

Voice of Education Leaders

Recommendations from Task Force Members

Task Force Members

Task force members are invited to present recommendations on the following for discussion:

- How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?
- What should be included in a comprehensive one-stop career center?
- Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?
- How can Florida's Workforce Development System better share information, systems, and/or customers?
- What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

A lunch break will be provided mid-day.

Public Comment

Open discussion for comments on Florida's WIOA Implementation from members of the public, interested stakeholders and task force members.

Closing Comments

Chris Hart IV

Upcoming Meetings

August 6, 2015 – Betty Easley Center
August 27, 2015 - Webinar

collaborate.
innovate.
lead.



WIOA Task Force Recommendations
July 16, 2015

Name	How should WIOA Planning Regions be Organized?	What should be included in a one stop career center?	Which programs should be included in Florida's Workforce Development System?	How can Florida's Workforce Development System best share information, systems, and/or customers?	What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?	Other Recommendations or Comments
Chairman Chris Hart CareerSource Florida	<i>See attachment.</i>					
Barbara Foster Department of Economic Opportunity	Work toward smallest number of regions for planning with largest number of sites for implementation.	Pass	Initial unified planning doesn't close the door on combined planning.	No information provided.	No information provided.	
Aleisa McKinlay Department of Education	<i>See answers for Vocational Rehabilitation.</i>					
Marshal Criser State University System	Local decision making is an important part of the system.	High touch (physical presence) and high reach (virtual capabilities).	Look forward to continued discussion.	High reach may also include expanding access and combination of university and college students into Employ Florida Marketplace.	Ensure that career centers are accessible to those individuals with disabilities.	
Kasongo Butler Florida College System	Alignment between college system and workforce system is helpful.	No specific answer because we are considering all possibilities. Involve the entities that can provide training and education.	All interested parties should have the opportunity to participate.	No specific recommendation.	No specific recommendation.	
Rod Duckworth Division of Career and Adult Education	Adult Education are represented in all 67 counties. Access for those counties to regional planning is important.	Flexibility to local need is important.	Adult Education is a core program and will be implemented through the workforce plan. The Farmworker Program will be within a career center. At some point, Perkins should be included in a combined plan. WIOA provides flexibility to add programs in future years.			
Aleisa McKinlay Division of Vocational Rehabilitation	<i>See attachment.</i>					Establish infrastructure sharing formula at the state level.
Robert Doyle Division of Blind Services	<i>See attachment.</i>					
Meghan Murray Agency for Persons with Disabilities	<i>See attachment.</i>					Discuss sub minimum wage.

WIOA Task Force Recommendations
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Name	How should WIOA Planning Regions be Organized?	What should be included in a one stop career center?	Which programs should be included in Florida's Workforce Development System?	How can Florida's Workforce Development System best share information, systems, and/or customers?	What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?	Other Recommendations or Comments
Tom Looft Department of Elder Affairs	Look toward alignment of different regional perspectives throughout the state.	Include local community based organizations. Consider older workers in the system. The need in local areas will be different depending on the need of the area.	DEA's piece to this is a small in terms of funding. "Either way."	Workforce Development System should encourage the continuation of CSEP program representatives on local boards.	Older workers may need special kinds of assistance. Connect aging resource centers and community based organizations to meet the needs of older workers.	Emphasize the viewpoint of employers.
Jennifer Lange Department of Children and Families	<i>See attachment.</i>					
Julie Orange Department of Juvenile Justice	<i>See attachment.</i>					
Kim Riley Department of Corrections	No specific recommendation.	Soft skill training and English language training should be available. Driver's license or picture identification should be available.	Department of Corrections would like to be included. Combined plan.	Find ways to better integrate services before an individual is re-entered.	Marketing individuals from CareerSource Florida Network should bring employers to institutions for awareness of skill level and training programs.	
Cori Henderson Enterprise Florida	Enterprise Florida is looking for consistency for ease of use.	Services for employers.	No answer.	Strengthen employer relationships	No answer.	
Bruce Ferguson FWDA President	<i>See attachment.</i>					
Sheryl Rehberg FWDA Rural Representative	<i>See attachment.</i>					
Joe Paterno FWDA Representative	I think we need to look at the traffic patterns where individuals commute and business recruit from.	I feel that the one stop should be all inclusive, while maintaining a business atmosphere.	I am a firm believer that we need to be all inclusive when it comes to which programs and entities that should be listed. Therefore I suggest all the parties or members of the task force need to be included.	The best way to share information is for one data system to be used. Currently all agencies have their own system and most of the do not talk to each other.	I think the workforce system does a pretty good job of assisting person with obstacles however there is always room for improvement. A possible statewide marketing plan designed to encourage businesses to hire these individuals. If we need to provide incentives I am good with that approach.	

WIOA Task Force Recommendations
July 16, 2015

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Dr. Rick Harper Florida Small Business Development Center Network	Utilize labor market areas in determining regions. Commuter patterns should be examined when establishing career centers.	How can we best deploy our limited resources? Examine best practices to reach people effectively. Combination of high reach and high touch is preferred. Surveying and tracking utilization and means of contact to determine what reach of service to provide.	The entities that utilize our services should be adequately represented.	Also consider how we generate information. A large part of the disconnect between partners is information failure. Utilize market data for programs to make decisions.	No specific recommendation.	
Curtis Austin Association of Post-Secondary Schools and Colleges	<i>No information provided</i>					
Theresa Antworth Independent Colleges and Universities of Florida	No specific recommendations.	Comprehensive means all needs of a job seeker. That includes some aspect of education, but not in all physical locations.	Collaboration is important.	Have a representative of core programs on the local boards. Knowing about the services will enable enhanced collaboration.	No specific recommendation.	
PUBLIC COMMENT						
Patricia Jones Polk State College	<i>See attachment</i>					
Florida Gateway College Florida State College at Jacksonville Seminole State College South Florida State College	<i>See attachment</i>					
Dr. John Holdnak Gulf Coast State College	<i>See attachment</i>					
J Kevin Brown South Florida State College	Perkins funding can be partnered with other leveraged funds can enhance training opportunities when left to the flexibility of state colleges.					
Dr. Jason Hurst Chipola State College	Continue administration of Perkins funding through the Department of Education.					
Dr. Bill Law St. Petersburg State College	Continue administration of Perkins funding through the Department of Education.					
Rosemary James Linda Woodard Florida State College at Jacksonville	Funding used to be responsive to business and industry needs. Keep Perkins funding separate from other state plans.					
Dave Barnes ACE of Florida	Already enjoy partnerships with CareerSource Florida Network, happy to work with Division of Career and Adult Education in WIOA implementation.					
Ed Goolsby Pasco State College	Appreciate partnerships with CareerSource Florida Network and collaboration with Perkins Funding.					

7/30/2015

WIOA Task Force Recommendations
July 16, 2015

Angela Kersenbrock Seminole State College	Support of existing mechanisms for Perkins Funding.
Mildred Coyne Broward College	Support of existing mechanisms for Perkins Funding.
Patricia Jones Polk State College	Support the efforts to create a combined WIOA plan, but emphasize Perkins funds for career and technical education. Do not include Perkins in combined plan at this point.

Department of Education
Division of Vocational Rehabilitation (VR)
WIOA Task Force Topics and Recommendations

1. How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

VR is currently organized locally to follow the local workforce planning areas. Those local offices are rolled up into six areas with a management structure and resources at the area level. If the core partners want to follow the same regional structure, VR will require new FTEs and reorganization if those six areas change.

2. What should be included in a comprehensive one-stop career center?

- A statewide agreement about the minimum level and types of participation that VR will have in each of the CCCs would be helpful, if local offices had some flexibility to determine the best methods for implementing the agreements.
- VR recommends a statewide infrastructure agreement. Our area and local offices don't have independent budgets, nor do they have the authority to bind the Department of Education to any agreement. A centralized agreement on infrastructure costs would be easier for all involved to negotiate and manage, if based on a common agreement about VR's participation in a CCC.

3. Which programs and entities should be included in Florida's Workforce Development System (unified or combined planning)?

VR is a required core partner that will be part of a unified or combined plan. If DEO programs want to be part of a combined plan because it makes sense and will improve services to customers, then a combined plan is acceptable. No entity or program besides the core programs should be compelled to participate in a combined plan; however, as time passes, the core programs should remain open to including additional partners in future plans.

4. How can Florida's Workforce Development System better share information, systems, and/or customers?

- Regardless of how the partners are organized at the state level, much more consistent communication, collaboration and cooperation must happen between the partners. Every decision made should go through this filter. How does taking a particular action help or hurt this effort?

- The customer's experience should be one of an integrated system, whether the partners are using the same systems or not. System integration, if it is to occur, needs to be properly planned, funded and implemented with all partners participating.
- Sunshine Law requirements must be addressed. To effectively plan as a group, the partner organizations must be able to discuss planning and operational details as part of their day-to-day work requirements. This runs contrary to the requirements of the task force and state board. It's very difficult to plan and implement an integrated system when the principles of the partner agencies cannot discuss options without noticing a meeting.
- VR supports ongoing, meaningful cross training between partner staff in order to better share information.
- The partners should further examine whether the VR vendor registration process and CareerSource eligible training provider approval process can be better coordinated at the state level.
- VR supports development of minimum requirements for a variety of topics, including infrastructure, MOUs, CCC requirements, etc.

5. What can Florida's Workforce Development System do to be serve individuals with obstacles to employment?

- The partners need to have a shared, overarching vision, mission, values and culture. While the Task Force tacitly agreed to follow the vision, mission, promise and pillars of CareerSource Florida, the partners need develop something (the same or different) that all can actively buy into and internalize as partner organizations. Each partner needs to consider what the mission and vision mean to their organizations. What changes are being necessitated by WIOA in how we approach our work? How do we bring everyone on board?
- The partners need to be accountable **to each other** across core programs. We need processes for knowing what happens to a person when they are referred to a partner program. Did the person get the services they need? We all need to have confidence that the net we are creating in the workforce development system doesn't let anyone slip through.
- Customers – job seekers and businesses – need to experience a seamless system of meaningful services. In order to accomplish a seamless system for everyone, it must be designed with universal design principles in mind. Universal design includes ADA, but is based on a slightly different philosophical approach.

- Universal design principles include¹:
 - Principle 1: Equitable Use - The design is useful and marketable to people with diverse abilities.
 1. Provide the same means of use for all users: identical whenever possible; equivalent when not.
 2. Avoid segregating or stigmatizing any users.
 3. Provisions for privacy, security, and safety should be equally available to all users.
 4. Make the design appealing to all users.
 - Principle 2: Flexibility in Use - The design accommodates a wide range of individual preferences and abilities.
 1. Provide choice in methods of use.
 2. Accommodate right- or left-handed access and use.
 3. Facilitate the user's accuracy and precision.
 4. Provide adaptability to the user's pace.
 - Principle 3: Simple and Intuitive Use - Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
 1. Eliminate unnecessary complexity.
 2. Be consistent with user expectations and intuition.
 3. Accommodate a wide range of literacy and language skills.
 4. Arrange information consistent with its importance.
 5. Provide effective prompting and feedback during and after task completion.
 - Principle 4: Perceptible Information - The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
 1. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
 2. Provide adequate contrast between essential information and its surroundings.
 3. Maximize "legibility" of essential information.
 4. Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
 5. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.
 - Principle 5: Tolerance for Error - The design minimizes hazards and the adverse consequences of accidental or unintended actions.

¹ Centre for Excellence in Universal Design, <http://universaldesign.ie/What-is-Universal-Design/The-7-Principles/>.

1. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
 2. Provide warnings of hazards and errors.
 3. Provide fail safe features.
 4. Discourage unconscious action in tasks that require vigilance.
- Principle 6: Low Physical Effort - The design can be used efficiently and comfortably and with a minimum of fatigue.
 1. Allow user to maintain a neutral body position.
 2. Use reasonable operating forces.
 3. Minimize repetitive actions.
 4. Minimize sustained physical effort.
 - Principle 7: Size and Space for Approach and Use - Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.
 1. Provide a clear line of sight to important elements for any seated or standing user.
 2. Make reach to all components comfortable for any seated or standing user.
 3. Accommodate variations in hand and grip size.
 4. Provide adequate space for the use of assistive devices or personal assistance.

WIOA

Florida Division of Blind Services

Comments

How should Florida's Workforce Innovation and Opportunity Act (WIOA) planning regions be organized?

Florida has been a leader in terms of workforce development. The Florida Division of Blind Services agrees with actions taken by CareerSource to re-designate regions and workforce boards through 2017. This action recognizes the leadership of Florida in initial designations and provides for the thoughtful input required by WIOA prior to any further designations. Interstate areas will still be required to be identified (unless this action has already been taken). In accordance with WIOA, further changes in planning regions cannot be undertaken without consultation with local boards and the chief elected officials in these local areas.

The map provided by Chairman Hart during the taskforce meeting on July 16th may be feasible. We look forward to further discussion about how well such a map may serve the entire system. There should also be opportunity to consider emerging markets and the ability to deal with them from the State board or allow for virtual (cross geographical and/or sector) planning activities.

What should be included in a comprehensive one-stop career center?

WIOA's outline for one-stop services is rather comprehensive. Centers can be designed with all the required one-stop partners in mind, taking into consideration that regional areas may or may not be conducive to some programs (i.e. farm programs in major metropolitan areas). There is importance for there to be local flexibility, but to the extent that partners who WANT or NEED to be included are not unnecessarily excluded.

One-Stop centers need to be designed with other agencies in mind, similar to the way Joe Paterno described. A consumer or employer should be able to get the services he or she needs in one location, or at least the information and assistance to services that are not directly available from CareerSource. The services from other agencies should be readily available, and staff members need to be versed in the application process. Disability coordinators could have cross training with DVR, DBS, APD, etc. while those agencies could have regularly scheduled hours at the one stop centers to facilitate a smooth process for the individuals needing their services.

As noted above, centers must meet accessibility needs of consumers both in construction

(universal design) and equipment. Assistive technology, computers, software and knowledgeable staff will need to be available to meet the needs of all consumers with disabilities. Partner agencies not having full time offices at the locations can meet with and provide the specifics of supports for clients at the facilities on a scheduled basis or by appointment.

The hours of operation for career centers should also be flexible, having at least one or two days a week when offices are open longer than the standard work day. This provides those who are underemployed an opportunity to access services for career preparation and growth.

Centers should be located in areas that are easily accessible to public transportation.

The Division of Blind Services looks forward to opportunities to have better coordination within the one-stop centers. DBS believes that co-location is a good idea in some instances. DBS serves about 11,200 clients from birth to seniors each year. Approximately half of these are directly engaged in rehabilitation programs to prepare them for eventual employment. Some are job or training ready when they leave, others are not. During the SFY that just concluded 761 blind or visually impaired Floridians obtained, or maintained employment. Consideration of the volume of clients served in each region should be made when evaluating whether a permanent seat is needed in each one-stop. The cost to lease space will also need to be considered to ensure that direct client funding is maximized. In short, co-location of DBS offices in some one-stop offices has to make sense for the consumers that we serve, maximize resources and meet accessibility needs.

Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

Florida's system will include multiple partners and will ultimately result in the submission of a combined state plan. There was considerable indication at the meeting that not all participants recognized the difference from being a required one-stop partner and being part of a combined plan. I'd suggest that we end up with a combined state plan, but we may start with the core programs, perhaps include a few additional programs initially, and build from there. There are a lot of details that still have not been addressed. With only 2 meetings left to go, it may be advisable to move forward with the mandated partners and those that are ready to go with their state planning now, and add others in staggered stages over the life of the plan. State plan components must allow for individual partners to coordinate within the system, while maintaining the charges within each organization's state or federal requirements. Specializations need to be observed and maintained. DBS' portion of the state plan will need to separately identify how services will be delivered within the workforce system, utilizing the specialized services of vision professionals involved in the service delivery system and allowing better coordination for greater outcomes to those portions of the system.

How can Florida's Workforce Development System better share information, systems, and/or customers?

All core partner organizations should have representation on state and local CareerSource boards. This creates an opportunity for information sharing and greater collaboration to meet system needs. Where opportunities exist, cross training should take place so that each member knows how to articulate the most basic parts of other programs and so that accurate referrals can be made.

It is not recommended that all the partners attempt to merge into one system. However, it is recommended that a common basic application be developed that captures the core information needed to assess the core program to provide services. This application needs to be written in a method that allows it to be easily imported into other systems once a person's program is known. There needs to be a way to track referrals back and forth between system patterns as well. The systems need to be accessible to individuals who are blind and who have other disabilities. Other data from common programs should be transmitted from each partner and collected and assembled for reporting purposes.

What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

The system needs to study and recognize the challenges that lead to the lower unemployment rates of those with multiple barriers (prison histories, lack of training, no employment history and those with disabilities etc.). Partners should communicate, strategize and execute agreed upon methods of meeting the needs of these individuals. There also has to be greater dialogue with the business community of ways to meet their needs, while also employing and accommodating the needs of those with multiple barriers.

FWDA Response to WIOA Task Force Questions

The Florida Workforce Development Association supports the overarching principle that the business community in the state of Florida is the customer of the workforce development system. As such, all of our workforce systems and services shall focus on meeting the needs of our state's businesses. By developing services that meet business needs we are providing the job seekers in our communities the best chance of long term employability and economic self-sufficiency. Proper alignment and development of the various programs and services of the workforce system are critical to our state's growth and prosperity as well as that of its citizens.

Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

The State of Florida should complete a combined plan including: WIOA, Wagner-Peyser, USDOL Veterans, TAA, TANF (work ready only), SNAP, Vocational Rehabilitation, UC, Education (ABE, Perkins, Career & Technical Ed.)

There should also be strong planning coordination with state and local economic development entities, business organizations, community-based organizations, the Department of Corrections and the Department of Juvenile Justice.

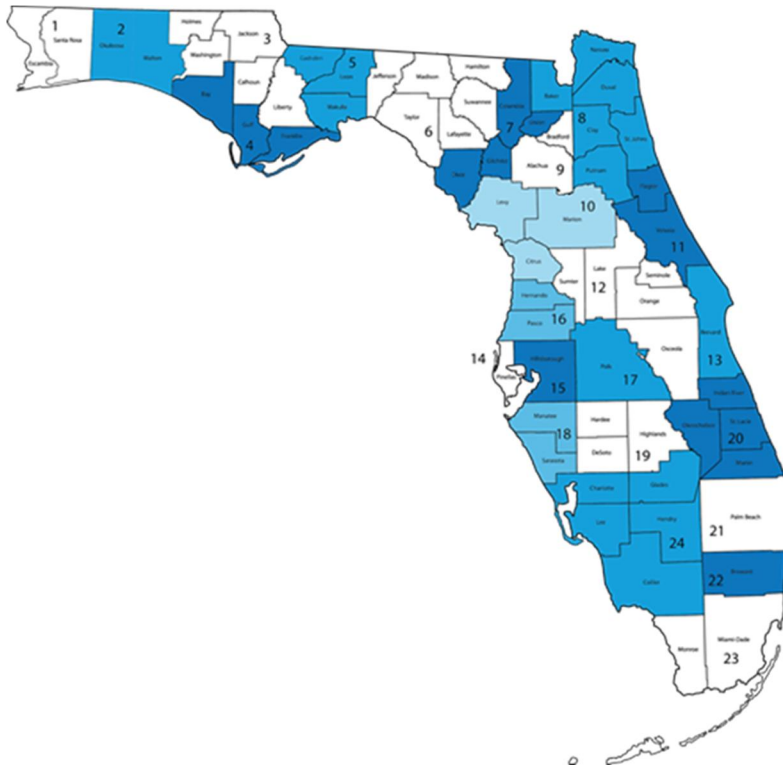
How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

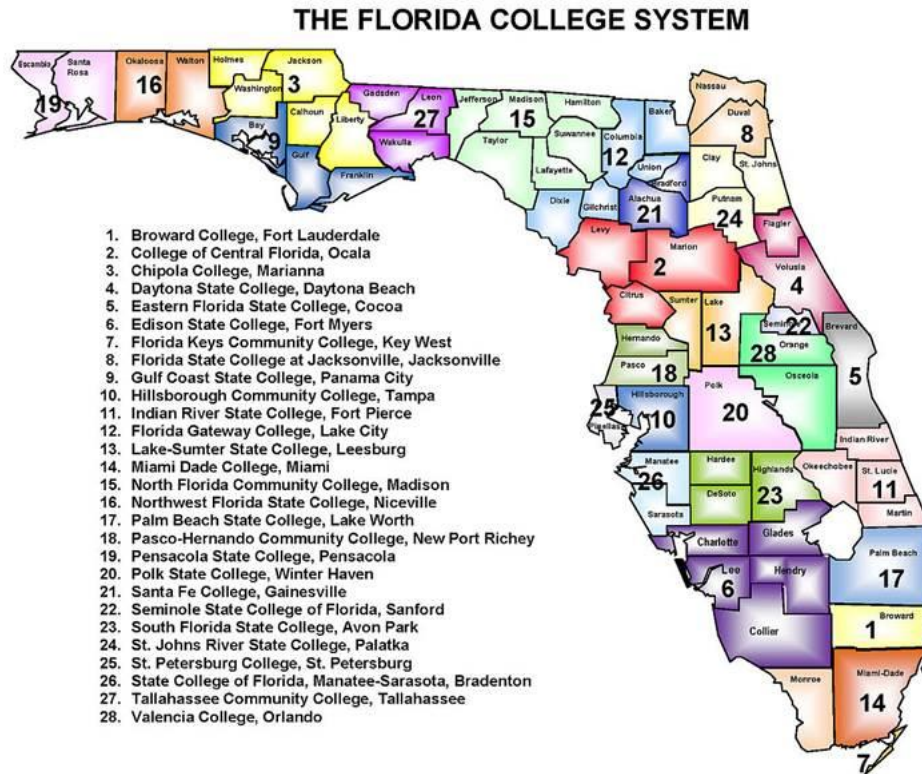
Florida's Workforce System structure is based on the structure of the Florida College System (see maps below). There are twenty eight State/Community College Districts in Florida and twenty four Local Workforce Areas. A few of the multi-county workforce boards contain multiple college districts. Under WIOA, the regional workforce boards are charged with a more active role in reviewing plans for the use of federal Carl Perkins Act funds for both school districts and college districts. As such, it makes sense to maintain the current regional structure of the workforce boards and the college districts. There are only 2 counties that don't

mirror this structure; Baker County which is part of Workforce Region 8 and Okeechobee County which is now part of Workforce Region 19. Our combined or unified state plan could read as follows:

All multi-county Local Workforce Areas are considered to be regions for the purposes of WIOA and Carl Perkins Act planning, review and approval. Any single-county Local Workforce Area with a population greater than 500,000 is considered to be a region for the purposes of WIOA.

The Florida Workforce System





What should be included in a one-stop career center?

Each full service career center in the CareerSource Florida network should include, at a minimum, the following program services: WIOA, Wagner-Peyser, USDOL Veterans, TAA, TANF (work ready only), SNAP, and Vocational Rehabilitation. All services referenced in USDOL TEGL 3-15 (Operating Guidance for the Workforce Innovation and Opportunity Act) also need to be part of our entire network.

Local areas shall have the authority to bring in additional partners to meet the needs of their communities.

Upon entering a full service career center, job seekers should find a business environment, much different than a traditional “unemployment” or “social services” office. Each center should be professional, user friendly, and conducive to quickly accessing services. The centers should be comfortable and inviting. Job seekers are afforded a level of privacy when conducting business with staff or when performing self-directed work. The physical facilities, supporting equipment and published materials should be reflective of that vision.

Additionally, tools for assessment (interest inventories, vocational basic skills), resume writing, current labor market data, training institution performance data, should be available in full service centers.

All centers shall meet accessibility needs of the disabled as set out in the Americans with Disabilities Act and Section 504 of the 1973 Rehabilitation Act, as amended. The centers should also have equipment, computers and software that increase accessibility to customers with any physical or mental disabilities.

Partner programs shall work together collectively and seamlessly to address the needs of businesses and career seekers. A single brand and logo (CareerSource XXXX) shall be presented for uniformity to job seekers/businesses and internal coordination is invisible to them because it is managed behind the scenes through appropriate protocols.

How can Florida's Workforce Development System better share information, systems, and/or customers?

A comprehensive review of the current state systems and their ability to share data is critical to successful implementation of WIOA and to Florida's competitiveness as it relates to talent development.

As it is now, there are a multitude of reporting structures such as EFM, VR, OSST, Salesforce, Adult Literacy, FETPIP, DCF's Florida System and CONNECT just to name a few. We have the similar goals, however our outcomes will be defined differently as the structure is today. For example, our adult literacy partners record their performance with FETPIP. FETPIP does not have access to the WRIS as DEO, therefore, when FETPIP reports on employment outcomes, it only reports those who are employed within the state. Career center staff currently still must use (and learn) two systems (EFM and OSST) in order to serve TANF clients. These are just a few examples of "disconnects" as it relates to efficient service delivery and ultimately outcomes.

State systems need to be developed with open API's in order to better facilitate data exchange and access between disparate systems.

We also need to solve the confidentiality problem. Eligible training providers and local boards should be able to share information freely on placements, wages, and training progress in a seamless manner.

What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

Coordinated or integrated case management approach to assist these individuals to become competitive for employment. We need to articulate the individual's value to meet a business need. This could happen within vocational rehabilitation, adult education, post-secondary education, etc.

Adjustment of performance benchmarks from DEO and those from CareerSource Florida to better align for performance in serving individuals who have multiple barriers is necessary. Although the regression model is now being used to adjust a region's performance for serving those with multiple barriers, the baseline for the regression model is still based on performance trends with data for individuals who may have had very limited barriers to employment.

Our system should look to implement a model where there is commitment across multiple systems from different sectors focusing on addressing a common agenda. This kind of collaboration would bring together workforce development, economic development, post-secondary education, adult education, vocational rehabilitation and other social and community partners, with regional businesses/industries to establish common goals and create measurable impact on agreed upon benchmarks.

Partner agencies with special services for these populations need to have addressed any significant barriers prior to referral to career centers. For example, are ex-offenders being prepared with basic skills prior to release? Do they have adequate transition plans to meet basic needs for at least three months to allow time for placement and a first paycheck? Do they have their ID and/or driver licenses restored? Are the systems serving youth transitioning to independent living adequately preparing them for transition and for post-secondary training? We must have a smooth handoff to the career system, along with coordinated information systems, for case managers in multiple programs to communicate and ensure the desired outcomes.

These are my responses to the agenda questions for the meeting. In preparing my response, I have spoken with some of my colleagues who are not on the Task Force, and are in workforce areas like mine, rural and somewhat remote. I have also discussed with leadership in my office and their feedback is included as well.

- Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

The Stakeholders, whoever is involved in working with job seekers in any capacity, education, counseling regarding preparation for work, Universities, Community Colleges, Technical Training Institutions, Dept. of Education, Businesses, **Economic Development**, DCF, Early Learning System...(the "usual suspects")- even include the state conference of mayors who address workforce issues in their cities, Florida Association of Counties-since they are our LEOs.

- How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

There are a number of ways to approach this:

- Community College system mapping, which can be a good bit of overlapping either from the workforce area mapping or the college mapping. This sometimes appears to be the best option, and I understand it was the original model for mapping for Florida's system.
- Labor/workforce shed-where do the businesses get their workforce from? This may become less important over time with virtual working slowly taking hold. This would create overlap for some areas and require working out agreements with other states in some cases.
- Commuting patterns, which would be like the labor shed idea, creating necessary overlap in some areas, and crossing state lines in some.
- However the regions are drawn, there have to be local areas to serve the people. You have to be present to provide effective services.

The major issues that I feel cannot be ignored are:

- Workforce areas/regions must remain under local control, and the LEOs should be invited to join in the decision making process and approve any changes recommended.
- Border states are a must for those of us on borders. Cooperation will have to come from the State Workforce Board and Governor's offices down to our areas on both sides of the line. (Yes, I have attempted to establish relationships; no, not as successful as I would like it to be.)
- Diversity, in size and population, is a good thing for partnerships. We may create some aspiration in each other to reach out and serve in different ways by sharing best practices.
- Planning is not the same as implementation. Planning can be done in one region/area or multiple regions. Implementing a plan must be done at the local level for workforce services to be effective. People will not get service if there isn't someone there for them.

- What should be included in a one-stop career center?

First, I would drop the “one-stop” terminology. Call us Career Centers which is what we are. Then recognize that our career centers do not need to be about walking in a door, but can be combining resources in one web stop, with links to everything needed on one page. Bricks and mortar aren’t the only way to plan a workforce system, though in some areas it is still necessary to have face-to-face contact and always will be. Whatever it is, it must be about GETTING A JOB, or FINDING EMPLOYEES. We need to drop the program acronyms from our conversation with job seekers and businesses and identifying us as a career center is enough. They don’t care what program is funded by what; they only want the service they need. We should keep the program spin in internal conversations. Any program or organization that has as a primary or top tier objective the ability to get, keep, or create a job should be considered for inclusion – that means we must include our economic development and business partner services in the form of a unit of staff to make sure those services are top tier.

For rural areas, lack of broadband access is still a barrier, as is transportation. We don’t have “enough water to get to the end of the row” in many locations.

- How can Florida’s Workforce Development System better share information, systems, and/or customers?

TRUST. Plain and simple. There appears to be a lack of trust from one agency to another, so we continually battle the barriers creating our need to put job seekers through yet another myriad of questions. This is particularly true of VR and education entities in general. Our universities/colleges don’t share information and they don’t get their students into our system for job searching. We have multiple job posting sites, including a state jobs system and an educational occupation jobs system that work separately from the workforce system. Through legislative and regulatory means, the state should seek to improve the ability to share data across program lines to streamline the ability of all partners to respond to the needs of the state.

We need all available workers in the system. This not only helps our businesses find them, but it gives us a better picture of workforce availability for businesses looking to locate or expand operations here. When we have a request from an economic development group working with a prospect, we shouldn’t have to go multiple places to figure out how many available workers in any given training program might be available.

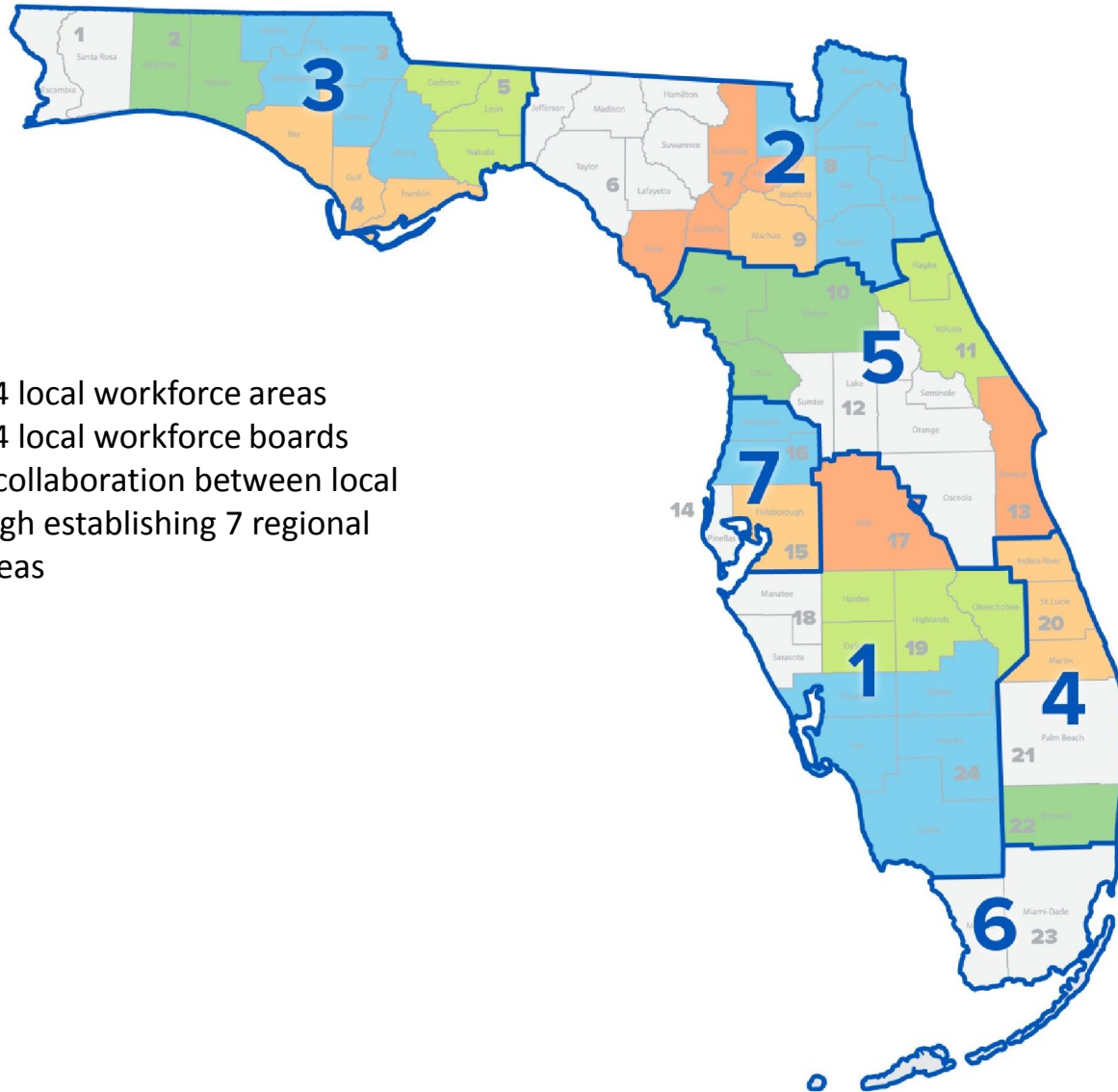
We need all available jobs in the system, starting with state jobs. It doesn’t make sense to have multiple systems for job seekers. If we have the jobs in the system (EFM) which we expect or require our businesses to use, why would it not be the same for public sector jobs?

- What can Florida’s Workforce Development System do to best serve individuals with obstacles to employment?
 - Talk Straight. The ability to provide services in a manner that meets the needs of the job seeker should exist without the job seeker having to understand our “jargon.” True partnerships have to be developed and nurtured that allow the client to receive services without bouncing around from office to office regardless

of our particular agency's requirements by law, and the process needs to be consistent from office to office with as little redundancy as possible.

- Communicate at the state level the way we do on the local level, where we cooperate and share with each other what's going on without being forced into it.
- Get to know the individuals with obstacles – they come in all shapes and sizes so if you know one obstacle you certainly don't know them all.
- I think this question may have been crafted with persons with disabilities in mind, but obstacles run the gamut, from having a bad resume, poor interviewing skills, to needing accommodations due to a specific and documented disability and not being able to speak the language of the major population. So, I think all job seekers and employers need to be treated the same, offered the same range of services and build workforce responses based on that individual's or business' needs.
- In short, get to know the customer, individual or business and their needs.

Potential Regional Planning Areas



- Continue 24 local workforce areas
- Continue 24 local workforce boards
- Encourage collaboration between local areas through establishing 7 regional planning areas

APD: WIOA Task Force Response

July 16, 2015

1. How should Florida's Workforce Innovation and Opportunity Act **planning** regions be organized?

Geographical organization: Utilize the already existing CareerSource Florida Centers that are strategically located along public transportation routes. Larger communities should have a much more robust all-inclusive one-stop shop. While in rural areas, utilization of technologies, mobile offices, and satellite office could be an effective strategy. One of the many challenges that the Agency and our clients face is access to transportation. If the Career Centers start to utilize a web based system that may help individuals navigate, there may be better access for those with transportation challenges.

Organizational structure: Workforce local and state boards should have one representative from each agency as well as private businesses who sit on the board, along with local employment programs. Ex: High school High Tech (Able Trust), Project Search.

2. What should be included in a comprehensive one-stop career center?

There should be a representative from each agency to ensure quality communication, pursuit of mission, and objective support of WIOA. (Including local Business Leadership Networks.) The agency is not sure if that presence should be represented by training for the CareerSource Counselors or an actual APD expert.

Comprehensive one-stop career centers should be prepared to address a variety of client and business needs to include, but not limited to: client discovery, job development, job placement, assistive technologies, federal tax incentive education for employers, transportation, benefits counseling (including ABLE ACT), post-secondary and vocational opportunities, and economic forecasting to future career opportunities, and sharing of best practices for employers.

3. Which programs and entities should be included in Florida's Workforce Development System (Combined or Unified planning)?

There should be a representation from each agency to ensure quality communication and mission compliance. This representation may be in the form of training or in the form of a local expert.

4. How can Florida's Workforce Development System better share information, systems, and/or customers?

As a result of self-disclosure challenges, information should be shared from the Federal Department of Labor to Florida Department of Economic Opportunity (DEO).

Expand the access to the DOE's existing FETPIP to partners under an MOU to better achieve employment first objectives. FETPIP can assist in identifying students in transition from school to post-secondary and/or employment for a series of years.

A similar system or a modification to the FETPIP to identify and assist individuals transitioning out of sheltered workshops or in subminimum wage could also be useful.

5. What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

Develop an implementation plan to serve as a cultural change agent to raise the employment rate for individuals with disabilities/unique abilities/or obstacles in the workforce that is at an equal or higher rate of employment as another populations.

Continue and improve education and the communication on the benefits and value of employing persons with disabilities.

Engage small businesses and infuse the culture of employing people with disabilities.

Additional Questions:

- 1.) Any additional recommendations and what questions should we explore more for the next meeting?

The Agency would like to have more of a discussion regarding section 511 of WIOA for subminimum wage. There are a lot of people in the state that may be impacted.

How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

- 6 service areas similar to how vocational rehabilitation service areas are split.

What should be included in a one-stop career center?

- Existing resources offered as well as other offices being co-located to meet consumer needs in "one-stop" (i.e., Vocational Rehabilitation, Department of Motor Vehicles, Department of Children and Families, Community Health Centers, Early Learning Coalition, Adult Education, Blind Services, Mental Health Providers, Veterans Affairs, Medicaid and SNAP services, etc.)
- Develop an orientation/intake process including aptitude tests to use specifically for DJJ involved youth.
- Share labor statistics and help guide youth to appropriate pathway based on interest and skill inventories.
- When skills are lacking, provide specific job readiness training and work based training opportunities in targeted career pathway.
- Business involvement with customers at one stop centers.

Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

- Vocational Rehabilitation, Department of Motor Vehicles, Department of Children and Families, Community Health Centers, Early Learning Coalition, Adult Education, Blind Services, Mental Health Providers, Veterans Affairs, Medicaid and SNAP services.

How can Florida's Workforce Development System better share information, systems, and/or customers?

- Match regional workforce boards with residential DJJ programs to provide career pathway training while in residential programs. Could use mobile labs to deliver training.
- Provide opportunities for workforce board representatives and DJJ reform specialists in each circuit to collaborate on DJJ youth employment barriers and develop a tracking mechanism to ensure workforce is aware of DJJ youth who become "out of school youth".
- Develop brochures on how students in DJJ residential settings can access workforce services, include examples of current partnerships.
- Present at various education conferences to ensure educators are aware of opportunities for their students.
- Meet with DJJ staff quarterly in various regions to discuss opportunities to serve DJJ youth more effectively, explore grant partnership opportunities, and develop data sharing agreements to allow workforce boards to identify DJJ youth not returning or continuing in school.
- Partner with school districts to provide job skills training in specific career pathways in after school programs.
- Partner with school districts in the development of career academies.

What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

- Provide pre-employment transition services for DJJ youth to include job shadowing/internships and coaching opportunities, summer employment and apprenticeships.
- Serve on DJJ provider boards to better understand the challenges facing this population.
- Identify employers that are open to hiring youth with felony charges and collaborate with regional DJJ staff to increase youth access to employment.
- Identify funding sources to offer career and professional education courses to DJJ youth in DJJ programs for nine months or longer.
- Increase Career Source representation at DJJ student Community Reentry Team meetings to serve as a point of contact for these youth.

WIOA Taskforce Discussion Item July 16, 2015

Comment Summary from Jennifer Lange, Department of Children and Families (DCF)

How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

- Regional organization based on geography, because most jobs and job seekers are in the same geographic areas. Note that this could become less relevant in the future as more jobs and hiring become virtual.
- Organizational structure should assure representation from the local DCF regions or offices.

What should be included in a comprehensive one-stop career center?

- Services to assist people obtain employment and other help.
- Intake, whether face to face or virtual.
- Cost allocation to enable one staff person to perform multiple functions or work in multiple program areas.
- Services under the Supplemental Nutrition Assistance Program or SNAP, and Temporary Assistance for Needy Families or TANF program, services for youth served by the DCF Office of Child Welfare/Community Based Care agencies whether receiving in-home or out of home care, and services or referrals for those with mental health and housing needs.
- Program service representation when there is a high concentration of qualifying people (ie. Refugee Services in communities with large numbers of refugees/entrants).
- WIOA, educational services, child care and others.
- Labor market and job development resources.

Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

- Combined planning to include representation from organizations on the taskforce, and others.
- Service planning should include mental health and services for youth.
- While the TANF state plan could be combined with the WIOA plan as some have suggested, TANF has four purposes, one of which is employment. The Florida Legislature appropriates TANF funds for multiple projects and services, among several state agencies. Maintaining separate state plan development and submission is likely the most appropriate method.

How can Florida's Workforce Development System better share information, systems, and/or customers?

- Assure and enhance electronic data interfaces.
- Increase transparency in the use of funds. (ie. Amount of TANF funds used for cash assistance applicants and recipients, particularly the two parent caseload with the highest federal expectations for participation, and TANF funds for other eligible low income families.)
- More data on people who qualify for multiple funding sources, to improve or enable cost allocation for staff and services.

What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

- Data analysis to determine whether spending is aligned with priority groups and outcomes, including job placement, self-sufficiency and compliance with federal and state rules including participation rate.
- Assure appropriate funding for priority groups, including TANF, SNAP, foster and other children.
- Prepare for the January 2016 reinstatement of mandatory services and time limits for SNAP Able Bodied Adults without Dependents (ABAWDs).



July 15, 2015

Dear WIOA Task Force Members:

Thank you very much for the opportunity to provide recommendations regarding the implementation of the Workforce Investment Opportunity Act in Florida.

As I stated in my comments to the Task Force today, Gulf Coast State College is committed to maintaining and growing the strong partnerships needed to support economic development in our region. We have an extremely strong and successful partnership with our local CareerSource board and also with business and industry in the communities we serve. We are focused on providing the skilled workforce that is an essential element in attracting and retaining industry by offering state of the art occupational and technical education programs.

A key component in our ability to provide state of the art technical programs is the funding available through the Carl D Perkins Act. This funding is essential in providing our programs with up to date equipment. Any reduction to this funding would be extremely detrimental to our programs and impact our ability to meet the needs of our students and our employers. Based on these points and concerns,

Gulf Coast State College strongly recommends that the Carl D Perkins federal funding continue to be administered by the Florida Department of Education and that all funding continue to be used to support Florida's colleges and technical centers in their mission to provide the skilled workforce that is essential to economic development in our state.

Again, we appreciate the opportunity to provide recommendations and we look forward to working with you as you move forward with the development of the state plan.

Sincerely,

Dr. John Holdnak
President

Office of the President

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Members of the WIOA Taskforce:

Along with my fellow career and technical deans from the Florida College System, it is a pleasure to have the opportunity to speak with you today.

The career and technical deans support the efforts to create a combined WIOA plan for the state of Florida, but want to emphasize the importance of the Perkins funds for colleges to successfully provide career and technical education.

As you know, Perkins funding is used to support numerous career and technical programs at Florida colleges including nursing, engineering technology, advanced manufacturing, and computer networking. The majority of the programs supported by Perkins funding at Polk State are on the Targeted Occupation List for Polk County. This means that through its Perkins funding, the College is providing skilled employees for occupations that are in demand, thereby meeting the needs of business and industry in Polk County, and putting students to work. In fact, Polk State College has a vocational placement rate of 92.9%.

Perkins funds at Polk State College also support the College's internship program. The importance of the internship program is what I'd like to focus on today. Internships provide students the opportunity to learn in a hands-on, applied manner and the opportunity to implement theory they learned in class. Often students who participate in an internship are offered employment at the end of the internship experience. Employers benefit from internships in the work the interns provides during the internship, in the opportunity to evaluate the intern's skills and abilities before offering employment, and in an increased employee retention rate. The National Association of Colleges and Employers found in a recent survey that employees who completed an internship with their employer prior to being hired are more likely to be with the company at both the one-year and five-year retention benchmarks. Students at Polk State College have been placed in internships with employers such as Coca Cola, Florida's Natural Orange Juice, Central Florida Media Group, John Wood Realty and Investments, Verizon, Legoland Florida, and MidFlorida Credit Union.

In contrast to Polk State's relatively new internship program, St Petersburg College has a well-developed internship program. In 2010, 752 students were placed in internships, and this number increased to 1073 students placed in 2014. The College has internship opportunities in numerous CTE programs including digital media, computer and information technology, drafting and design, hospitality and tourism, and engineering technology. About 50% of the internships are paid, giving students the opportunity to earn while they learn.

A recent survey of students who had participated in an internship at St. Petersburg College found that 50% of the students were offered a job as a result of the internship. This figure aligns with survey data collected by the National Association of Colleges and Employers whose 2014 Intern survey revealed that nationally 51.2% of interns were offered full-time employment. Companies that have hired St. Petersburg College interns include Baycare Health Systems, Brighthouse Network, Bausch and Lomb, and Enterprise Florida. Mary's

Thus, Perkins funding is used to support internship programs that result in jobs for our students and employees for our businesses. Any action that results in reduced Perkins funding to the Colleges will negatively impact that. We ask that you consider this when developing the state plan for WIOA. Thank you.

Patricia Jones → Polk State

The Impact of Perkins Funding

Carl D. Perkins funding provides the Florida College System with the ability to be nimble and responsive to business and industry needs across the state. These funds allow colleges to plan new programs for incoming industries and develop a highly skilled workforce to support relocation and establishment efforts. Perkins funding is used in a variety of ways to establish and implement new programs. Over the past several years colleges across the state have used these funds to support the purchase of vital equipment for training and education and fund critical positions to implement these new programs, including associate degrees and certificates. Shining examples of the use of these funds across the state include but not limited to: **Santa Fe College** that uses Perkins funds to purchase 3D printers in Biomedical Engineering Technology and Health Sciences, infusion systems in Nursing, and virtual welding simulators in welding technology and **Florida Gateway College** has supported the implementation of a Health Information Technology AS degree and a Firefighter certificate. Other institutions.

The Florida College Systems uses the Targeted Occupations List as a primary resource in the development of new programs as well as other local and federal resources. These funds are used to their full potential under the current Perkins plan and should remain separate from other state plans to ensure Florida continues to lead the nation in responsiveness to business and industry needs. A shift in supervision of these funds or a loss in any amount will have a negative impact on what the Florida College System does better than most community colleges across the nation—develop and implement degrees, certificates, and training that meet the state's growing and ever-changing needs.

Carl D. Perkins funds are used by the Florida College System to enhance existing CTE Programs. Institutions use these vital funds to purchase equipment needed to enhance student training in specific skills required by business and industry.

Through the Perkins grant, FGC provides:

Purchase of Equipment used in industry for training of 57 CTE programs serving between 1500 and 2200 students annually

- ◆ Equipment purchases:
- ◆ Lincoln Virtual Welder
- ◆ HVAC Refrigeration Trainers
- ◆ Human Patient Simulators
- ◆ Synergy Light Therapy Probes
- ◆ Ambulance Simulator for EMS
- ◆ Professional development opportunities for CTE faculty and leaders
- ◆ Development of CTE programs
- ◆ Program facilitators to assist with CTE student registration, financial aid, career counseling, CTE student retention, and job placement
- ◆ Funds for certification of CTE faculty program managers





FSCJ Perkins program goal is to provide optimal access to high quality, affordable and relevant Career and Technical Education degree and career programs to enhance the lives of our students and the economic development in the community.

Through the Perkins grant, FSCJ provides:

- ◆ Purchase of equipment used in industry for training in nearly 90 CTE programs serving 5,200 students yearly:
 - Simulators for Allied Health Programs
 - Breathing Apparatus for Fire Fighter Program
 - Diagnostic tools for Automotive Program
 - Stoves, Coolers and Dishwashers for the Culinary Program
- ◆ Funds for certification and credentialing of CTE faculty and program managers
- ◆ Funds for new programs listed on the Regional Demand Occupations list: Cardiovascular, Occupational Therapist and Ophthalmic
- ◆ Program Facilitators to assist with CTE student registration, financial aid, and CTE student retention
- ◆ Funds for CTE Program Accreditation
- ◆ Assistance for CTE Students with Disabilities with devices

Perkins-Supported FSCJ Programs

Air Conditioning, Refrigeration and Heating Technology
Air Conditioning, Refrigeration and Heating Technology I
Air Conditioning, Refrigeration and Heating Technology II
Applied Welding Technologies
Automotive Collision Repair and Refinishing
Automotive Service Management Technology
Automotive Service Technology
Building Construction Technology
Building Trades and Construction Design Technology
Commercial Vehicle Driving
Environmental Science Technology
Insurance Claims Adjuster
Child Care Center Operations
Early Childhood Education
Early Childhood Management
Electricity
Family Child Care Training
Medium and Heavy Duty Truck and Bus Technician

Architectural Design and Construction Technology
Biomedical Engineering Technology
Biotechnology Laboratory Technology
Engineering Technology
Global Logistics and Supply Chain Technology
Networking Systems Technology
Office Administration
Office Assistant
Supply Chain Management
Correctional Officer
Crossover From Correctional Officer to Law Enforcement
Florida Law Enforcement Academy
Paramedic
Fire Fighter II
Aircraft Airframe Mechanics
Aircraft Coating and Corrosion Control Technology
Aircraft Powerplant Mechanics
Industrial Management Technology
Professional Pilot Technology

Ophthalmic Technician
Pharmacy Technician
Physical Therapy Assistant
Practical Nursing
Radiation Therapy
Radiography
Radiography (Degree Completion)
Respiratory Care
Surgical Technology
Computer Information Technology
Criminal Justice Technology
Digital Media/Multimedia Technology
Emergency Administration and Management
Fire Science Technology
Cardiovascular Technology
Commercial Foods and Culinary Arts
Aviation Maintenance Management
Aviation Operations
Theatre and Entertainment Technology

Through the Perkins grant, Seminole State College provides support for 95 programs and has served approximately 13,000. Perkins has funded more than a million dollars on equipment over the last three years to ensure that our students have the opportunity to learn the technical skills needed to be successful in industry.

Through the Perkins grant, SSC purchased the following equipment:

- ◆ Medication management system for Pharmacy Tech
- ◆ Upgrades to gun ranges for Law Enforcement
- ◆ Simulation stethoscopes for EMS
- ◆ Cars and lifts for Automotive

Perkins funding has also provided:

- ◆ Career Program Advisors
- ◆ Supplemental instructional support for RN students that are identified as high risk
- ◆ Career Pathways Facilitator
- ◆ Online Course Assistants for supplemental instructional support in IT courses
- ◆ Vouchers for certification exams – Pharmacy Tech and CompTia A+

Program projects, funded by Perkins, have included:

- ◆ Standardized Simulation Participants
- ◆ Firearms Remedial for females
- ◆ Online information sessions for healthcare programs
- ◆ Math Seminars

Perkins dollars are used to bring on faculty and staff for new program startup or expansion. When the program is sustainable and faculty are picked up by general revenue funds.

Perkins funding also is used to assist students with disabilities this may occur as the purchase of specialized equipment to help special needs students such as:

- ◆ readers for the visually impaired
- ◆ special desks for the handicapped
- ◆ instructional aids for use in the technical labs

The important points from my perspective are as follows:

FSW has an excellent working relationship with our local CareerSource. We have them embedded on our Hendry Glades center and we are pursuing embedding them on both our Collier and Lee county campuses for the upcoming academic year.

We actively serve on many panels and boards together and have MOUs in place and/or otherwise work jointly on projects such as our TAACCCT grant, the Workforce Now research initiative, regional economic development activities, etc.

Perkins funding is critical to support effective CTE programs. FSW primarily uses the funding for both personnel and equipment in support of its 36 separate programs. The personnel work directly with CTE students to help ensure their retention, success, and completion. The equipment is typically high cost and helps provide the level of training demanded by local business and industry. Examples include human patient simulators for AS health science programs and a FARO 3D scanner for the AS Crime Scene Technology program.

Perkins execution and documentation is fairly complex and time sensitive and the current system, in my view, works quite well.

Thanks,
John

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Workforce Innovation and Opportunity Act Task Force Meeting Agenda

August 6, 2015 • 9 a.m. – 4 p.m.

BETTY EASLEY CONFERENCE CENTER

4075 ESPLANADE WAY, ROOM 148, TALLAHASSEE, FL 32399

Chairman's Welcome & Remarks

Chris Hart IV

Listening to the Voice of Business – Apprenticeships

Dr. Eric Kennedy

Recommendations from Task Force Members

Task Force Members

Task force members are invited to present recommendations on the following for discussion:

- Follow up or additional recommendations from topics addressed during the July 16 Task Force Meeting
- How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
- What resources or relationships do you need to implement WIOA?

A lunch break will be provided mid-day.

Public Comment

Open discussion for comments on Florida's WIOA Implementation from members of the public, interested stakeholders and task force members.

Closing Comments

Chris Hart IV

Upcoming Meetings

August 27, 2015 - Webinar



WIOA Task Force Recommendations
August 6, 2015

Name	Topics from the July 16 Meeting	How Should WIOA-required one-stop career center partners share infrastructure costs?	Since WIOA requires common measurement and planning for the core programs, what governance or organization structure would lead to the best outcomes?	What resources or relationships do you need to implement WIOA?	Other Comments and Recommendations
Barbara Foster Department of Economic Opportunity	<i>Declined to comment.</i>				
Robert Doyle Department of Education	<p><i>See attachment.</i></p> <p>Only Core Programs should be required to participate in combined plan.</p> <p>Leverage current systems as much as possible. Department is concerned about integration of systems due to funding and processes.</p> <p>Department is concerned about privacy of customer data. Create a portal rather than a monster data system. Establish a data governance group to monitor these issues.</p> <p>Keep career centers open longer than regular business hours at least 1-2 days a week.</p>	<p><i>See attachment.</i></p> <p>V/R, DBS should negotiate at the state level because our appropriations are made at that level.</p> <p>When Perkins becomes part of combined plan that the infusion of funds or shared infrastructure begin then.</p>	<p><i>See attachment.</i></p> <p>Each DOE sector should include representation on all 24 boards.</p> <p>Interagency policy management team will work to align WIOA with Florida law and necessary regulatory changes. This team will also manage processes.</p> <p>Data governance group to manage performance reporting across all impacted programs. This team will also work toward a staged approach toward data integration and system integration.</p>	<p><i>See attachment.</i></p> <p>Looking at leases and space sharing—state law may need to be changed to provide opportunities for colocations.</p> <p>Data management can happen with existing systems.</p> <p>In depth cross training at state and local levels.</p>	
Diane McCain State University System	No additional information.	No specific recommendation.	No specific recommendation.	No specific recommendation.	Make services available after hours.
Chris Mullin Florida College System	College service areas present issues when they may have to engage with several different regions.	Privacy concerns remain an issue as we look to share virtual infrastructure.	Allow community colleges to remain responsive to the relationships and needs in the areas.	No specific recommendation.	
Tara Goodman Division of Career and Adult Education	See DOE comments.	<p>Those decisions should provide for flexibility at the local level.</p> <p>Enhance and improve upon existing arrangements.</p> <p>We need time to look at Perkins funding—they already support the CSF Network and we don't want to disrupt existing arrangements.</p>	See DOE comments.	See DOE comments.	Youth apprenticeship was mentioned in the law, DOE will continue to do research to find ways for best partnerships with the workforce development system.
Aleisa McKinlay Division of Vocational Rehabilitation	<i>See comments for the Department of Education</i>				

WIOA Task Force Recommendations
August 6, 2015

Name	Topics from July 16 Meeting	How Should WIOA-required one-stop career center partners share infrastructure costs?	Since WIOA requires common measurement and planning for the core programs, what governance or organization structure would lead to the best outcomes?	What resources or relationships do you need to implement WIOA?	Other Comments and Recommendations
Robert Doyle Division of Blind Services	N/A	-Make decisions at a local level with appropriate partners at the table. -A phased in approach with coordinated intake will demonstrate those common integrated data points required to serve all populations.	Need to maintain emphasis for those with severe disabilities. How do we create a seamless front face but maintain our autonomy? DBS should be on all 24 boards.	Looking at leases and space sharing—state law may need to be changed to provide opportunities for colocations. Data management can happen with existing systems. In depth cross training at state and local levels.	
Meghan Murray Agency for Persons with Disabilities	<i>See attachment.</i>				
Tom Looft Department of Elder Affairs	<i>No information provided.</i>				
Jerri Flora Department of Children and Families	No additional information.	Defer to core programs.	Heavily reliant on outcomes—data driven operations.	Continue to keep DCF at the table when making decisions. Integration of services is important.	
Julie Orange Department of Juvenile Justice	<i>No information provided.</i>				
Kim Riley Department of Corrections		<i>Deferred to core programs</i>	Involve those who are required to plan and measure together when making decisions.	Knowledge, partnerships, relationships, MOUs and MOAs.	
Cori Henderson Enterprise Florida	<i>No information provided.</i>				

WIOA Task Force Recommendations
August 6, 2015

Name	Information from July 16 meeting	How Should WIOA-required one-stop career center partners share infrastructure costs?	Since WIOA requires common measurement and planning for the core programs, what governance or organization structure would lead to the best outcomes?	What resources or relationships do you need to implement WIOA?	Other Comments and Recommendations
Bruce Ferguson FWDA President	<p>Focus on WIOA requirements for identifying regions – we should consider:</p> <ul style="list-style-type: none"> -common labor market Common economic development area, & possess the resources to administer programs. -CSF proposed regions are too large and don't share common economic development priorities. -Current workforce structure is tied to Florida college system. -Existing structure meets the existing structure of regions. -Concerns: Shared regional performance metrics and shared administrative funds. -Concerned about shared regional performance and shared administrative funds. If we can solve these critical concerns then 12-15 regional planning areas could work. <p>Additional discussion at August 12 meeting.</p>	<ul style="list-style-type: none"> -Set minimum standard at the state level for how this is funded. -Provide baseline state guidance for how we drive that conversation. -40% of job seekers don't come into career center door. -Technology should be included in shared infrastructure costs. 	<p>Local boards are set up for this?</p> <p>Local boards oversee what goes on in the system and hold the system accountable for outcomes. Core programs. We expect to have same kind of management arrangement for the new core program partners.</p> <p>-Guidance from the state on how to approach one stop providers.</p> <p>Grandfather new requirements related to service providers.</p>	<ul style="list-style-type: none"> -Lots of guidance that we need to develop: -How we pursue one stop career center operations -ETPL -Local area IWT guidance -Data sharing agreements -Local plan guidance 	

WIOA Task Force Recommendations
August 6, 2015

Name	Information from July 16 meeting	How Should WIOA-required one-stop career center partners share infrastructure costs?	Since WIOA requires common measurement and planning for the core programs, what governance or organization structure would lead to the best outcomes?	What resources or relationships do you need to implement WIOA?	Other Comments and Recommendations
Sheryl Rehberg FWDA Rural Representative	Not in favor of the potential planning areas proposed by CareerSource Florida.	Fair share. Rural regions already have to consider this point, leave them flexibility to determine what works for them.	<p>Consider the measures of our partners and how they verify data demonstrating outcomes.</p> <p>Recreate a workforce agency – a system organization for workforce solely focused on workforce. Without the additional responsibilities of community development and economic development programs, the organization could focus on just workforce programs.</p> <p>Apprenticeships and V/R should be included in that agency.</p> <p>Reinforce the partner engagement and roles that help us meet WIOA requirements.</p> <p>Create an accountability system that measures the entire system outcomes to capture all programs with same basic expectations and requirements.</p> <p>Data management system should be built to serve all partners of the workforce development system.</p> <p>Extend our planning to include our neighboring states. Leave the decision to work across state lines to the local area.</p> <p>Apprenticeship programs are related to placing individuals in quality training programs and retaining them. There can be improvement in the flexibility of apprenticeships to provide additional opportunity for businesses.</p>	<p>Build the relationships.</p> <p>Focus on is the organization healthy rather than how many levels of authority or management.</p> <p>Rather than a fix, focus on re-establishing the partnerships.</p> <p>Cohesive working agreements across regional and state boundaries.</p> <p>We need funding to support the local staff.</p>	
Joe Paterno FWDA Representative	-Contemplate disallowed costs when looking at how proposed regions share administrative costs.	Participation in one stop career centers should be all inclusive with a management team that arranges shared infrastructure funding at the local level.	Determine how to best share outcomes of our clients. Coordinated business services are most important.	<p>We need policy directions on some topics that have been specified.</p> <p>We need to reach consensus agreement on planning areas.</p>	

WIOA Task Force Recommendations
August 6, 2015

Name	Information from July 16 meeting	How Should WIOA-required one-stop career center partners share infrastructure costs?	Since WIOA requires common measurement and planning for the core programs, what governance or organization structure would lead to the best outcomes?	What resources or relationships do you need to implement WIOA?	Other Comments and Recommendations
Keith Bowers Florida Small Business Development Center Network	No additional information.	Should be an investment or consideration of looking at ways where the task force can help misplaced, unemployed individuals who may create a job. SBDC can help with training for startups.	Culture of the organization is important, a structure that works well should reflect its culture at each touch point.	CSF network has good connections in its community—continue to build upon those relationships.	
Curtis Austin Association of Post-Secondary Schools and Colleges	<i>No information provided.</i>				
Theresa Antworth Independent Colleges and Universities of Florida	No additional information.	Defer to core programs.	Defer to core programs.	Would like to continue to interact with state and local boards as key element to connectivity.	
Public Comment/Voice of Business					
Dr. Eric Kennedy, State Apprenticeship Advisory Council	<p>Examine apprenticeship regions for a regional perspective. (See map in presentation.) With demonstrated growth in apprenticeships, additional ATRs may be necessary. Individual program sponsors determine eligibility requirements, apprenticeship office relies on the employer to determine when/how to serve individuals with disabilities.</p> <p>Approximately 80% of employees are retained in their apprenticeship positions after the first year.</p> <p>What kind of conversations are being had by the State Board of Education related to apprenticeships?</p> <p>Promoting work based learning and using WIOA resources to promote registered apprenticeships.</p>				
Paul Edwards – Blind Services Foundation	<p>Co-location and governance: Co location makes sense if it works. Difficulty is in determining whether it works. Difficult to serve all populations in one location. Individuals with disabilities feel marginalized in job seeker systems (may be because of institutional issues or because systems are not developed/maintained to ensure they feel welcome). There may be marginalization since there are other agencies who job seek for those individuals with disabilities.</p> <p>-Any consideration of co-location recognize that accessibility is an issue. Individuals with disabilities require access to public transportation.</p> <p>-Given the right kinds of opportunities and kind of inclusion that the task force has discussed, it is possible to design a system that serves those individuals who are blind and enables them to be successful</p> <p>There needs to be a range of specialized training programs. Important to recognize that ½ of states currently operate with agencies who are separate but serve people who are blind. FL DBS exceeds placement goals at federal level and state level.</p> <p>-There is a real value in having separate agencies—DBS has ability to serve those with seeing impairments that other agencies don't have.</p> <p>-DBS needs to be at the regional table.</p> <p>-Unemployment rate for blind individuals is 70%</p> <p>-Build into recommendations clear and unequivocal requirements on regions and states that ensure people with disabilities are included. Vocational education programs should be gathering statistics on service to individuals with disabilities.</p> <p>-Build incentive for entities that do a good job of serving those with disabilities. Also disincentives.</p> <p>-Make certain we don't exclude people from programs –</p> <p>-Take seriously – include DBS as separate agency, include disabilities at all levels,</p> <p>-Untapped resource – individuals who have a disabilities.</p> <p>-Serve individuals with seeing impairments through CSF contracts through DBS. Train DBS people to understand CSF services.</p> <p>-If we are going to contract out services, it doesn't alter the responsibility of CSF to develop and implement systems that make it a core value to be sure that accessibility is a core value.</p> <p>Build into WIOA planning systems that identify funding components to build systems that are self-sustaining (example: ticket to work funding positions to assist job seekers with disabilities)</p>				

WIOA Task Force Questions / Answers
Department of Education Members
August 6, 2015

- Follow up or additional recommendations from topics addressed during the July 16 Task Force Meeting:
Please see Attachment 1 – revised comprehensive DOE answers
- How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?
 - Different partners have different needs. In some instances, infrastructure costs should be negotiated at the state level because local service units do not have their own budgets. For Career and Adult Ed (CAE) and the Florida College System (FCS), local agreements would work better for the current structure. The Divisions of Vocational Rehabilitation (VR) and Blind Services (DBS) would prefer state-level negotiations and transfers, because local offices do not have their own budgets and also cannot bind the Department. Centralizing the process for VR and DBS would simplify the calculation, transfer and distribution of infrastructure funding. Both methods would provide One Stops with streamlined and appropriate funding distributions. We recommend that the infrastructure commitment related to Perkins funds begin when Perkins is phased into the combined state plan (note - not if, but when) and that the infrastructure amounts coincide with the scale for VR and Blind Services which is prescribed by law. Programmatic participation in the one –stops starts now and has been going on since before WIOA; funding of one-stops will start later.
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
 - The goal of all governance or organizational structures should be seamless service delivery for customers - in this instance, job seekers and business. The core programs should consider a phased-in approach for coordinated intake, determining essential common demographic data and an appropriate means of data transfer.
 - State Board Membership: Section 101(b)(1)(C)(iii)(l)(aa) provides that the state board shall include “the lead State officials with primary responsibility for the core programs.” DOE will continue to include sector representation (required and impacted partners, e.g., VR, colleges, and school districts) on the 24 local

board, at the discretion of each sector. DBS should be incorporated as a member of local boards. At present, they are represented only in Orlando. DOE recommends sector representation on new (7) regional workforce planning boards. DOE does not recommend adding DOE/Commissioner seats on the statewide CareerSource Board, but will ensure internal communications between board meetings. Additional sector staff can attend meetings as public audience participants and will provide support to the Commissioner's representative, as needed. We also recommend that there be a district school superintendent added to the CareerSource Board.

- Establish an interagency policy management team, to include core and impacted programs. This team would review and align WIOA legislation and regulations with any Florida law and regulation changes. It will manage the process for establishing needed changes and ensure the appropriate communication of changes to core programs and other key stakeholder groups.
 - Establish an interagency data governance group, to include core and impacted programs. This group will develop recommendations for data management policy and resource requirements across core and impacted programs.
 - Establish a phased in approach for integration of data collection for performance reporting. The first phase of data collection and reporting can be conducted by core programs operating independent systems. The next phase will review the feasibility and effectiveness of designing a more integrated system in which all programs interact and participate – this activity could be carried out by the interagency data governance group. DOE will suggest and provide a plan for transmission of data in a secure and efficient manner to involved state Regional Data Centers, in order to complete required reporting requirements.
- What resources or relationships do you need to implement WIOA?
 - Leases/space sharing – required and impacted partners need more investigative work on the question of lease and space sharing. The legal and leasing organizations within each of the core programs may convene to develop and agree on a statewide plan for sharing and leasing space. Local boards cannot be expected to negotiate lease agreements with each core program, particularly those with administration at the state level (VR, DBS, etc.). Once the core programs agree on a structure, which could include a method for distributing costs across programs, the core programs must engage the Department of Management Services (DMS). Only with collaboration from DMS, including conveying thorough information about the requirements of WIOA, can the

relationships between the core programs be fully realized in terms of co-location.

- Phase one of WIOA data management and reporting system can be accomplished within current core program resources. Additional data is being collected on system infrastructures across the core program agencies. If results of the survey call for additional resources for implementation, the workgroup will notify senior leadership of the core programs. Phase two resource recommendations may come from the interagency data governance group (if establishment of that group is approved).
- The core and required partners need in-depth cross training at the state and local levels on each program's service delivery requirements and processes (eligibility, scope of services, etc.).
- Business relations activities would benefit from strengthening of local and regional collaboration between VR, DBS, and CareerSource, including cross-training. Outcomes would be improved by all core programs being included in sector partnerships, beginning with the planning stages to better prepare consumers to meet businesses' needs. There are already strong partnerships in place between CareerSource and CAE, FCS, and the state university system.
- Some regional planning structure at a higher level than the current 24 WF Boards may be reasonable, but defining those areas will require all partners sitting down and taking thoughtful time to determine what the least onerous and most efficient structure would be. When consensus is reached, additional staffing may be required to enable impacted partners to comply with organizational requirements.

Timeline Feedback

We have no updates to the timeline and require more concentrated time to understand what is needed and can be done within the timeframe established. DOE will convene the interagency group after August 6th to bring the two existing sub-workgroups together so that DOE reps can better inform the Commissioner.

Attachment 1

Department of Education
WIOA Task Force Topics and Recommendations
Answers to Questions 1-6
WIOA Task Force Meeting – July 16, 2015

1. How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

VR is currently organized locally to follow the local workforce planning areas. Those local offices are rolled up into six areas with a management structure and resources at the area level. If the core partners want to follow the same regional structure, VR will require new FTEs and reorganization if those six areas change. College service regions are fine except areas 8 (central) and 12 (north) would be split somewhat. Concern is that there is another layer of approval or support if there are local and then additional regional meetings and approvals. DBS – no issues now except some overlap. *Summation – some regional planning structure at a higher level than the current 24 WF Boards may be reasonable, but defining those areas will require all partners sitting down and taking thoughtful time to determine what the least onerous and most efficient structure would be.*

2. What should be included in a comprehensive one-stop career center?

- A statewide agreement about the minimum level and types of participation that VR will have in each of the CCCs would be helpful, if local offices had some flexibility to determine the best methods for implementing the agreements.
- Florida's Farmworker Career Development Program is implemented through sub-recipient agencies located in highly populated farmworker communities. These local direct service providers are non-profit agencies, county governments, state and community colleges, technical centers, and school districts.
- The grantee is a required one-stop partner and the grantee and the Local Workforce Development Board must develop and enter into a Memorandum of Understanding (MOU) which sets forth their respective responsibilities for providing access to the full range of NFJP services through the one-stop system eligible to migrant and seasonal farmworkers. As a one-stop partner, the NFJP is responsible for signing the MOU with the Local Board, delivering career services, contributing to the infrastructure cost of the one-stops in which they deliver services in addition to other responsibilities.

3. Which programs and entities should be included in Florida's Workforce Development System (unified or combined planning)?

DOE WIOA Core Programs and required partners will be part of either a unified or combined plan. If DEO programs want to be part of a combined plan because it makes sense and will improve services to customers, then a combined plan is acceptable. No entity or program besides the core programs should be compelled to participate in a combined plan; however,

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as time passes, the core programs should remain open to including additional partners in future plans.

4. How can Florida's Workforce Development System better share information, systems, and/or customers?

- Regardless of how the partners are organized at the state level, much more consistent communication, collaboration and cooperation must happen between the partners. Every decision made should go through this filter. How does taking a particular action help or hurt this effort?
- The customers' (employers and job-seekers) experiences should be an integrated system, with minimal barriers to participation, whether the partners are using the same technical/infrastructure/data systems or not. The DOE supports better, more seamless customer service. The DOE also supports leveraging current systems to the extent possible, where tax-payer dollars have been used to provide services and transparent reporting processes.
- The DOE is concerned about the process of "system" integration; the systems to be integrated should be well-defined. The integration that does occur must be properly planned, funded and implemented with all core programs and required partners, and affected partners participating. In addition, the DOE is concerned about customers' data privacy and ability to have choices about their data sharing; these must continue to be protected.
- DOE recommends a data governance group as a part of ongoing implementation and a focus on minimal information from the customer be required.
- Sunshine Law requirements must be addressed. To effectively plan as a group, the partner organizations must be able to discuss planning and operational details as part of their day-to-day work requirements. This runs contrary to the requirements of the task force and state board. It's very difficult to plan and implement an integrated system when the principles of the partner agencies cannot discuss options without noticing a meeting.
- The DOE supports ongoing, meaningful cross training between partner staff in order to better share information.
- The partners should further examine whether the VR vendor registration process and CareerSource eligible training provider approval process can be better coordinated at the state level.

5. What can Florida's Workforce Development System do to be serve individuals with obstacles to employment?

- The partners need to have a shared, overarching vision, mission, values and culture, while respecting each others' mission and vision. It should also be clear that no entity's ability to fulfill its statutory charge is inhibited. While the Task Force tacitly agreed to follow the vision, mission, promise and pillars of CareerSource Florida, the partners

Attachment 1

need develop something (the same or different) that all can actively buy into and internalize as partner organizations. Each partner needs to consider what the mission and vision mean to their organizations. Considerations going forward: What changes are being necessitated by WIOA in how we approach our work? How do we bring everyone on board? Within the plan, specializations need to be observed and maintained. DBS' portion of the state plan will need to separately identify how services will be delivered within the workforce system, using the specialized services of vision professionals involved in the service delivery system and allowing better coordination for greater outcomes to those portions of the system.

- Customers – job seekers and businesses – need to experience a seamless system of meaningful services. In order to accomplish a seamless system for everyone, it must be designed with universal design principles in mind. Universal design includes ADA, but is based on a slightly different philosophical approach. Universal design principles include¹:
 - Principle 1: Equitable Use - The design is useful and marketable to people with diverse abilities.
 1. Provide the same means of use for all users: identical whenever possible; equivalent when not.
 2. Avoid segregating or stigmatizing any users.
 3. Provisions for privacy, security, and safety should be equally available to all users.
 4. Make the design appealing to all users.
 - Principle 2: Flexibility in Use - The design accommodates a wide range of individual preferences and abilities.
 1. Provide choice in methods of use.
 2. Accommodate right- or left-handed access and use.
 3. Facilitate the user's accuracy and precision.
 4. Provide adaptability to the user's pace.
 - Principle 3: Simple and Intuitive Use - Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
 - Eliminate unnecessary complexity.
 - Be consistent with user expectations and intuition.
 - Accommodate a wide range of literacy and language skills.
 - Arrange information consistent with its importance.
 - Provide effective prompting and feedback during and after task completion.
 - Principle 4: Perceptible Information - The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
 - Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.

¹ Centre for Excellence in Universal Design, <http://universaldesign.ie/What-is-Universal-Design/The-7-Principles/>.

Attachment 1

- Provide adequate contrast between essential information and its surroundings.
- Maximize "legibility" of essential information.
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Principle 5: Tolerance for Error - The design minimizes hazards and the adverse consequences of accidental or unintended actions.

- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.
- Provide fail safe features.
- Discourage unconscious action in tasks that require vigilance.

Principle 6: Low Physical Effort - The design can be used efficiently and comfortably and with a minimum of fatigue.

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimize repetitive actions.
- Minimize sustained physical effort.

Principle 7: Size and Space for Approach and Use - Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

In addition, the hours of operation for career centers should also be flexible, having at least one or two days a week when offices are open longer than the standard work day. This provides those who are underemployed an opportunity to access services for career preparation and growth. Centers should be located in areas that are easily accessible to public transportation.

WIOA Regional Planning Area Designation

Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- *§ 679.200 What is the purpose of requiring States to identify regions?*
 - The purpose of identifying regions is to align workforce development activities and resources with larger regional economic development areas and available resources to provide coordinated and efficient services to both job seekers and employers.

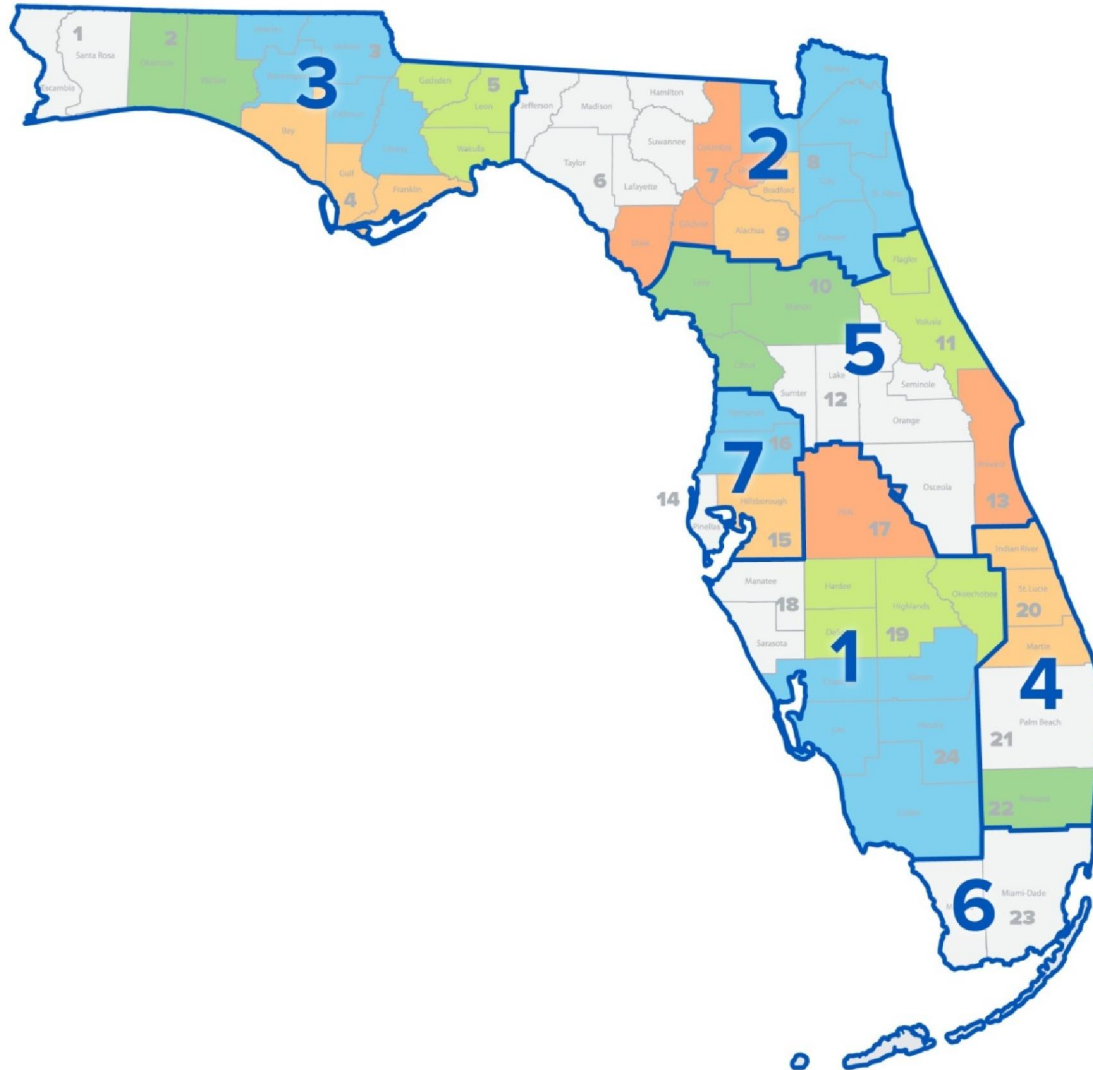
Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- § 679.210 What are the requirements for identifying a region?
 - (a) The Governor must assign local areas to a region prior to submission of the State Unified or Combined Plan, in order for the State to receive WIOA title I-B adult, dislocated worker, and youth allotments.
 - (b) The Governor must develop a policy and process for identifying regions. Such policy must include:
 - (1) Consultation with the Local Boards and chief local elected officials in the local area(s) as required in WIOA sec. 102(b)(2)(D)(i)(II) and WIOA sec. 106(a)(1); and
 - (2) Consideration of the extent to which the local areas in a proposed region:
 - (i) Share a single labor market;
 - (ii) Share a common economic development area; and
 - (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B.

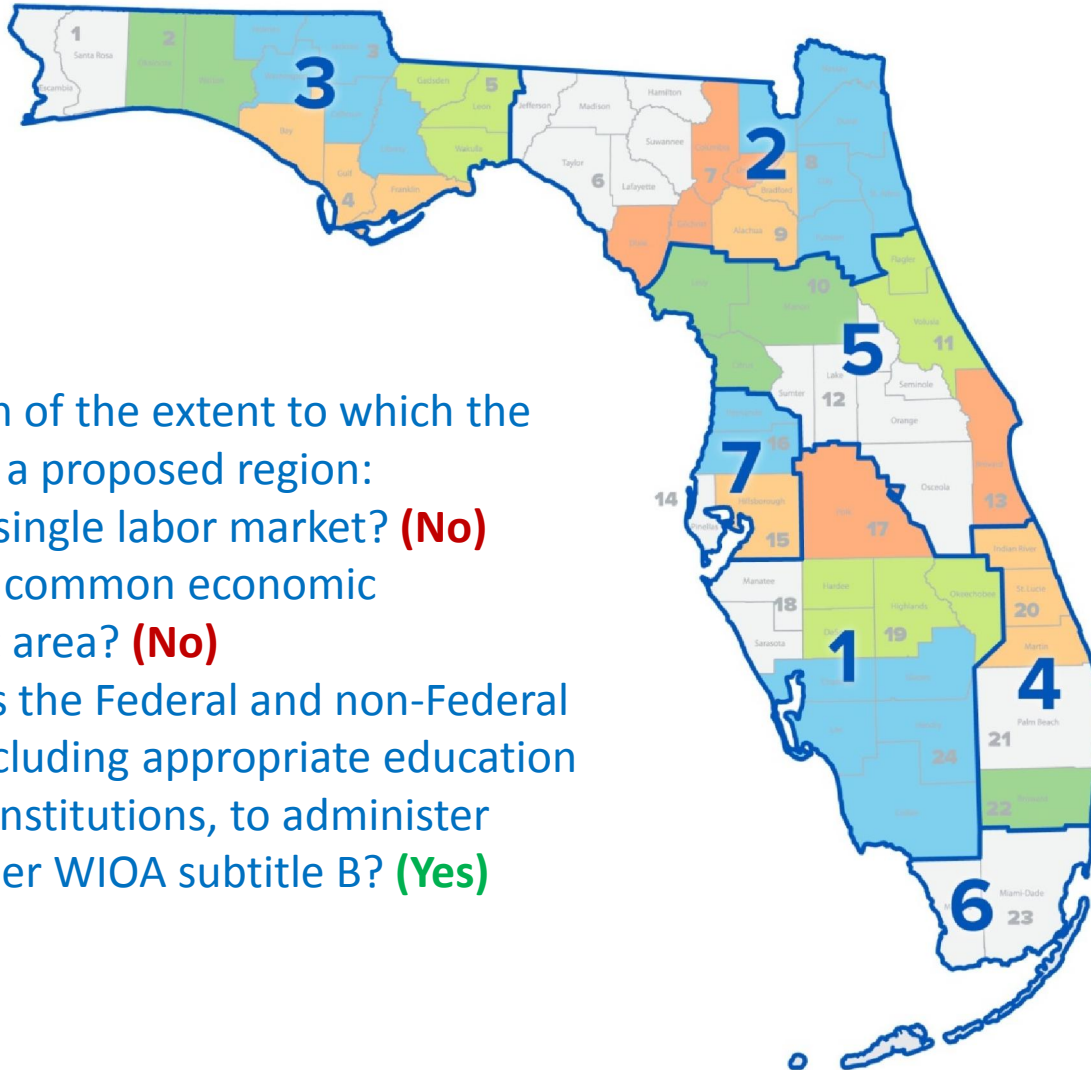
Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- § 679.210 What are the requirements for identifying a region?
(Continued)
 - (c) In addition to the required criteria described in paragraph (b)(2) of this section, other factors the Governor may also consider include:
 - (1) Population centers
 - (2) Commuting patterns
 - (3) Land ownership
 - (4) Industrial composition
 - (5) Location quotients
 - (6) Labor force conditions
 - (7) Geographic boundaries
 - (8) Additional factors as determined by the Secretary

CareerSource Florida Proposed Regional Planning Areas



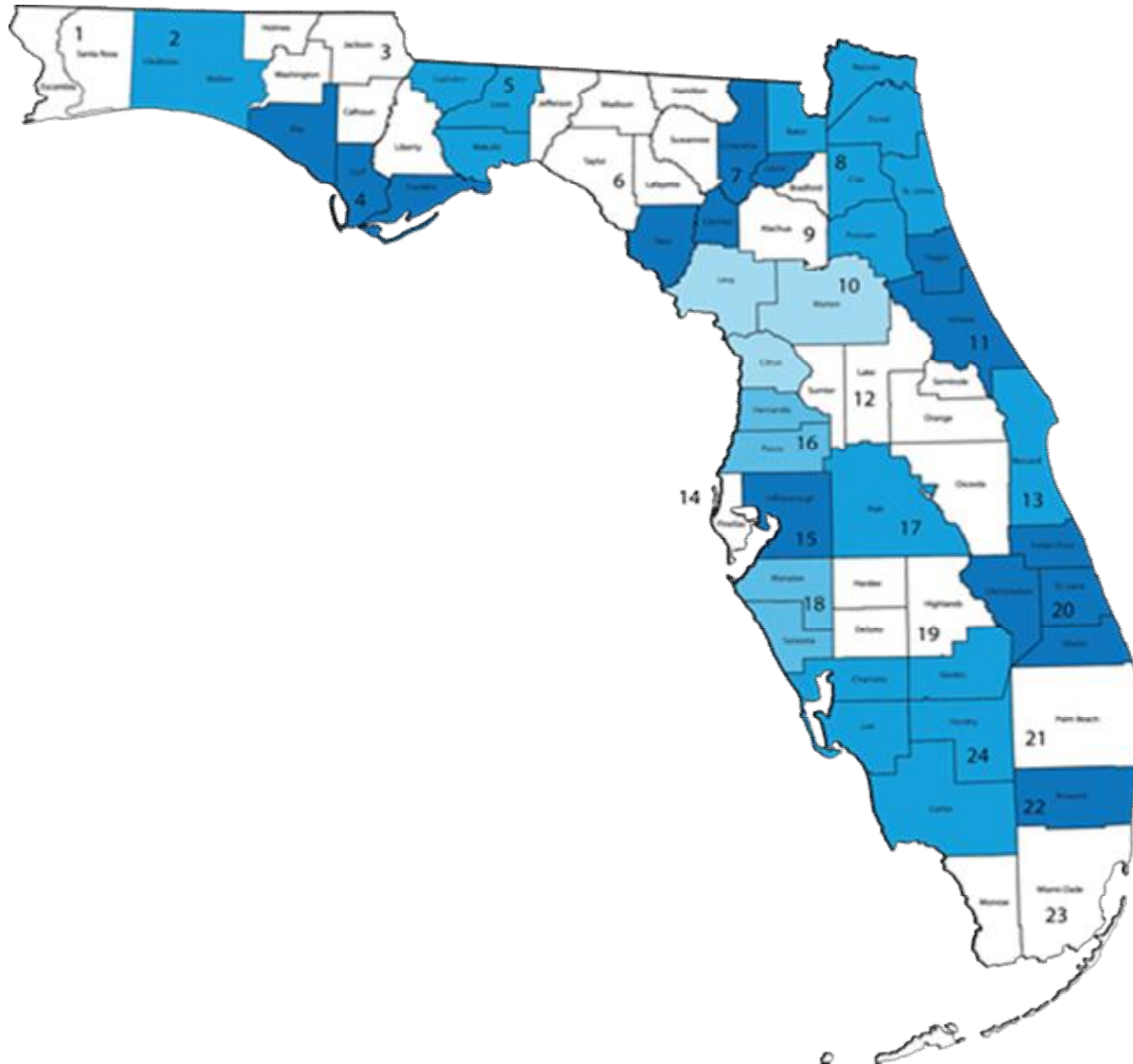
CareerSource Florida Proposed Regional Planning Areas



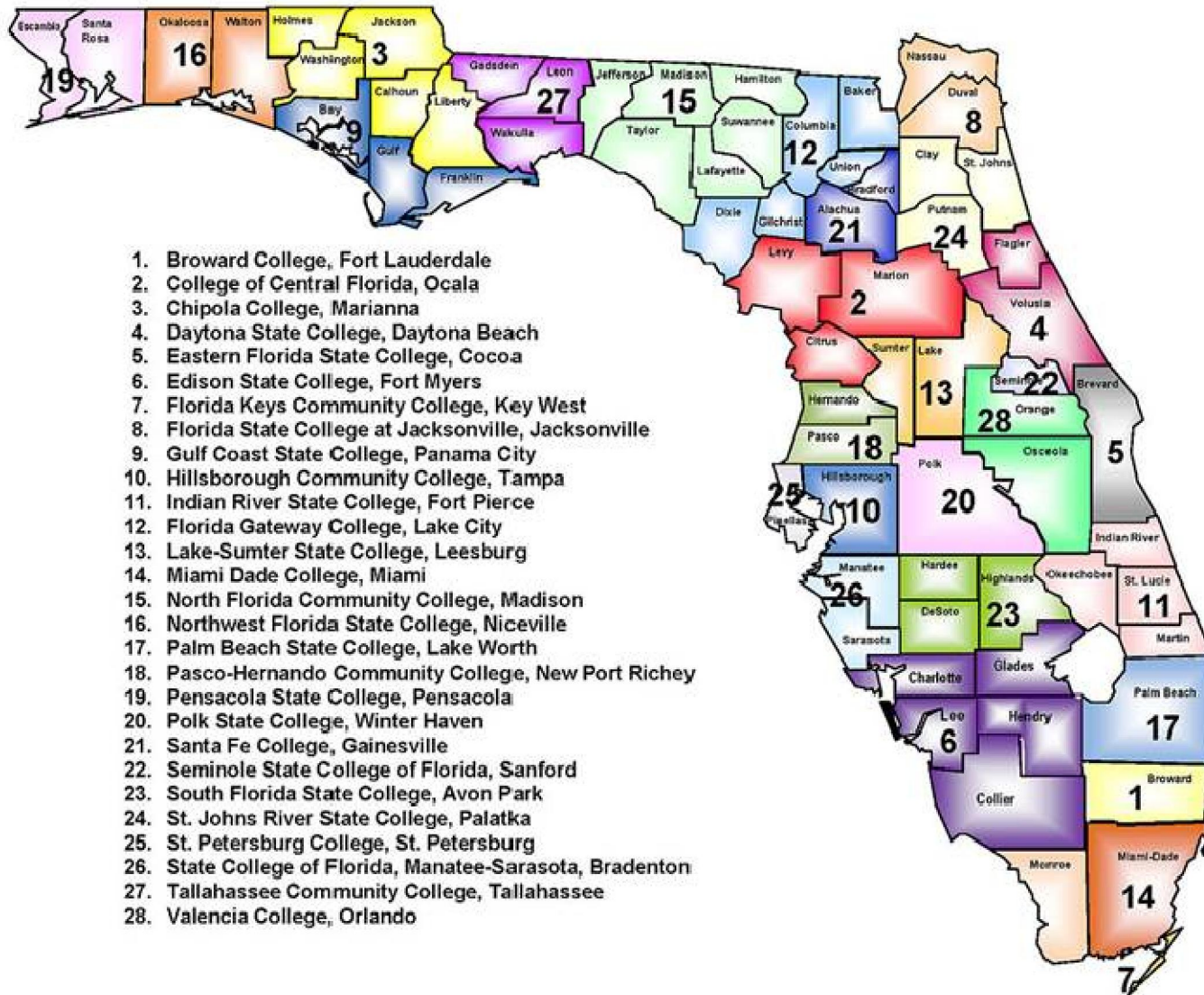
Consideration of the extent to which the local areas in a proposed region:

- (i) Share a single labor market? **(No)**
- (ii) Share a common economic development area? **(No)**
- (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B? **(Yes)**

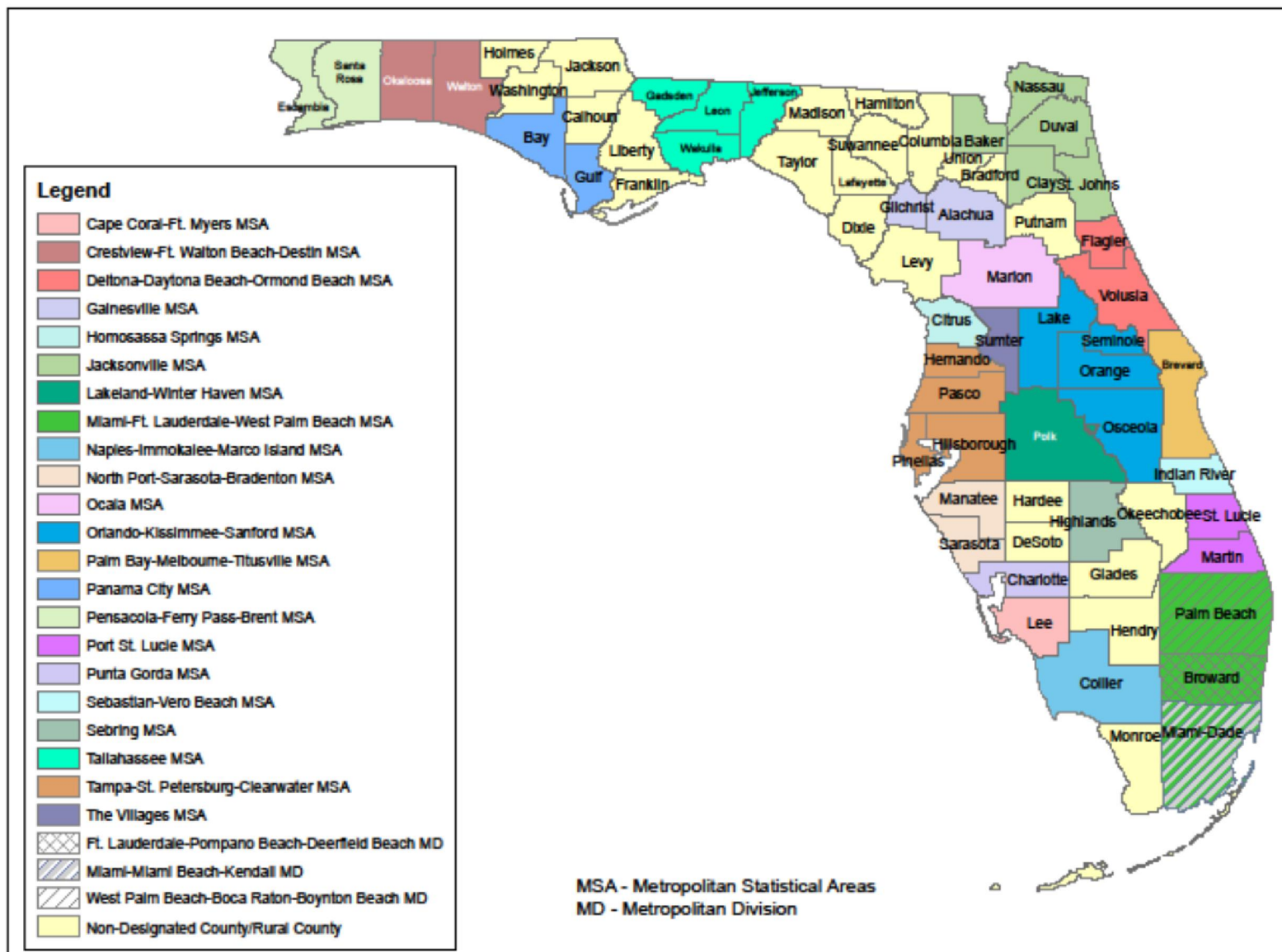
Current Workforce Structure



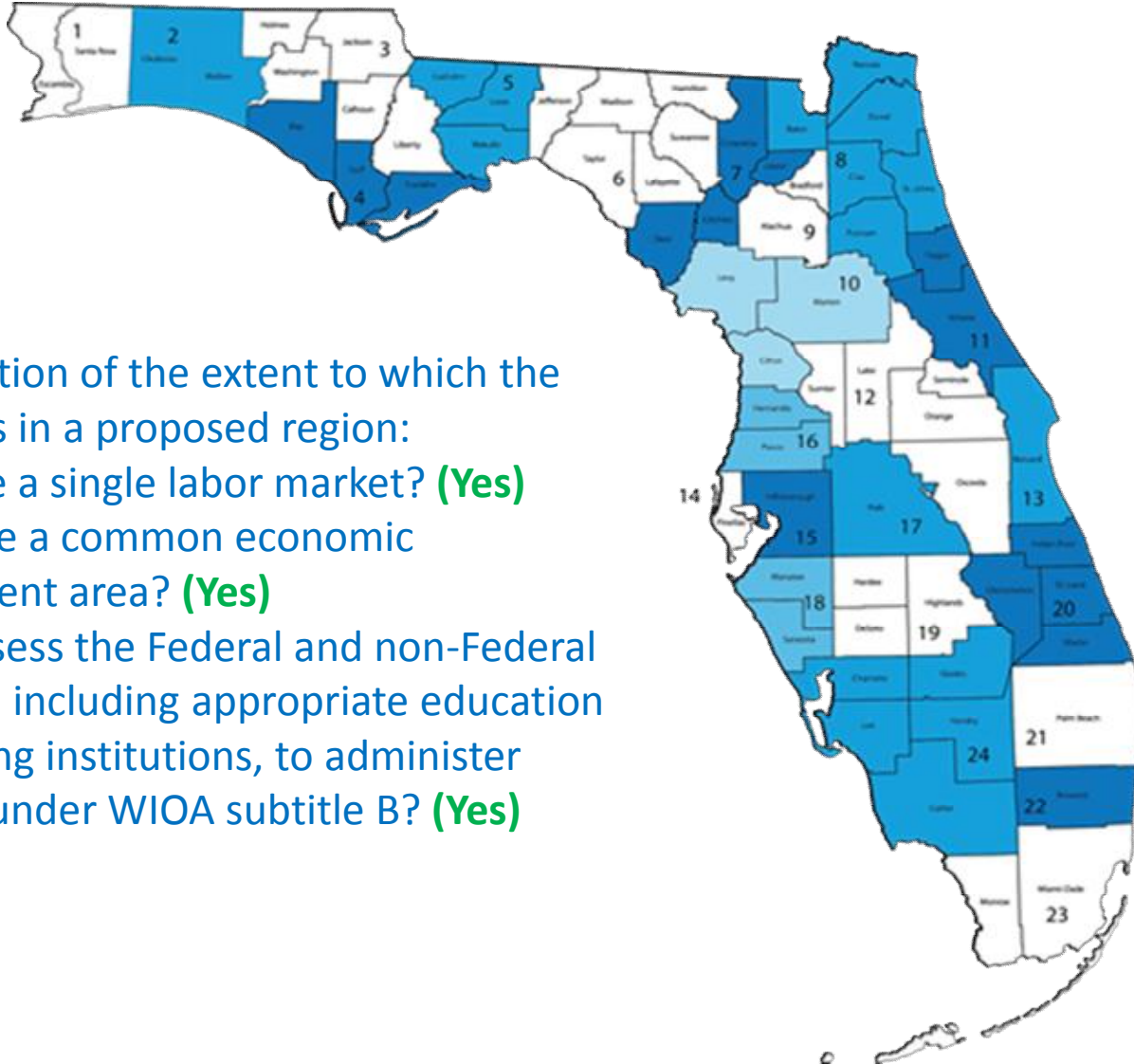
THE FLORIDA COLLEGE SYSTEM



Florida Metropolitan Areas



Current Workforce Structure



Consideration of the extent to which the local areas in a proposed region:

- (i) Share a single labor market? **(Yes)**
- (ii) Share a common economic development area? **(Yes)**
- (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B? **(Yes)**

WIOA Regional Planning Area Designation

- The seven regional planning areas proposed by CSF do not meet the WIOA criteria
- The current structure meets WIOA criteria
- Critical Issues/Concerns:
 - Impact of shared regional performance?
 - Shared administrative funds?
- Further “regional planning” guidance is forthcoming from USDOL
- Thoughtful designation of regional planning areas is critical to successful WIOA implementation
 - Consider 12 to 14 regional coalitions for service coordination and planning purposes
 - Our August 12th Partners meeting is the best opportunity to understand differing perspectives on these critical issues

1. How Should WIOA–Required One Stop Career Center Partners Share Infrastructure Costs?
2. Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
3. What resources or relationships do you need to implement WIOA?

As I was researching my response to question 1 I quickly realized that the right response to all 3 questions is found in the guidance provided for the Memorandum of Understanding (MOU). First, the MOU is the instrument that defines cost sharing among the WIOA–Required Career Center Partners.

§ 678.400 Who are the required one-stop partners?

- (a) Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop systems.
- (b) The required partners are the entities responsible for administering the following programs and activities in the local area:
 - (1) Programs authorized under title I of WIOA, including:
 - (i) Adults;
 - (ii) Dislocated workers;
 - (iii) Youth;
 - (iv) Job Corps;
 - (v) YouthBuild;
 - (vi) Native American programs; and
 - (vii) Migrant and seasonal farmworker programs;
 - (2) Employment services authorized under the Wagner–Peyser Act (29 U.S.C. 49 et seq.);
 - (3) Adult education and literacy activities authorized under title II of WIOA;
 - (4) The Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);

- (5) The Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
- (6) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20U.S.C. 2301 et seq.);
- (7) Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
- (8) Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
- (9) Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.);
- (10) Employment and training activities carried out by the Department of Housing and Urban Development;
- (11) Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
- (12) Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and
- (13) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under § 678.405(b).

There are now **19 required one-stop partners**, and the law/regulations also allows for other non-required entities to be added to the mix. With the implementation of WIOA many mandatory partners are required to provide services in the one-stop that they have not up till now offered in our career centers. An example of this is found at:

§ 678.430 What are career services?

WIOA requires one-stop partners to deliver career services applicable to their specific program. This proposed regulation clarifies that an applicable career service is a service identified in § 678.430 and is an authorized program activity. The TANF statute does not include a definition for career services.

Accordingly, the TANF State grantees need to identify any employment services and related supports being provided by the TANF program (within the particular local area) that are comparable with the career services as described in proposed § 678.430. **At a minimum, the TANF program partner must provide intake services at the one-stop for TANF assistance and non-assistance benefits via application processing and initial eligibility determinations.**

I think you quickly see that to come to a fair and equitable cost sharing agreement we must establish:

- I. Who will be physically present in the center;
- II. Full or part-time;
- III. If not physically present will center staff be required to supply support, i.e. provide customer guidance when using an on-line tool, etc.;
- IV. What services they will be offered;
- V. How do those services support a Career Pathway;
- VI. How will they interface with partner programs to provide seamless services;
- VII. How will supervision and guidance be provided to staff; and,
- VIII. What administrative or other supports will they require to be successful.

This list is not exhaustive. There are other factors that are the basis for a fair and equitable cost sharing agreement. The costs of operations are more than the cost of a building, which is surely a factor of the cost, but are also based on operational delivery. The design of how services are delivered, by whom and when, are important cost factors. WIOA's solution to fairly funding the one-stop system is required through the implementation of a MOU.

§ 678.500 What is the Memorandum of Understanding for the one-stop delivery system and what must be included in the Memorandum of Understanding?

- (a) The MOU is the product of local discussion and negotiation, and is an

agreement developed and executed between the Local Board, with the agreement of the chief elected official and the one-stop partners, relating to the operation of the one-stop delivery system in the local area. Two or more local areas in a region may develop a single joint MOU, if they are in a region that has submitted a regional plan under sec. 106 of WIOA.

(b) The MOU must include:

(1) **A description of services to be provided through the one-stop delivery system, including the manner in which the services will be coordinated and delivered through the system;**

(2) A final plan, or an interim plan if needed, on how the costs of the services and the operating costs of the system will be funded, including:

(i) Funding of infrastructure costs of one-stop centers in accordance with §§ 678.700 through 678.755; and (ii) Funding of the shared services and operating costs of the one-stop delivery system described in § 678.760;

(3) Methods for referring individuals between the one-stop operators and partners for appropriate services and activities;

(4) Methods to ensure that the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system;

(5) The duration of the MOU and procedures for amending it; and

(6) Assurances that each MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services.

(c) The MOU may contain any other provisions agreed to by the parties that are consistent with WIOA title I, the authorizing statutes and regulations of one-stop partner programs, and the WIOA regulations.

(WIOA sec. 121(c).)

(d) When fully executed, the MOU must contain the signatures of the Local Board, one-stop partners, the chief elected official(s), and the time period in which the agreement is effective. The MOU must be updated not less than every 3 years to reflect any changes in the signatory official of

the Board, one-stop partners, and chief elected officials, or one-stop infrastructure funding.

WIOA envisions that the MOU is negotiated at the local level where services are delivered and costs are incurred.

The idea of one-stop costs is again emphasized at:

§ 678.755 What are the required elements regarding infrastructure funding that must be included in the one-stop Memorandum of Understanding?

The MOU, fully described in § 678.500, must contain the following information whether the local areas use either the local one-stop or the State one-stop infrastructure funding method:

- (a) The period of time in which this infrastructure funding agreement is effective. This may be a different time period than the duration of the MOU.
- (b) Identification of an infrastructure and shared services budget that will be periodically reconciled against actual costs incurred and adjusted accordingly to ensure that it reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to relative benefits received, and that complies with chapter II of title 2 of the Code of Federal Regulations (or any corresponding similar regulation or ruling).
- (c) Identification of all one-stop partners, chief elected officials, and Local Board participating in the infrastructure funding arrangement.
- (d) Steps the Local Board, chief elected officials, and one-stop partners used to reach consensus or an assurance that the local area followed the guidance for the State one-stop infrastructure funding process.
- (e) Description of the process to be used between partners to resolve issues during the MOU duration period when consensus cannot be reached.
- (f) Description of the periodic modification and review process to ensure equitable benefit among one-stop partners.

And:

§ 678.760 How do one-stop partners jointly fund other shared costs under the Memorandum of Understanding?

(a) In addition to jointly funding infrastructure costs, one-stop partners listed in §§ 678.400 through 678.410 must use a portion of funds made available under their programs' authorizing Federal law (or fairly evaluated in-kind contributions) to pay the additional costs relating to the operation of the one-stop delivery system, which must include applicable career services.

(b) Additionally, one-stop partners may jointly fund shared services to the extent consistent with their programs' Federal authorizing statutes and other applicable legal requirements. Shared services' costs may include the costs of shared services that are authorized for and may be commonly provided through the one-stop partner programs to any individual, such as initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services to meet such needs, referrals to other one-stop partners, and business services. Shared operating costs may also include shared costs of the Local Board's functions.

(c) These shared costs must be allocated according to the proportion of benefit received by each of the partners, consistent with the Federal law authorizing the partner's program, and consistent with all other applicable legal requirements, including Federal cost principles in chapter II of title 2 of the Code of Federal Regulations (or any corresponding similar regulation or ruling) requiring that costs are reasonable, necessary, and allocable.

(d) Any shared costs agreed upon by the one-stop partners must be included in the MOU.

2. Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

The answer to the second question again lies within the MOU. § 678.500 states that "The MOU is the product of local discussion and negotiation, and is an

agreement developed and executed between the Local Board, with the agreement of the chief elected official and the one-stop partners, relating to the operation of the one-stop delivery system in the local area.” Common measurement and governance is the driver that will transform individualized programs that are cohabitating in the same one-stop to partners delivering seamless career development services. Services must be described in the MOU, and the language at 678.500 drives the program partners to explain the “manner in which the services will be coordinated and delivered through the System.”

Common performance measurements that drive the system to excellence cannot be created in a vacuum. Rather, they will naturally result from the negotiations to create the governance and funding of the one-stop service delivery system. The language at 678.510 ensures all the key stakeholders have a place at the table.

§ 678.510 How should the Memorandum of Understanding be negotiated?

(a) WIOA emphasizes full and effective partnerships between Local Boards, chief elected officials, and one-stop partners. Local Boards and partners must enter into good-faith negotiations. Local Boards, chief elected officials, and one-stop partners may also request assistance from a State agency responsible for administering the partner program, the Governor, State Board, or other appropriate parties on other aspects of the MOU.

(b) Local Boards and one-stop partners must establish, in the MOU, a final plan for how the Local Board and programs will fund the infrastructure costs of the one-stop centers. If a final plan regarding infrastructure costs is not complete when other sections of the MOU are ready, an interim infrastructure cost plan may be included instead, as described in § 678.715(c). Once the final infrastructure cost plan is approved, the Local Board and one-stop partners must amend the MOU to include the final plan for funding infrastructure costs of the one-stop centers, including a description of the funding mechanism established by

the Governor relevant to the local area. Infrastructure cost funding is described in detail in subpart E of this part. (WIOA sec. 121(h)(2).)

(c) The Local Board must report to the State Board, Governor, and relevant State agency when MOU negotiations with one-stop partners have reached an impasse.

(1) The Local Board and partners must document the negotiations and efforts that have taken place in the MOU. The State Board, one-stop partner programs, and the Governor may consult with the appropriate Federal agencies to address impasse situations related to issues other than infrastructure funding after attempting to address the impasse. Impasses related to infrastructure cost funding must be resolved using the State infrastructure cost funding mechanism described in § 678.730.

(2) The Local Board must report failure to execute an MOU with a required partner to the Governor, State Board, and the State agency responsible for administering the partner's program. Additionally, if the State cannot assist the Local Board in resolving the impasse, the Governor or the State Board must report the failure to the Secretary of Labor and to the head of any other Federal agency with responsibility for oversight of a partner's program.

3. What resources or relationships do you need to implement WIOA?

At a minimum we need:

- A. Guidance from the state as describe at Proposed Rule 678.755 that provides the framework for negotiating the one-stop MOU along with the minimum areas to be covered, i.e. one-stop description, system governance, cost sharing methodology, common performance targets, etc.
- B. Impasse resolution direction.
- C. Identification by the state which of the 19 mandatory partner programs will be represented by state agencies at local MOU negotiations and which will be negotiated at the board level by regional or local providers.

D. Notification to all negotiating entities, chief elected officials, local boards, one-stop partner programs, administered locally or at the state level, of target dates for MOU negotiation and conclusion.

How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?

According to the Joint DOL/VR NPRM 678.700 (c), 'Each entity that carries out a program or activity in a local one-stop center, described in 678.400 through 678.410, must use a portion of the funds available for the program and activities to maintain the one-stop delivery system, including payment of the infrastructure costs of one-stop centers.' So, first off, it would appear that VR and Adult Ed would need to be required to actually be co-located or carrying out a program at the one-stop centers. This needs to be set at the State level to require the co-location or joint staffing/programmatic activities.

If there is no state requirement for VR/Adult Ed to be a part of the one-stop centers, then it is likely that there will be a further divide between the entities because they will not wish to incur infrastructure costs. The local levels could negotiate the infrastructure costs; however, it would be less fractional if the amount/method were determined at the state level. If this is modeled after the WP infrastructure method then it would rely on the number of FTE's at each location to determine the amount from each entity.

Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

CSF/DEO and the Regional Workforce Boards are best suited to being the lead of this structure. It is similar to when WP and TANF were rolled into the Career Center structure. At the local level we would have functional supervision for any staff in the Career Centers, with input on their performance measures and individual performance. The same as we do with WP/DEO staff right now. If not co-located there should be a move to have at least some VR/Adult Ed co-located for a portion of time to serve customers jointly. Again, the functional supervision would happen at the local level.

For the setting of common measurement, it should be a jointly negotiated measure for the specific populations (VR/Adult Ed customers). The negotiations would include the local area and the VR/Adult Ed local area reps. Again, DEO/CSF should take the lead on this function but involve the local area and VR/Adult Ed.

What resources or relationships do you need to implement WIOA?

Need a State level MOU that sets out the 'thou shalts' with plenty of room for the local area reps to expand upon them. For instance, thou shalt jointly staff any customer to determine career pathways, etc. (Right now this is hit or miss), thou shalt co-locate a minimum of one FTE per local area (or per career center), thou shalt provide X in infrastructure costs based on FTE's (or whatever method), etc.

Need resources for initial team building/facilitation of the relationships with VR/Adult Ed, especially if mandatory co-location or programmatic service delivery is instated. We have a decent top level relationship, but the trust has not been built with staff of each organization. This has to be built quickly and a facilitated type of activity over the next three quarters would be great for this.

CareerSource Central Florida – Region 12

Additional topic recommendations for Task Force – Region 12 will post previous individual comments to website.

- Discussion regarding the proposed regional map overlaying transportation regions. For Region 12, the alignment with Volusia and Brevard is consistent with other economic development plans; however, it is not consistent to include Marion, Citrus and Levy in the Central Florida corridor. Region 12 requests additional dialogue about the regional planning area designation.
- How should WIOA-required one-stop partners share in infrastructure costs?
 - Through an MOU, the core programs of Adult Education and Vocational Rehabilitation provide the % in the law to be allocated to local areas, in exchange for a baseline level of services to Adult Ed and Vocational Rehabilitation populations in the local one-stop system. Local agreements would be created that are tailored to meet local needs and local outcome measures for education, enrollment measures.
 - Allow local board the flexibility to work via contract or MOU with post-secondary institutions on the use of Perkins funds to address the unique economic needs at the local level.
- What governance/organizational structure should support the best outcomes for core programs?
 - CareerSource Florida creates a multi-agency “think tank” for best practices in collaboration between core partners –recommendations created and given to CareerSource Florida.
 - Regional Board representation of all core partners (add Adult Ed, Voc Rehab) also representation on operational committees
 - Create common core measures (credential attainment, employment, wage outcomes, and employment retention) for all core programs, not just the workforce programs
- What resources, relationships are needed to implement WIOA?
 - An outline on the WIOA required plan or guidance for local areas in order to create by second quarter.
 - Policy guidance on procurement of one-stop operator in alignment with Florida’s waiver
 - Policy guidance on Eligible Training Providers List process under WIOA
 - Policy guidance on local area incumbent worker training that allows Boards to administer the program in the same manner as the statewide incumbent worker program.
 - Data sharing agreements at the state level among the core programs (CareerSource, Adult Ed, Voc Rehab, Post-Secondary).

Workforce Innovation and Opportunity Act Task Force

Question/Discussion	Region 02 Response
How should WIOA-Required One Stop Center Partners Share Infrastructure Costs?	<p>We have established a resource share cost for “paying” One-Stop partners. The share is based on the following: Lease, insurance, telephone, IT, Utilities, facilities maintenance, supplies and equipment leasing and maintenance.</p> <p>The shared cost per FTE is determined by number of individuals/staff per center divided by expenses noted. (Attached is the Region 02 2015-2016 Resource Share worksheet.)</p> <p>Not all onsite partners are “paying” but offset cost by providing in-kind services (ie FL NCBA/SCSEP provides eligible participants and within guidelines Center staff assistance – some of the areas of in-kind staff assistance in the One-Stop Center computer labs).</p>
Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?	No determination at this time for this response.
What resources or relationships do you need to implement WIOA	Local input with state designated partners support and guidance.

2015 - 2016 Resource Share Worksheet

Based on LY Cost Projected out through
June 30, 2015 and Actual Lease contracts
for 2015/2016

	<u>Ft. Walton One Stop</u>	<u>Crestview One-Stop</u>	<u>Freeport</u>
Expense			
Leases Actual	\$158,319	\$95,976	\$24,000
Insurance	\$5,972	\$3,811	\$1,648
Telephone	\$16,105	\$9,746	\$4,270
Software and Internet	\$2,623	\$2,614	\$2,592
Utilities	\$24,264	\$20,235	\$3,153
Facilities Maintenance	\$750	\$11,992	\$5,938
Supplies	\$9,038	\$4,942	\$3,260
Equipment Leasing & Maintenance	\$9,695	\$1,538	\$0
Total Expense	\$226,766	\$150,854	\$44,860
Total FTE for 2015/2016 including Partners	22	16	4
Annual Cost per FTE including Partners	\$10,308	\$9,428	\$11,215

VOCATIONAL REHABILITATION

2015 - 2016 Resource Share Worksheet

Based on LY Cost Projected out through
June 30, 2015 and Actual Lease contracts
for 2015/2016

	Ft. Walton One Stop	Crestview One-Stop	Freeport
Expense			
Leases Actual	\$158,319	\$95,976	\$24,000
Insurance	\$5,972	\$3,811	\$1,648
Telephone	\$16,105	\$9,746	\$4,270
Software and Internet	\$2,623	\$2,614	\$2,592
Utilities	\$24,264	\$20,235	\$3,153
Facilities Maintenance	\$750	\$11,992	\$5,938
Supplies	\$9,038	\$4,942	\$3,260
Equipment Leasing & Maintenance	\$9,695	\$1,538	\$0
Total Expense	\$226,766	\$150,854	\$44,860
Total FTE for 2015/2016 including Partners	22	16	4
Annual Cost per FTE including Partners	\$10,308	\$9,428	\$11,215
Voc Rehab FTE's	1	2	0

Total					Last Year
Total Annual Cost for Voc Rehab	\$10,308	\$18,857	\$0	\$29,164	\$27,682
Total Monthly Cost for Voc Rehab	\$859	\$1,571	\$0	\$2,430	\$2,307
Total Quarterly Cost for Voc Rehab	\$2,577	\$4,714	\$0	\$7,291	\$6,920

Early Learning Coalition

2015 - 2016 Resource Share Worksheet

Based on LY Cost Projected out through
June 30, 2015 and Actual Lease contracts
for 2015/2016

	Ft. Walton One Stop	Crestview One-Stop	Freeport
Expense			
Leases Actual	\$158,319	\$95,976	\$24,000
Insurance	\$5,972	\$3,811	\$1,648
Telephone	\$16,105	\$9,746	\$4,270
Software and Internet	\$2,623	\$2,614	\$2,592
Utilities	\$24,264	\$20,235	\$3,153
Facilities Maintenance	\$750	\$11,992	\$5,938
Supplies	\$9,038	\$4,942	\$3,260
Equipment Leasing & Maintenance	\$9,695	\$1,538	\$0
Total Expense	\$226,766	\$150,854	\$44,860
Total FTE for 2015/2016 including Partners	22	16	4
Annual Cost per FTE including Partners	\$10,308	\$9,428	\$11,215
ELC FTE's	1	1	0

	Total				LY Annualized- Crestview Only
Total Annual Cost for ELC	\$10,308	\$9,428	\$0	\$19,736	\$8,041
Total Monthly Cost for ELC	\$859	\$786	\$0	\$1,645	\$670
Total Quarterly Cost for ELC	\$2,577	\$2,357	\$0	\$4,934	\$2,010

SEP Area Leader

2015 - 2016 Resource Share Worksheet

Based on LY Cost Projected out through
June 30, 2015 and Actual Lease contracts
for 2015/2016

	Ft. Walton One Stop	Crestview One-Stop	Freeport
Expense			
Leases Actual	\$158,319	\$95,976	\$24,000
Insurance	\$5,972	\$3,811	\$1,648
Telephone	\$16,105	\$9,746	\$4,270
Software and Internet	\$2,623	\$2,614	\$2,592
Utilities	\$24,264	\$20,235	\$3,153
Facilities Maintenance	\$750	\$11,992	\$5,938
Supplies	\$9,038	\$4,942	\$3,260
Equipment Leasing & Maintenance	\$9,695	\$1,538	\$0
Total Expense	\$226,766	\$150,854	\$44,860
Total FTE for 2015/2016 including Partners	22	16	4
Annual Cost per FTE including Partners	\$10,308	\$9,428	\$11,215
SEP Area Leader	0	1	0

	Total				LY
Total Annual Cost for SEP Area Leader	\$0	\$9,428	\$0	\$9,428	\$0
Total Monthly Cost for SEP Area Leader	\$0	\$786	\$0	\$786	\$0
Total Quarterly Cost for SEP Area Leader	\$0	\$2,357	\$0	\$2,357	\$0

Small Business Development Center

2015 - 2016 Resource Share Worksheet

Based on LY Cost Projected out through
June 30, 2015 and Actual Lease contracts
for 2015/2016

	Ft. Walton One Stop	Crestview One-Stop	Freeport
Expense			
Leases Actual	\$158,319	\$95,976	\$24,000
Insurance	\$5,972	\$3,811	\$1,648
Telephone	\$16,105	\$9,746	\$4,270
Software and Internet	\$2,623	\$2,614	\$2,592
Utilities	\$24,264	\$20,235	\$3,153
Facilities Maintenance	\$750	\$11,992	\$5,938
Supplies	\$9,038	\$4,942	\$3,260
Equipment Leasing & Maintenance	\$9,695	\$1,538	\$0
Total Expense	\$226,766	\$150,854	\$44,860
Total FTE for 2015/2016 including Partners	22	16	4
Annual Cost per FTE including Partners	\$10,308	\$9,428	\$11,215
SBDC FTE's	1	0	0

	Total			LY
Total Annual Cost for SBDC	\$10,308	\$0	\$0	\$10,308
Total Monthly Cost for SBDC	\$859	\$0	\$0	\$859
Total Quarterly Cost for SBDC	\$2,577	\$0	\$0	\$2,577

CareerSource Palm Beach County

When it comes to Regional Planning Areas, it would be most useful for the core programs to also fit the same boundaries. For example, if the 7 DOT areas are chosen, VR should realign their 6 areas to complement the configuration. Additionally, Workforce Regional Partners could share services such as IT, HR, administrative, benefits, procurement/purchasing, media and financial/accounting to reduce costs.

□ How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?

Region 21 is subleasing space at its Belle Glade office with Vocational Rehabilitation and possibly SNAP program operations. The sublease covers the cost of customizing the space for these partners as well as electric, janitorial services, shared space such as restrooms/break rooms, etc. We do not share IT services at this time to ensure data security, but telephone services may be possible. Besides helping to reduce costs, the co-location should be more convenient for our customers and clients.

□ Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

The DEO Performance Unit should have lead on this, particularly because of the talent and background of Tony Carter. He currently manages 4 of the 6 core programs (Adult/DW/Youth/Wagner Peyser), and the other 2 are both under DOE (Adult Education & Literacy/Vocational Rehabilitation). Tony came to DEO from education, so we feel DEO should have lead on seeking a common measurement with input from DOE. A common client tracking system must be in the planning stages as well, even though it may be long range.

□ What resources or relationships do you need to implement WIOA?

We believe the law is very clear on this when it refers to the Required Partners, however all of these partners do not necessarily fit in every community or Career Center. For example, we do not have space in our West Palm Beach Career Center to house the upcoming SNAP program. Therefore we reached out to Riviera Beach, where many of the ABAWDs reside, and they have agreed to give us the space. Years ago we saw a need for GED classes in our urban Belle Glade Career Center, so we gave the space to the school district to provide that service at no cost to us. WIOA gives us the flexibility to continue to build these relationships with the MOU process.

APD: WIOA Task Force Response

August 6, 2015

1.) Follow up or additional recommendations from topics addressed during the July 16 Task Force Meeting.

The Agency recommends throughout the planning, we consider the AbilitiesWork help desk (With VR) and the web portal (DEO), the work and services that the Business Leadership Networks (BLNs) are doing, and consider the action items from the Employment First Initiatives.

During all advertising and marketing of any campaign for employment, we recommend that disability diversity is included.

2.) How should WIOA-Required One Stop Career Center Partners Share infrastructure Cost?

The Agency is eager to partner to ensure employment of Floridians with barriers to employment. The Agency continues to recommend that Career Counselors are trained on APD related topics and various other barriers and topics that individuals seeking employment may encounter. The Agency can provide the training needed. The training should include information on what barriers individuals with disabilities encounter and how the councilors can best assist these individuals overcome such barriers.

The Agency currently provides supported employment services for person with disabilities when the person has found gainful employment to assist the individual to maintain that employment. The Agency will continue to provide this service to our clients.

3.) Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

The Agency Director or designee should be a member on the statewide board and the Agency local members should be our Regional Operations Managers, or designee, to ensure consistency throughout the state. The Agency also recommends that participation from self-advocates be requested to ensure the success and best outcomes during the planning.

4.) What resources or relationships do you need to implement WIOA?

Resources: All One Stop Career Centers must be ADA compliant.

Relationships: The Career Centers should have a relationship with FFAST to ensure technology demonstration sites for businesses and customers. These Career Centers and/or workforce boards should have working relationships with the commission of Transportation Disadvantage and local paratransit systems to partner in the continued efforts to improve transportation. Affordable and reliable transportation is a great challenge that a lot of people with unique abilities encounter.

Continued, improved information sharing and working relationships between state agencies to ensure Employment First and WIOA requirements.

**Department of Juvenile Justice
Workforce Innovation and Opportunity Act Taskforce
August 6, 2015**

How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?

Administrative and operational costs should be shared among all core partners and if funds are unavailable then an LBR should be submitted.

Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

Local input should be sought for recommendations.

Outcomes including job placement, wages, and retention should be measured.

Include apprenticeship programs including youth apprenticeship. Consider providing apprenticeship or CAPE instruction to DJJ students in long term programs.

Need a data management system that meets all partner needs.

What resources or relationships do you need to implement WIOA?

Need guidance on how DJJ can help implement WIOA successfully.

Improvements in data sharing.

Expectations should be identified in an MOU.

General Information Sheet on Apprenticeship

Apprenticeship is a highly structured training system in which the apprentice works full-time (40 hours per week) during the day for a sponsoring employer, learning the skills of the trade (through On-the-Job Training with a journeyworker/mentor). Apprentices earn a progressive wage - as their skills increase, their wages increase (usually every 6 months). The beginning wage rate is at least 35% of the journeyperson's hourly rate, and the ending wage is no less than 75% of the journeyworker's hourly wage rate. *In no event shall the apprentice wage rate be less than the minimum wage prescribed by the Fair Labor Standards Act, collective bargaining agreements or by Florida Statutes, whichever is higher.* There are both union (joint) and non-union (non-joint) programs, and group and non-group programs. Each is required to abide by State and Federal Apprenticeship Rules and Regulations.

A minimum of 144 hours of related instruction for each year of apprenticeship is required. Related instruction is organized related supplemental instruction in technical subjects related to the occupation. Most programs utilize local technical schools or community colleges for the related classroom instruction. Programs may also provide their own related instruction to its apprentice. Depending on the trade, the program can last one to five years, with the average at four years. *There are no tuition fees for registered apprentices for related instruction provided through Local Education Agencies (LEA) as stipulated in [Florida Statute 1009.25](#).* The only costs would be tools, books, and materials needed for the trade. This program does not supply vouchers or loans for those seeking to participate in the apprenticeship program, nor would they provide relocation expenses. **Applicants seeking entrance into a registered apprenticeship program must apply to the registered program sponsor.** For a complete list of registered apprenticeship occupations in Florida, visit our website at <http://www.fldoe.org/academics/career-adult-edu/apprenticeship-programs/>. From there, click on *contacts*, then, search by "Registered Apprenticeship Occupation".

Each registered apprenticeship program operates independently and establishes its application process and minimum qualifications. The required minimum qualifications for persons entering an apprenticeship are an eligible starting age of not less than sixteen years. Most programs' minimum qualifications require the following of all applicants – being at least 18 years of age, possess a High School Diploma or a high school equivalency diploma, possess a valid drivers' license and be physically able to perform the work of the trade. Some programs require more, some less.

Upon completion of the program, an apprentice is issued a nationally, recognized *Completion of Apprenticeship* certificate by the SAA. Industry can recognize a program completer as a journeyworker and issue appropriate credentials.

Apprenticeship is a commitment of a few years; not suitable for someone who cannot commit to a long-term training program. Absence from work and related instruction classes is not tolerated and can lead to termination from the program or at the least, delay your pay raises and completion date.

Best Wishes,

Florida Department of Education
Division of Career and Adult Education
Apprenticeship Section



Workforce Innovation and Opportunity Act Task Force Meeting Agenda

August 27, 2015 • 9 a.m. – 11 a.m. EST
Webinar/Teleconference

Chairman's Welcome & Remarks

Chris Hart IV

Recommendations from Task Force Members

Task Force Members

Task force members are invited to make additional comments on the documentation of their recommendations.

- How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?
- What should be included in a comprehensive one-stop career center?
- How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?
- Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?
- How can Florida's Workforce Development System better share information, systems, and/or customers?
- What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?
- What resources or relationships do you need to implement WIOA?

Public Comment

Open discussion for comments on Florida's WIOA Implementation from members of the public, interested stakeholders and task force members.

Closing Comments

Chris Hart IV

To access the webinar, please go to <http://wfl.adobeconnect.com/wioa/>

To access the telephone only option:

Call-in Number: 1-800-832-0736

MeetingOne Conference Room Number: *1650989#

collaborate.
innovate.
lead.



WIOA Regional Planning Area Designation

Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- *§ 679.200 What is the purpose of requiring States to identify regions?*
 - The purpose of identifying regions is to align workforce development activities and resources with larger regional economic development areas and available resources to provide coordinated and efficient services to both job seekers and employers.

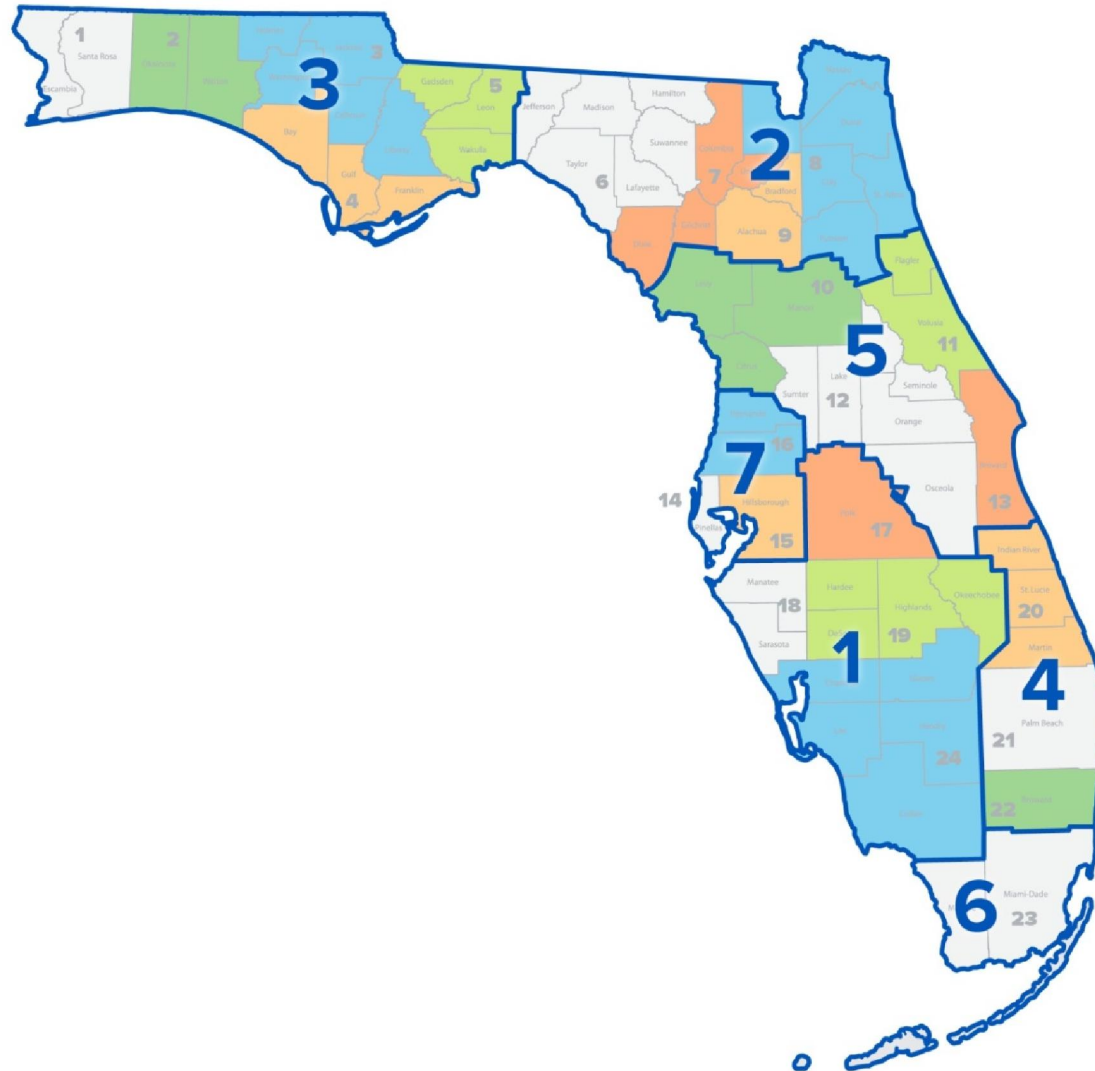
Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- § 679.210 What are the requirements for identifying a region?
 - (a) The Governor must assign local areas to a region prior to submission of the State Unified or Combined Plan, in order for the State to receive WIOA title I-B adult, dislocated worker, and youth allotments.
 - (b) The Governor must develop a policy and process for identifying regions. Such policy must include:
 - (1) Consultation with the Local Boards and chief local elected officials in the local area(s) as required in WIOA sec. 102(b)(2)(D)(i)(II) and WIOA sec. 106(a)(1); and
 - (2) Consideration of the extent to which the local areas in a proposed region:
 - (i) Share a single labor market;
 - (ii) Share a common economic development area; and
 - (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B.

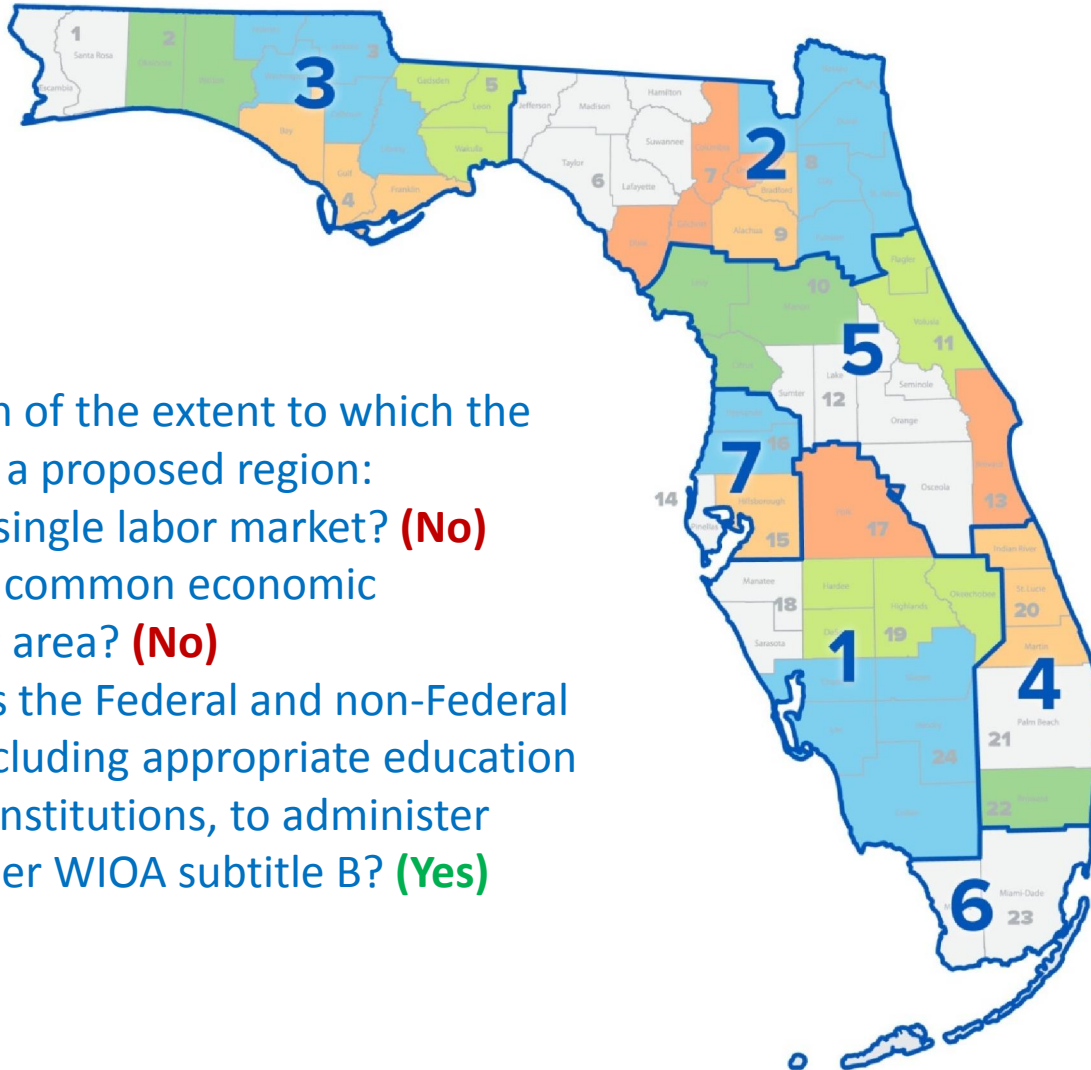
Subpart B—Workforce Innovation and Opportunity Act Local Governance (Workforce Development Areas)

- § 679.210 What are the requirements for identifying a region?
(Continued)
 - (c) In addition to the required criteria described in paragraph (b)(2) of this section, other factors the Governor may also consider include:
 - (1) Population centers
 - (2) Commuting patterns
 - (3) Land ownership
 - (4) Industrial composition
 - (5) Location quotients
 - (6) Labor force conditions
 - (7) Geographic boundaries
 - (8) Additional factors as determined by the Secretary

CareerSource Florida Proposed Regional Planning Areas



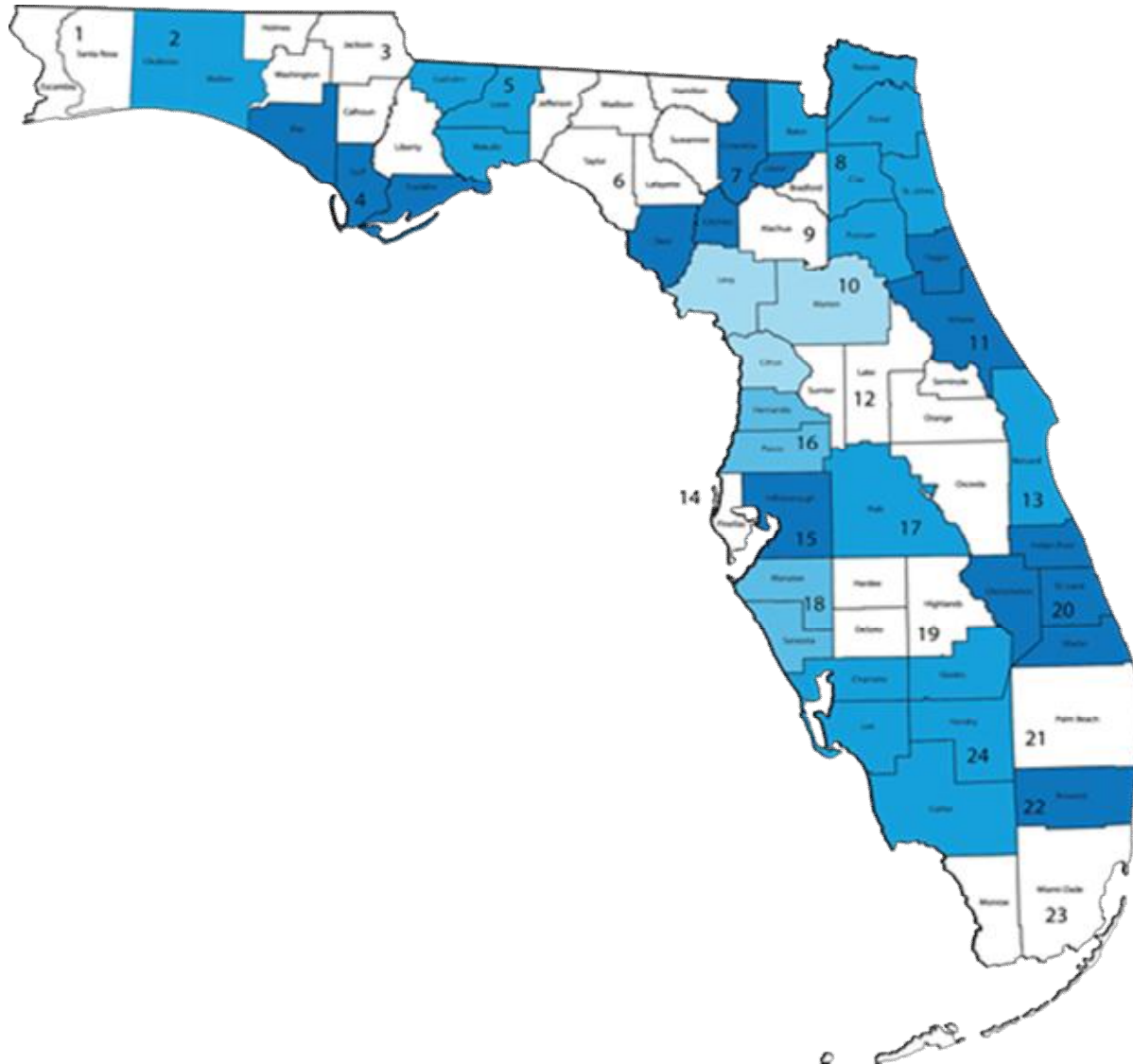
CareerSource Florida Proposed Regional Planning Areas



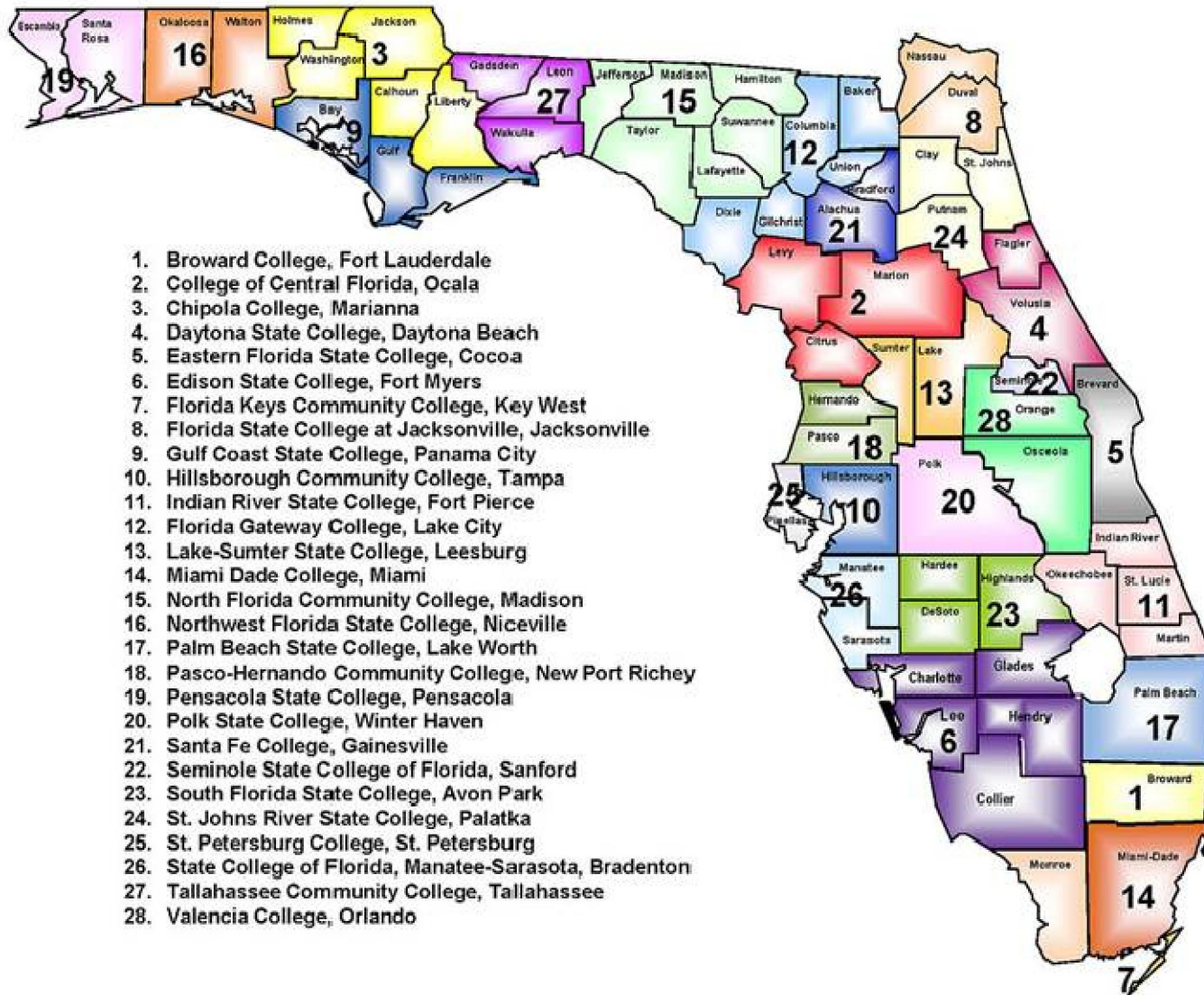
Consideration of the extent to which the local areas in a proposed region:

- (i) Share a single labor market? **(No)**
- (ii) Share a common economic development area? **(No)**
- (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B? **(Yes)**

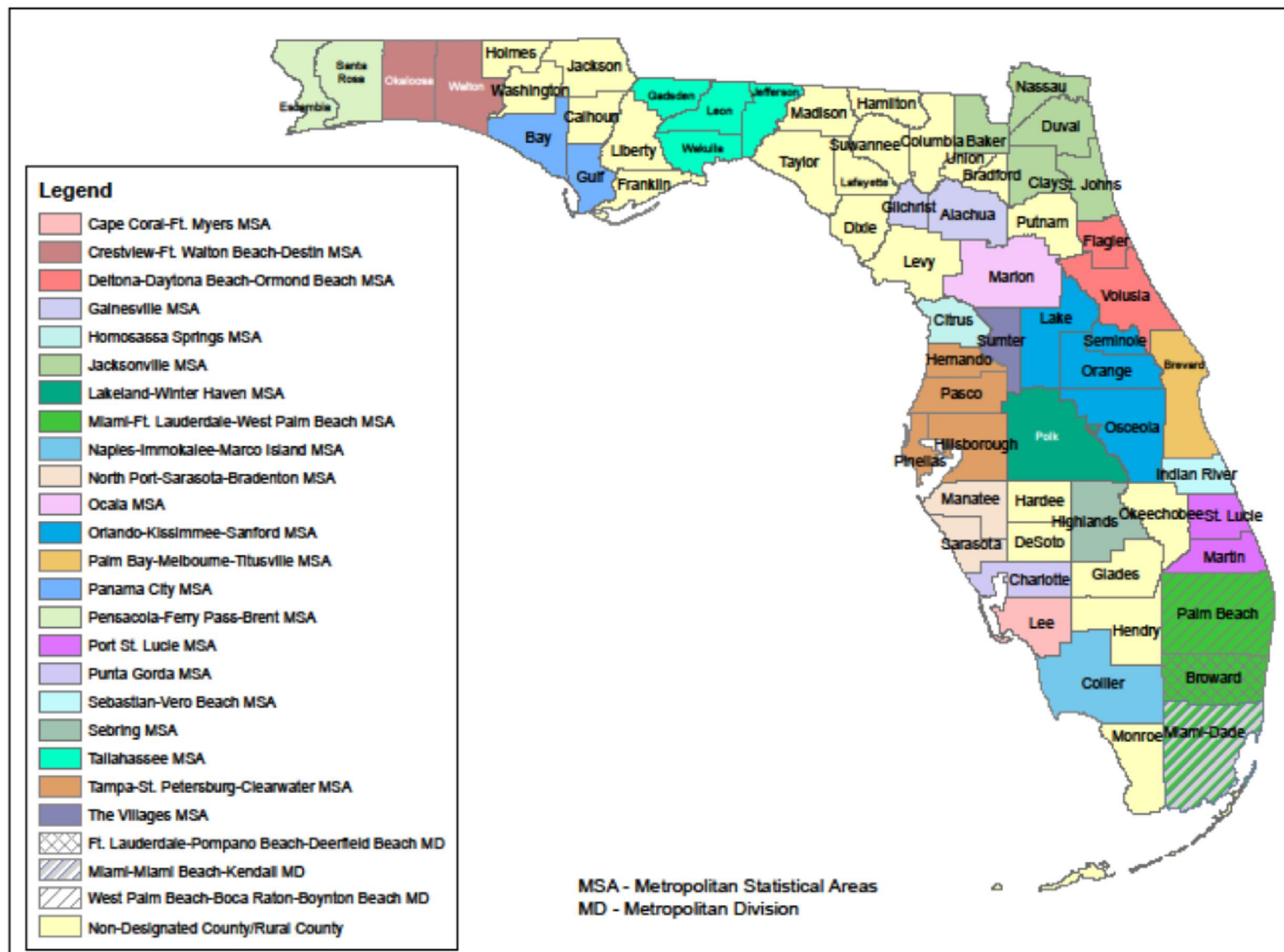
Current Workforce Structure



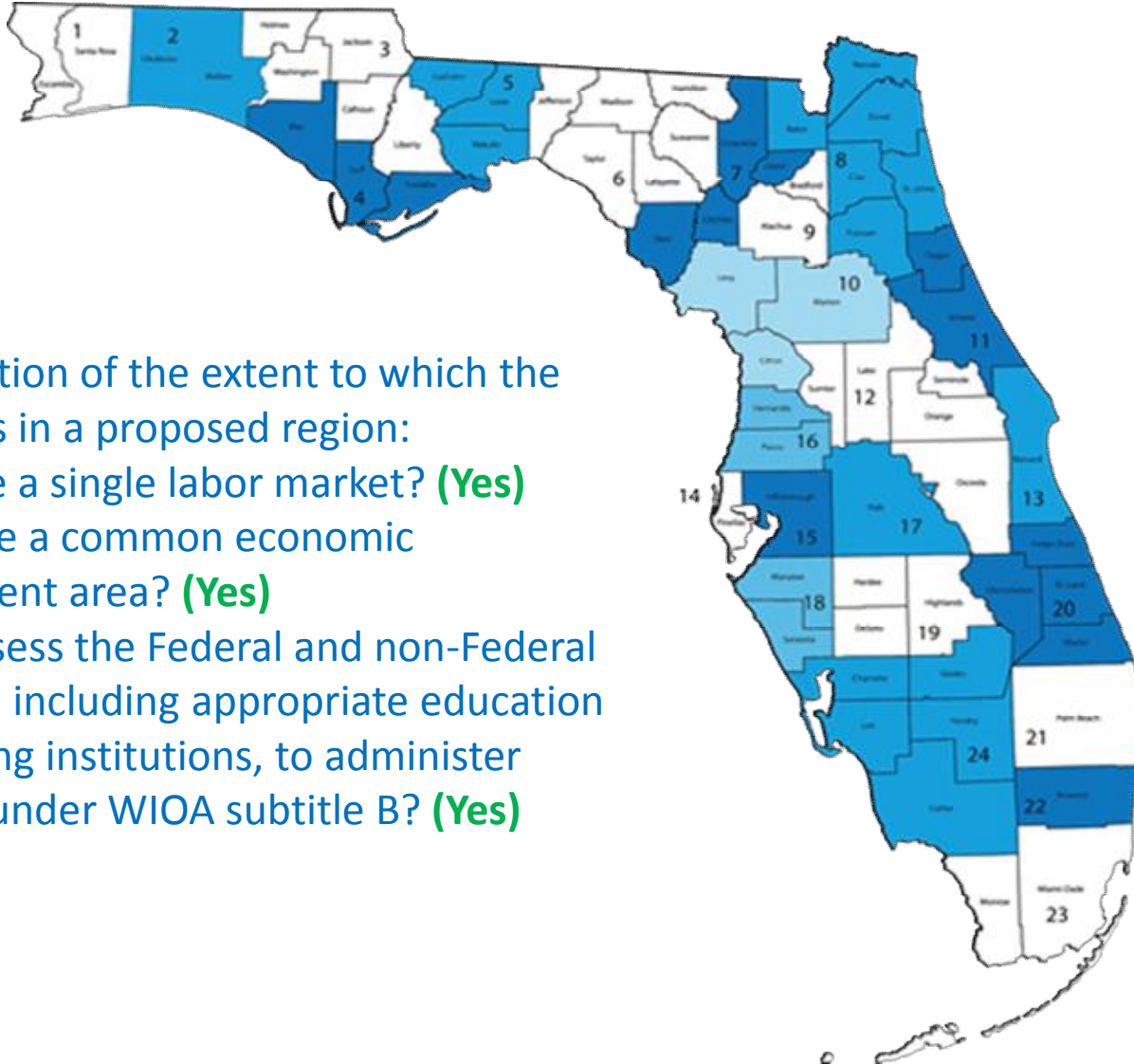
THE FLORIDA COLLEGE SYSTEM



Florida Metropolitan Areas



Current Workforce Structure



Consideration of the extent to which the local areas in a proposed region:

- (i) Share a single labor market? **(Yes)**
- (ii) Share a common economic development area? **(Yes)**
- (iii) Possess the Federal and non-Federal resources, including appropriate education and training institutions, to administer activities under WIOA subtitle B? **(Yes)**

WIOA Regional Planning Area Designation

- The seven regional planning areas proposed by CSF do not meet the WIOA criteria
- The current structure meets WIOA criteria
- Critical Issues/Concerns:
 - Impact of shared regional performance?
 - Shared administrative funds?
- Further “regional planning” guidance is forthcoming from USDOL
- The following 2 slides further define rules for Regional Planning Area designation

WIOA Regional Planning Area Designation

Workforce Innovation & Opportunity Act: pages 78-80

- (c) REGIONAL COORDINATION.—
- (1) REGIONAL PLANNING.—The local boards and chief elected officials in each planning region described in subparagraph (B) or (C) of subsection (a)(2) shall engage in a regional planning process that results in—
 - (A) the preparation of a regional plan, as described in paragraph (2);
 - (B) the establishment of regional service strategies, **including use of cooperative service delivery agreements;**
 - (C) the development and implementation of **sector initiatives for in-demand industry sectors or occupations for the region;**
 - (D) the collection and analysis of regional labor market data (in conjunction with the State);
 - **(E) the establishment of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region;**
 - (F) the coordination of transportation and other supportive services, as appropriate, for the region;
 - (G) the coordination of services with regional economic development services and providers; and
 - **(H) the establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with Governor on local levels of performance for, and report on, the performance accountability measures described in section 116(c), for local areas or the planning region.**
- (2) REGIONAL PLANS.—The State, after consultation with local boards and chief elected officials for the planning regions, shall require the local boards and chief elected officials within a planning region to prepare, submit, and obtain approval of a single regional plan that includes a description of the activities described in paragraph (1) and that incorporates local plans for each of the local areas in the planning region. The State shall provide technical assistance and labor market data, as requested by local areas, to assist with such regional planning and subsequent service delivery efforts.

WIOA Regional Planning Area Designation

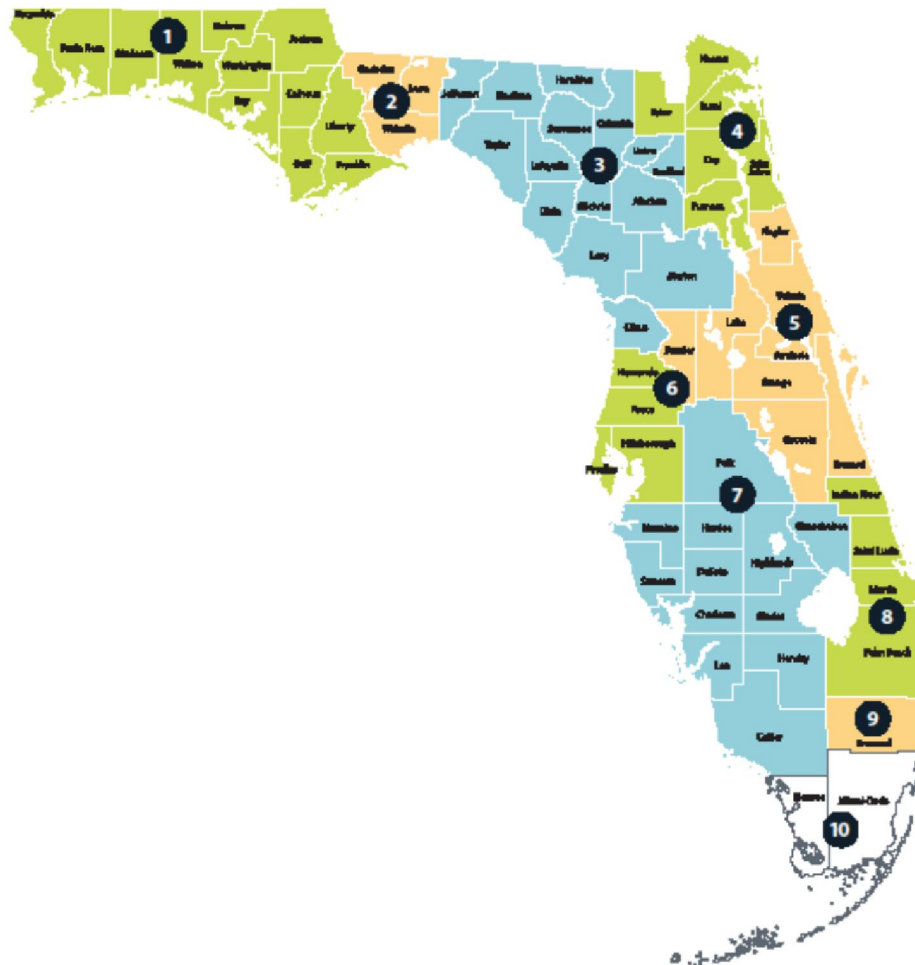
Notice of Proposed Rulemaking: Pages 605-607

- § 679.510 What are the requirements for regional planning?
- (a) Local Boards and chief elected officials within an identified planning region (as defined in WIOA secs. 106(a)(2)(B)-(C) and § 679.200 of this part) must:
 - (1) Participate in a regional planning process that results in:
 - (i) The preparation of a regional plan, as described in paragraph (a)(2) of this section and consistent with any guidance issued by the Department;
 - (ii) **The establishment of regional service strategies, including use of cooperative service delivery agreements;**
 - (iii) The development and implementation of sector initiatives for in-demand industry sectors or occupations for the planning region;
 - (iv) The collection and analysis of regional labor market data (in conjunction with the State) which must include the local planning requirements at § 679.560(a)(1)(i) and (ii);
 - (v) **The coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate;**
 - (vi) The coordination of transportation and other supportive services as appropriate;
 - (vii) The coordination of services with regional economic development services and providers; and
 - (viii) **The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and report on, the performance accountability measures described in WIOA sec. 116(c) for local areas or the planning region.**
 - (2) Prepare, submit, and obtain approval of a single regional plan that:
 - (i) Includes a description of the activities described in paragraph (a)(1) of this section; and
 - (ii) Incorporates local plans for each of the local areas in the planning region, consistent with § 679.540(a).

WIOA Regional Planning Area Designation

- We recommend designating each of the 24 local areas as regional planning areas for the purposes of WIOA (a single area may be designated as a planning area)
- This is consistent with the “grandfathering” of the local boards
- The local areas will work together as 10 Regional Workforce Coalitions as depicted in the following map.
 - These coalitions won’t have the constraints of the rules and regulations in WIOA legislation and rules
 - This configuration allows the maximum flexibility for multi-local collaboration

FLORIDA REGIONAL WORKFORCE COALITIONS



Rusty Skinner, CEO
CareerSource Citrus Levy Marion
Response to WIOA Task Force Questions

I appreciated the opportunity to have a discussion on the key issues below on August 12.

After our discussions, I felt that I could properly prepare a response and input to the issues raised in your questions.

- How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

Florida's workforce system was conceived as a system that responds to economic development. The current organization of 24 workforce areas is built on the premise that our alliances with partners support that goal. While one might argue that much has changed since its conception in 1996 and reinforcement in 2000, economic development remains, for the most part a very county (or major city)-centric function. Therefore, I would concur with the position presented by Bruce Ferguson on behalf of FWDA- 24 local areas align for 24 regional planning structures.

I would also state that the map of seven (7) planning regions does not meet either the criteria of WIOA or some of the stated positions that have been espoused by CSF. As a prime example of the latter, our area (10) and LWA 6 have for three years developed an administrative arrangement that saves LWA 6 over \$300 per employee, per month in healthcare costs. In addition our financial services collaboration saves them about 50% of their previous costs for financial services. The map presented seemed to disregard that as it paired LWA 6 with a region centered on LWA 8.

It was refreshing that you referenced our relationship yesterday. I would appreciate an explanation of why this was ignored in proposed map you presented to the WIOA Task Force.

Another issue of concern that my Board's executive committee has raised is exactly what are the functions of "regional planning." On the one hand, it would imply issues related to labor markets, labor demand, labor shed, etc. These are understandable. Then the issue of shared costs and other "business and operational details" are interjected. Other than "planning" what are the functions associated with the "region?" The "business and operational details" obviously raise issues of joint liability for disallowed costs and common measure performance.

Yesterday it was stated that at this time we have not had those questions answered by USDOL. However, the discussions related to these concerns did note that responsibility would still be at the Local Workforce Area and would not mean a joint liability. We agree that this is the case, but think that this needs to be explicitly stated in any action that will go to the CSF board

Rusty Skinner, CEO
CareerSource Citrus Levy Marion
Response to WIOA Task Force Questions

You have also mentioned that in a planning region, one local area (board) will be selected to be the “lead.” Who will make that selection- the local areas (boards) or CSF? What does “lead” mean?

I mention these, along with the fact that Mr. Bishop stated that he doubted we would get a definitive response from USDOL any time soon, to stress why we support a WIOA plan that proposes 24 areas that are the 24 planning regions. Without clear answers to the above, agreeing to be part of a region larger than the current workforce areas is asking our local elected officials and our boards to agree to uncertain and undefined liabilities and relationships.

There is one option which you have not discussed. Current Florida Statutes provide that the Governor may waive liability if a local area (board and local elected officials) are complying with State mandates. By invoking that waiver, CSF and the Governor could solve the issue of liability. There are the other issues regarding functions beyond “planning” and the selection of the “lead.”

If we were asked about forming a planning region that encompassed more local areas than just ours, our local elected officials, our board and our economic development partners in all three counties favor aligning as recommended by our strategic planning consultant.

- What should be included in a comprehensive one-stop career center?

As I stated in our meeting, there are several factors that focus on what is meant by “included.” Do we mean accessible or physically located? In our situation, which appeared to be akin to that of other areas, our physical space limitations do not provide space for additional “on-site” partner services without an expansion. Since we occupy a Reed Act building, DEO would either have to expand that building or we would have to vacate it and seek other, probably more expensive, space.

We favor included to mean “accessible through technology.” This allows us to develop access plans that will not require additional costs for the physical environment. Our required partners should develop the type of portal/access that could facilitate technological service links if they do not already exist.

- How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?

The issue of shared costs also requires a policy discussion. At the present, Florida’s workforce system lacks a state definition of its purpose and therefore is perceived by many as a system for only those who have lost their jobs and/or are in some other way disadvantaged in the workforce. This lack of state vision for our system has been raised as an issue in your study regarding our rebranding. In that study, employers and

Rusty Skinner, CEO
CareerSource Citrus Levy Marion
Response to WIOA Task Force Questions

jobseekers stated that the system did not have “their type of applicant or their type of job.”

We need a policy statement that “EFM is the State’s central job listing and placement system.” With that designation, we move beyond “how many of my customers did you serve” into a platform where all Floridians become our customers and the various agencies and institutions who serve jobseekers and students can then support it based on a formula of “potential users” rather than our system trying to justify the number that actually touched our system. The costs to be shared would then focus on the costs of EFM, with agencies that desire staff assisted services to make local arrangements regarding cost sharing. For instance, the K-12, state college and university systems’ share could be based on the number of seniors scheduled for graduation. Other grant programs would be based on the proportion of their customers served in the previous grant period to the overall number of potential users of EFM.

The partners that are being considered already use our “free” services. Some through technology as stated above, and some by either formal or informal referral to our professional staff at the point that they are ready for placement. We agree that the CSF should work at the State level to develop a method to establish a share that can be distributed to the LWA minimizing both the risk of abandonment and to assist with our costs

- Which programs and entities should be included in Florida’s Workforce Development System (combined or unified planning)?

Combined

In particular, this portion needs to incorporate a strategy that looks at our system as the professionals who have a relationship with business and the job seekers. Movements by other partner programs to purchase their own systems instead of using EFM should not be budgetarily tolerated. Duplication such as this needs to be avoided or we are not gaining the efficiencies that are called for in WIOA.

- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

We believe that this is a tiered system involving CSF and the local board.

We believe that WIOA performance funding directed at local areas will achieve better performance improvements than that which is regionally focused. There are state agency performance metrics which are also better managed by CSF and state agency leadership.

Rusty Skinner, CEO
CareerSource Citrus Levy Marion
Response to WIOA Task Force Questions

- How can Florida's Workforce Development System better share information, systems, and/or customers?

This involves both information access and acceptance of previously "validated" data. For example, data validation regarding citizenship and date of birth are collected by DMV, so a driver's license should be sufficient. This question involves a detailed "crosswalk" with all agencies at the table, so our suggestion would be a workgroup of those agencies, CSF, DEO and local workforce partners.

- What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

This also involves the resolution of many "weed" issues and we recommend a workgroup as noted above.

- What resources or relationships do you need to implement WIOA?

Our biggest obstacles are key decisions by CSF and the Governor on points mentioned above. Local workforce is just that- local. Its decisions are made by our boards and local elected officials. State agency partners that are part of WIOA implementation require state direction and policy.

August 26, 2015

Chris Hart IV
WIOA Task Force Committee Chair
CareerSource Florida, Inc.
1580 Waldo Palmer Lane, Suite 1
Tallahassee, FL 32308

Dear Mr. Hart,

The CareerSource North Central Florida Board is pleased to provide you with input for the WIOA task force recommendation to the CSF Board. We appreciate your leadership and the collaborative process to consider our input.

1. WIOA defined “Regions”

We agree with the FWDA plan to create 24 new planning “Regions”, as defined in WIOA, that match the existing 24 workforce “Areas”. This is clearly allowable under WIOA, which allows a “Region” to consist of only one “Area”. We request that the CSF Board adopt this as the recommendation to the Governor and the legislature.

At the same time we encourage CSF and the local Areas to continue defining “Coalitions” or “Groups” of Areas for specific purposes or time frames when needed (see # 3 below). This ‘Grouping’ should be on an ad hoc basis, maintain flexibility and be created toward a specific economic and workforce development objective, as opposed to being permanently mandated from the state or federal level.

Additionally, the local economic planning organizations are largely funded by private sector funds fueling economic development in their local community. They partner with their local governments to leverage their private funding to benefit the public good and economic growth. WIOA emphasizes collaboration and partnership with our economic development partners. Business funds economic development locally, not regionally. The regional collaboration occurs voluntarily not through legal requirement. Business does not appreciate government telling them with whom they should collaborate. Creating legal Regional constraints will not encourage or grow collaboration, but instead will hinder our ability to partner closely with our local economic development and business partners. To quote Jim Clifton from the Coming Jobs War,



“Fixing America’s biggest problems and re-winning the world can only be accomplished one city at a time. Ultimately all solutions are local.”

The reason for this position is simple; if we define additional geographic contiguous Regions separately from local “Areas”, WIOA requires these Regions to submit an additional combined workforce services plan. Yet at the same time Mason Bishop (CSF’s consultant presenting at the Partners Meeting on August 12) stated that no requirement exists in WIOA to combine multi-Area administrative services, nor performance metrics within a multi area Region, consequently a combined workforce services plan is not needed. WIOA language is flexible, using the term “as appropriate” in relation to combining services within a combined Regional plan. During Mr. Bishop’s presentation the question arose asking confirmation from you that this would not be a requirement from the state level regardless of the number of Regions. The response you gave was to put that request in writing. That request is presented below

2. Avoid Combined Administrative Service and Performance Metrics.

We ask that the CSF and the State of Florida not require Areas to combine administrative or performance metrics in any planning “Regions” created. We also request that CSF recommend WIOA planning Regions to match the existing Areas to avoid unnecessary additional planning work at the local level, and additional governance and compliance efforts required from “Regions” when the Areas will continue to plan individually. We specifically request that CareerSource North Central Florida is defined as its own Region under WIOA.

3. Coalitions or Groups

We propose that local Areas and CSF continue to utilize coalitions or groups of Areas for strategic purposes rather than governance or regulatory purposes. Examples of such purposes in which our Area has been involved in the recent past include:

- Business Advocacy and Self Employment Consortium - MOU between 8 Regions that are NOT contiguously connected (5,8,9,11,13,14,15 and 22) that are grantees under the \$12 million DOLETA Workforce Innovation Fund Startup Quest Program for the past 4 years.
- STEM Ready grantees under the \$10 million Dollard Ready to Work five year grant that includes 3 non-contiguous regions (5,9 and 11) for STEM training and paid work experience in business worksites.
- Our local collaboration of regions 6,7,9 & 10 that meet regularly to address common local issues are connected through the North Florida Economic Development Partnership.

- A recent coalition of regions (6,7,8,9,10,11,12 and 13) that worked together on Apprenticeship planning and strategies for a possible grant (not awarded).

Since many Boards currently plan and work together under multiple groupings of regions for different purposes, we do not need an additional WIOA Region imposed with only bureaucratic purposes defined.

We hope that as the CSF Board deliberates on the issues regarding WIOA defined "Regions" they will consider this simple and compliant plan to ensure flexibility and remove mandated extra work at the local level. Our system has given birth to many innovative programs in our state, including those from our Area; Startup Quest, HBOTT and STEM Ready were funded by \$27 million in additional funds brought to Florida's workforce system from just our one small region. Other Areas do the same. Keeping our system agile, removing additional bureaucratic requirements and supporting innovative ways to compliantly move at the speed and flexibility of business will help us increase success.

In conclusion, we appreciate again your candor, your collaborative efforts and your hard work for Florida's workforce system. Thank you for presenting our Area's request to the CSF Board.

Sincerely,



Kim Tesch-Vaught
Executive Director

P.S. Attached you will find input on the 8 questions posted at the Partners Meeting.

1. How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

We agree with the FWDA plan to create 24 new planning "Regions", as defined in WIOA, that match the existing 24 workforce "Areas". This is clearly allowable under WIOA which allows a Region to consist of only one Area. We request that the CSF Board adopt this as the recommendation to the Governor and the legislature. We also request that CareerSource North Central Florida be defined as its own planning Region.

2. What should be included in a comprehensive one-stop career center?

All mandatory partners should have a presence at some time in a comprehensive one-stop career center. Resources for those who do not have computers or skills to access computers should be available to those that need face-face assistance. Comprehensive Business Services and Worker services should be 'colliding' to increase placements and opportunities. We do not agree with many models where various populations and/or Business Services are separated in different locations. None-the-less, given the geographic and demographic diversity of Workforce Areas, each Workforce Area should have the flexibility to determine how to best meet the needs of employers and workers. Comprehensive centers should include all programs and services available through the CareerSource network. CSNCFL also believes strongly that self-employment, entrepreneurial training and microenterprise services should be available in all career centers since a large and growing percentage of workers no longer fit the traditional model of a full time employee with benefits. Consequently, comprehensive one-stop career centers should contain support resources for self employed and small businesses to meet their talent development needs.

3. How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs?

Partners should be present in Career Centers on a regular basis. If they provide permanent staff in a Career Center, a cost sharing arrangement should be designed that creates a win/win solution. If a cost benefit analysis determines that either party is providing more value in services, space, access to resources or other factors than the other party, a financial compensation arrangement should be initiated. Clear written goals, objectives, metrics and key performance indicators should be defined and reviewed on an ongoing real-time basis. Funding should NOT be the driving decision point in determining

how infrastructure costs should be shared, but rather value and ROI should be determining factors. Strategic thinking on how to reach the highest goals of all partners can provide innovative solutions, if collaboratively thought through and implemented.

4. Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)?

Other states are combining the placement/ employment activities of Vocational Rehabilitation and Adult Basic Education into their workforce development system under WIOA. Since these programs currently have job placement and employment goals, these employment related efforts are duplicative of the main mission of workforce development. Our workforce development system should be tasked and funded from these other institutions to centralize these employment activities in the workforce development system, just as education and training should be funded (including our training dollars) and centralized in the education systems and rehabilitation should be funded and centralized in Voc Rehab. These partners should follow the model we have implemented with DCF for combining welfare transition with the workforce development system in an integrated manner where DCF provides the social services (their core competency) and employment services are provided by the workforce system. However, great care should be given to defining costs and priorities for expenditures in terms of value received and how goals and objectives are met.

Combined or unified planning between all partners should integrate the core competencies of each entity, leveraged in a strategic and unified integrated plan that includes close collaboration of systems, processes, goals and outcomes.

Specifically these two changes should be considered under WIOA:

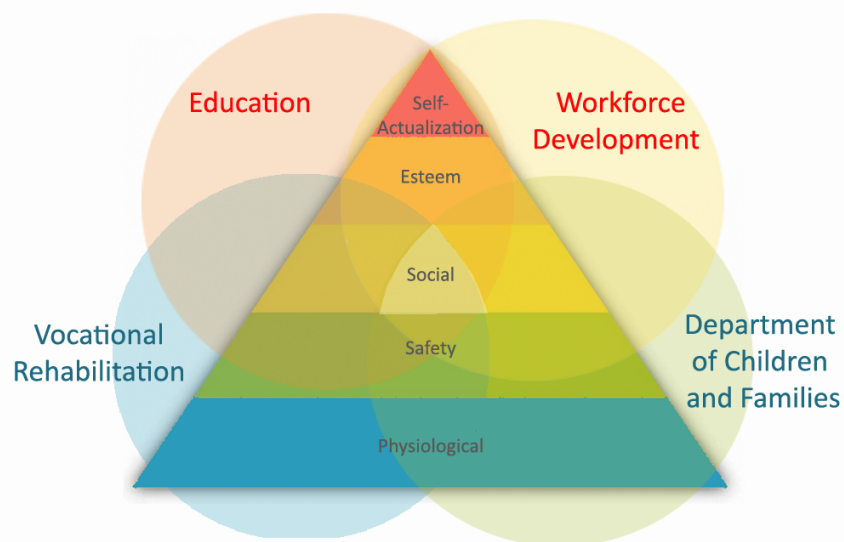
- 1. Apprenticeships should be removed from the Department of Education and moved back to the Labor world of our workforce development system.*
- 2. Voc Rehab and ABE employment and placement activities should be integrated services provided by the workforce development system in the same manner as welfare transition is for DCF.*

The workforce system's competencies are job placement activities such as business engagement, assessing and planning worker training, and job placement. We should provide that for all core programs. Education should provide education for all core programs, Voc Rehab should provide rehab

services for all core programs and DCF should provide social services for all core programs as needed.

5. Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?

Governance that focuses on the customer, that maximizes the value provided from each organization in an integrated service delivery would lead both to the best outcomes and the best solutions to the people and family we all serve. It is easy to get so wrapped up in organizational development, policy, operations, compliance and funding that we forget our core missions. Perhaps we should have a joint mission when it comes to those we collectively serve, which would be different than our individual missions. Perhaps workforce development might be more focused on business, education more on academia, voc rehab more on medical issues and DCF more on family services. However collectively our mission should be to increase achievement of basic human needs of those individuals and families that we serve. Additional aspects of services are not defined as WIOA core programs they are included as mandatory partners (i.e. TANF). All service delivery should be designed collaboratively to provide an ever-increasing realization of basic human needs for each individual. Progression at each level is important to avoid regression. We may overlap in different areas, but each organization has their own core competencies (see # 4) which should be leveraged at their highest level to contribute to a balanced and integrated operational plan, structure and governance.



Core Programs under WIOA

1. Youth
2. Adult
3. Dislocated Worker
4. Adult Education and Literacy (ABE).....
5. Employment Services (Wagner Peyser)
6. Vocational Rehabilitation

Partner Programs

1. TANF (Welfare)

6. How can Florida's Workforce Development System better share information, systems, and/or customers?

In an ideal world a unified portal would allow customers to enter in one place for all basic needs including (when they are ready) education and career services. Customers could self-assess to determine needs from multiple organizations. A priority of service could be built into a web application on this portal to define the order the needs might best be addressed and by which organization, with a common high level tracking of what is being currently provided and timeframes for subsequent milestones or handoffs to partner programs. Example: Health issues and a safe place to live should come before employment services. It is a great waste of public funds and great disappointment to those being served when customers try to leapfrog past basic needs before stabilizing their personal/family needs at a level at which they can then become employed and hold a job. Roughly 40% the workforce is separates from their employment every year, roughly half voluntarily and involuntarily. There are many reasons. Some studies show that 74% of those that leave their jobs did not leave because of their inability to do their job. If we had a comprehensive high level tracking system that simply highlighted what organization's services were being used (and when) by those we all collectively serve, we could collectively improve communications, data capture and services, which would lead to better outcomes for all organizations.

Each organization should handle their core competency data exclusively to assure comprehensive data capture. Immediately, Information that relates to business engagement and job placement should be documented in Employ Florida Marketplace and other systems used by all government agencies for job openings and placement should stop being used. This would ensure seamless communication with our businesses and encourage collaboration among the agencies governed by WIOA. This one state resource can can

be the single source for the Governor and legislators to document jobs and placements in our state.

7. What can Florida's Workforce Development System do to best serve individuals with obstacles to employment?

Unify the continuum of service for both the business and the worker through the workforce development system and coordinate with the multiple partner organizations through the one statewide portal that can be accessed by all local workforce Areas and their local partners.

Define an appropriate system to triage and to order services to reduce expenditures and optimize results. A shared registration and documentation portal that documents all job placement activities, business engagement, worker training, apprenticeships that all partner organizations use would be really helpful. Getting them to use EFM would work just fine.

8. What resources or relationships do you need to implement WIOA?

We have had the relationships we need to implement WIOA at the local level for a long time. We need coordination and engagement at the state level, specifically the Department of Education and DCF. Example: we provided DCF with a pay-after-performance for model for improving our state's WTP program in 2010. It went through public hearings, and were stalled at the administrative rule change in order to simply allow a pilot program to be run. Cut out the bureaucracy and free our local innovative efforts to try and test new ideas to find better solutions.

A couple of low hanging fruit possible connection resources would be:

- 1. Provide us a direct connection to a robust interface at the Florida Dept of Revenue to utilize actual UC tax return data instead of only new hire data. Only 40 % of businesses file new hire reports.*
- 2. Partner with the Florida Department of Education to create an "opt out" system for registering students to automatically provide student permission for the workforce system to get SSN for graduates and dropouts to follow them after they leave college. They have an "opt out" process for selective service registration for male incoming students when they reach 18 years old. If they don't know to opt out, they are automatically registered. They could do it for connectivity between education and labor systems also.*

CareerSource Palm Beach County's WIOA Implementation Planning Responses

AUGUST 20, 2015

Discussion Items

- ❖ How should Florida's Workforce Innovation and Opportunity Act planning regions be organized? We believe this to be a time to look beyond the status quo in pooling our efforts to reduce the cost of doing business. WIOA offers us a unique opportunity for a lot of thoughtful discussion on the betterment of workforce efforts in Florida. Therefore, we fully support:

- Continue 24 Local Workforce Areas
- Continue 24 Local Workforce Boards
- Encourage collaboration between Local Areas through establishing 7 Regional Planning Areas (FDOT modified boundaries)

Additionally we believe other agency partners (such as VR) should take this opportunity to align their boundaries to the 7 Regional Planning Areas mentioned above. Once this is done we could form 7 Independent Special Taxing Districts. That would strengthen the workforce system and tie education and economic development together, and move the state to a new level of performance.

- ❖ What should be included in a comprehensive one-stop career center? CORE PROGRAMS: Adult program; Dislocated Worker program; Youth program; Wagner-Peyser Employment Services; Adult Education & Literacy; Vocational Rehabilitation Programs. REQUIRED PROGRAMS: Trade Adjustment Assistance program; Unemployment Compensation Programs; YouthBuild; Job Corps; National Farmworker Jobs program (MSFW); Indian and Native American Programs; TANF Employment and Training program; Senior Community Service Employment Program; Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program; Career and Technical Education – Carl Perkins Act; HUD Employment and Training programs; Community Services Block Grant programs; Second Chance Act programs (Re-entry). OPTIONAL PROGRAMS: SNAP; Ticket-to-Work.
- ❖ How Should WIOA-Required One Stop Career Center Partners Share Infrastructure Costs? Shared resources/ policies/procedures/data bases would cut cost, which could be used to provide additional services. The State could be more involved with providing direction on the following fronts to name a few:
 - Procurement
 - Benefits
 - Media

- Forms
- IT
- Accounting

This would allow us to benefit from economies of scale with less duplication of services across the State would help everyone. Examples – The Local Workforce Areas could assist Vocational Rehabilitation in reaching their goal of spending 15% of their budget on In-School Youth. Additional assistance can also be provided to VR with Work Readiness training and Placement services.

Local Workforce Areas need to be able to train and issues certificates or sub it out. We are running into a problem with teaching at Adult Ed schools and with centers that work with the hard to serve.

- ❖ Which programs and entities should be included in Florida's Workforce Development System (combined or unified planning)? We believe the combined plan should include the 6 Core Programs (Adult program; Dislocated Worker program; Youth program; Wagner-Peyser Employment Services; Adult Education & Literacy; Vocational Rehabilitation Programs), and other Required Programs under USDOL and Veterans' programs (Trade Adjustment Assistance program; Unemployment Compensation Programs; Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program).
- ❖ Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes? The State Plan should provide a cohesive highly functioning relationship between CareerSource Florida, Department of Education, Department of Economic Opportunity and the Community Colleges, which knocks down the silos of turf issues and recognizes the strength of open communication and trust. Eventually a client tracking system that is user friendly to all Core and Required Partners would greatly enhance this process.
- ❖ How can Florida's Workforce Development System better share information, systems, and/or customers? Initially allow all partners "Read Only" access to each other's customer tracking systems, to avoid duplication of services and assist with dual enrollments. In the future, the State should work toward a universal customer tracking system for all of the One Stops partners, which would further enhance service delivery and federal reporting. Allow for flexible sharing of financial resources between partners of the One Stop, for dually enrolled clients. Eventually outcomes and performance measures could be shared, which would encourage the pursuit of stackable credentials.

CareerSource Palm Beach County recently launched a new Virtual Career Center on our website to meet the changing needs of career seekers and employers who want more services delivered in an online, mobile-friendly environment. The move to online services improves our efficiency and keeps us relevant and available for today's career seekers and the companies that are hiring them.

- ❖ What can Florida's Workforce Development System do to best serve individuals with obstacles to employment? WIOA's emphasis on client-centered services is in keeping with a large body of research regarding the most effective strategies for eliminating barriers to self-sufficiency and career success. Moreover, many of these strategies are currently being used in regions throughout the state -- chief

among them being CareerSource Palm Beach County.

There is a consensus among experts, policymakers, and practitioners that some of the most promising practices include:

- **Sector strategies** that provide individuals with a coordinated career pathway while simultaneously providing targeted industries with a pipeline of qualified workers. *CareerSource Palm Beach County's latest sector initiative is the Gateway to Geriatric Healthcare Careers (GGHC) which will place disconnected workers on the pathway to specialized nursing careers.*
- **Pre- and post-release wrap-around support and employment assistance** for individuals with criminal backgrounds. Given the multifaceted issues that lead to incarceration, a coordinated approach involving multiple stakeholders is required to address barriers to successful reentry into the community. *CareerSource Palm Beach County (CSPBC) is an active partner of Palm Beach County's nationally recognized Reentry Taskforce. As result, CSPBC has launched PREPARE (Pre-Release Employment Preparation and Reentry Engagement) to begin addressing inmates' work-readiness and recidivism risks before they return to our community.*
- **Strategies to "reconnect" disconnected youth.** While young people who are not working and not in school pose one of the most daunting challenges, they also represent the greatest opportunity. To that end, the National League of Cities serves as the hub of a national Reengagement Network which is designed to promote the establishment of "one-stop" reengagement centers to connect the multiple supports needed to put youth back on the pathway to success. *In December 2014, CSPBC had the pleasure of joining the school district and other stakeholders at the "Reengagement Plus" conference in Portland Oregon. The trip sparked a community-wide effort to establish this effect practice in Palm Beach County.*

❖ **What resources or relationships do you need to implement WIOA?** Bruce Ferguson, Jr., the Chairman of the Florida Workforce Directors Association, recently asked us to respond regarding the proposed Regional Planning Areas. We have had talks with Local Areas 20, 22 and 23 in the past and plan to continue them. This has allowed us to focus on the unique needs of southern Florida and ways to avoid duplication of services. We have talked about sharing of resources and the economies of scale related to Regional Planning efforts. Since then it has become evident that Rick Beasley's Local Area 23 will become its own Regional Planning Area. Therefore, as we look toward the 7 Regional Planning Areas in the modified FDOT boundaries, we communicated to Bruce that we would volunteer to be the Lead Director for these Regional Planning purposes. Your support of this effort is greatly appreciated.

Lisa Rice – CareerSource Brevard

Regionalism

Advocating for 24 local areas AND 24 regional areas which is completely allowable under WIOA. Advocate for a state level policy that would reward for regional activities - potentially the Performance Funding Model. However, it could be other regional activities that are tiered according to difficulty to do and with higher rewards based on that difficulty.

Regional areas if defined in the state's combined/unified plan will place limits on where the local areas seek regional activities. Which doesn't work so well if you have a local area that is able to relate to more than one economic development/labor market area. Brevard shares the most with Volusia and Central Florida, however, we also have common labor market/ED needs with Indian River county.

Allow those local areas that want to combine formally as a regional area to do so under the state level policy. This would allow regions to be flexible for the economy of 5 - 10 years from now rather than tied to a state plan that is not looking at how the labor markets/economies might change in 3 - 5 years even.

Vocational Rehabilitation

They are unable to access their customer management software from anywhere except their desks - very limited staff that can access the client data base from a remote location. There appears to be an overload of security concerns that hamper any joint staffing of customers. VR should have the ability to share customer info with EF and vice versa for the workforce system sharing to VR in order to increase collaborative efforts.

Right now VR only seems concerned with youth transition training; however, that leaves out the potential for adult employment/placement training to happen with the workforce system for the higher functioning customers. Supported employment should not come to the workforce system - we are not skilled to handle these customers - VR does this the best. But higher functioning customers could benefit from the workshops the workforce system does, which would relieve VR from doing them.

There is a long process to pay from VR to its vendors which may be decreasing the number of vendors for VR to choose from. This is one of the differences in an agency being federally/state controlled vs local controlled.

Ticket to Work is valued by the workforce system and yet if a person assigns their ticket to VR then there is less motivation for the workforce system to help them. The T2W funds should be shared between VR and workforce if the customer is being shared with services.

VR has customers go into OJT's, similar to workforce AWE's, but they have a hard time placing them because of the workers comp liability issue. VR should have the same kind of workers comp liability coverage for OJT's/AWE's that the workforce system has.

Infrastructure Cost Sharing

There is a model for cost sharing on infrastructure that the state already went through back in the 90's. Look at how the Wagner Peyser cost allocation is modeled and use it as the basis for VR/Adult Ed cost allocations. However, this model does require VR and Adult Ed to have staff at the Career Centers, which

may not be feasible in all areas. Therefore, the WP model is only part of the infrastructure determination. There should also be a piece that is based on the number of customers shared - which would encourage sharing of customers rather than discourage the sharing. For instance, if you share only 1 customer you have to pay a lot more than if you shared 100 customers.

From: John Wanamaker [<mailto:john@cbcaigroup.com>]
Sent: Thursday, August 27, 2015 8:35 AM
To: Chris Hart
Cc: Bruce Ferguson (BFerguson@careersourcenefl.com)
Subject: Regions under WIOA

Chris, Bruce,

In reference to the regions under WIOA the FWCA is in support of the map consisting of 24 regions as which it would be more in line with economic development.

This would allow the system to fully explore over the next two years of WIOA implementation what regionalism means and which local areas should make up a region based on economic development and talent supply considerations.

Thanks
John

John Wanamaker, CCIM, LEED AP
Broker
Coldwell Banker Commercial
AI Group
1019 Town Center Drive
Orange City, FL 32763
Office: 386-775-8633
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Florida Small Business Development Center Network

In the **What Should be Included in a Comprehensive One-Stop Career Center?** the briefing report identifies "Small Business Administration employment and training programs" as a potential partner program that may be part of a local one-stop. What SBA employment and training programs are envisioned? SBA is the principle federal partner of the Florida SBDC Network. I support the co-location of local SBDCs at One-Stop Career Centers, where appropriate. However, determination in the location of centers is the determination of our local host partner organizations. Would it be more appropriate list the Florida SBDC Network rather than SBA?

On the matter of governance, and partner participation on the CareerSource Florida Board, I believe it may be of value to include the Florida SBDC at the table, statewide and locally. I know a couple of my local centers currently sit on local workforce boards.

On the subject of statewide MOUs, I believe we can draft something between the Florida SBDC Network and CareerSource Florida.

Thanks for allowing me to participate in the WIOA process. It has been a learning experience providing a greater appreciation to support your mission as a partner organization.

It is good to know that accessibility issues are being considered in the planning of One-Stops. In addition to the importance of accommodating the visual needs of our blind and visually impaired residents, I want to share with you the need for communication access for Deaf and Hard of Hearing Floridians throughout the state, and emphasize the importance of meeting that need for accessibility through direct linkage at the One-Stop Centers. Their need for accommodation is specific to being able to access communication and information as a result of their hearing loss. This is a basic need, and it impacts many aspects of their lives. This is especially true for those whose native or primary language is some form of sign language, and English is a second language. Furthermore, in Florida, we do have Deaf-Blind residents whose dual sensory loss pose an even greater and more complicated challenge. This population is very underserved due to a lack of services, programs, resources, and funding, and due to the fact that existing providers do not target these populations nor do they have the KSAs to meet their specialized needs.

The needs of these populations consistently fall through the gaps despite existing laws established to accommodate them. As I mentioned, there is no state agency designated for serving these populations. Instead, they are squeezed into other programs and often do not get their needs for accessibility met under the ADA. Given the precepts of WIOA as it relates to disabilities, integration, and collaboration, and the planning of One-Stops, please consider all of the specialized needs indicated above. Perhaps the Florida Coordinating Council for the Deaf and Hard of Hearing can be instrumental in providing more information, and can also provide a "Voice" for those populations as you move forward. I have copied Chris Littlewood the President of the Council as a point of contact for you to begin.

Thank you for your consideration.

Tom Austin

Bureau Chief, Client Services
Florida Department of Education
Division of Blind Services
325 West Gaines Street
Turlington Building, Suite 1114
Tallahassee, Florida 32399
(850) 245-0305
tom.austin@dbs.fldoe.org

FLORIDA COMMISSION ON HUMAN RELATIONS

A WIOA/CareerSource "Core Program Partner"



What the Commission Offers:

- Informing job applicants and workers about their rights under state and federal anti-discrimination laws
- Attending, participating at and making presentations at job fairs and career planning events sponsored by CareerSource, local communities, area businesses, etc.
- Setting up FCHR display tables for distributing information
- Educating employers/businesses about their responsibilities under state and federal anti-discrimination laws
- Providing employment rights posters to display in career centers and in businesses/workplaces
- Sharing best practices of model workplaces with employers
- Assisting with development of policies that promote fair and equal treatment in the workplace and avoid disputes (do we do this?)
- Mediation services to mutually resolve workplace disputes
- Timely investigation of discrimination complaints
- Our highly proficient and knowledgeable legal and investigative staff can provide technical assistance and legal direction for both employers and employees about discrimination issues and laws
- Sexual harassment training - how to avoid it in the workplace

CONTACT THE COMMISSION

4075 Esplanade Way, Suite 110
Tallahassee, FL 32399-7020

Phone: **850-488-7082**/Toll Free: **1-800-342-8170**/Fax: 850-487-1007

Web: <http://fchr.state.fl.us>

Background

WIOA contemplates enhanced collaboration between core program partners and additional partners in one-stop career centers. With a variety of options available, understanding the needs to facilitate these partnerships is a critical component of WIOA implementation.



800 West Cypress Creek Road, STE 390, Ft. Lauderdale, FL 33309

6/15/2015

U.S. Department of Labor, Office of Policy Development and Research
Attn: Administrator (Adele Gagliardi)
200 Constitution Ave. NW, Room N-5641
Washington, DC 20210

Subject: Comments on Notice of Proposed Rulemaking (WIOA Title 1, Document Citation 80 FR 20689)

To Whom It May Concern:

Smart Horizons Career Online Education (SHCOE), the world's first AdvancED/SACS accredited school district, is pleased to submit the following comments in response to the Workforce Innovation and Opportunity Act (WIOA) Notice of Proposed Rulemaking (NPRM) - Title 1 published in the Federal Register on 16 April 2015.

SHCOE represents a sub-specified population (i.e., individuals who exited the educational system without a high school diploma), with educational needs and characteristics that are unique. Due to these unique characteristics, often times, traditional state and local K-12 secondary adult education programs do not meet these student's needs. To this end, we strongly support the intent of the act, which supports opportunities for secondary degree completion offered concurrently with entry-level workforce and occupational skills training, as part of a career pathway or matriculation into post-secondary vocational training program.

Within these proposed regulations, SHCOE believes that the Department should:

- Stipulate that state WIOA program eligibility criteria emphasize regional accreditation; and the inclusion of secondary diploma programs with integrated entry-level workforce preparation and/or post-secondary education and training activities.
- Authorize programs offering regionally accredited, alternative secondary diploma programs concurrently with entry-workforce/occupational skill preparation as eligible to procure Title 1 WIO **Out of School Youth (OSY)** funds from Individual Training Accounts (ITA).
- Authorize programs that offer regionally accredited alternative secondary diploma programs (outside of "state" endorsed adult education high school programs in Title 2) concurrently with entry-workforce/occupational skill preparation as eligible to procure Title 1 WIO **Adult** funds from Individual Training Accounts (ITA).

Enclosed, find SHCOE's NPRM comments and questions pertaining to Parts 680, 681, and 686 (Encl 1, 2, and 3, respectively).

We look forward to further collaborating with the Department of Labor on these proposed regulations.

Sincerely,

A handwritten signature in black ink, appearing to read "Howard A. Liebman".

Howard A. Liebman, Ph.D.
Superintendent of Schools
3 encl a/s

Encl 1

NPRM Comments for Part 680—Adult and Dislocated Worker Activities under Title I of the Workforce Innovation and Opportunity Act

§ 680.120 - What are the eligibility criteria for career services for adults in the adult and dislocated worker programs?

Comment: WIOA language states that “Priority for individualized career services and training services funded with title I adult funds must be given to low-income adults and public assistance recipients and individuals who are basic skills deficient”. Section 134 (c)(3)(B) further states that training funds may be used for individuals who are unable to obtain Pell grant assistance, however, a significant deficiency that precludes award of Pell grant assistance to Adults is the lack of a secondary education diploma. Include eligibility criteria for the priority of service to adults who lack a regionally accredited secondary education diploma or HSE.

§ 680.130 - What are the eligibility criteria for career services for dislocated workers in the adult and dislocated worker programs?

Comment: WIOA language states that “Priority for individualized career services and training services funded with title I adult funds must be given to low-income adults and public assistance recipients and individuals who are basic skills deficient”. Section 134 (c)(3)(B) further states that training funds may be used for individuals who are unable to obtain Pell grant assistance, however, the lack of a secondary education diploma would preclude award of Pell grant assistance. Include eligibility criteria for the priority of service to dislocated adult workers who lack a regionally accredited secondary education diploma or HSE.

§ 680.150 - What career services must be provided to adults and dislocated workers?

Comment: Adult and dislocated workers who lack a secondary education diploma, may need additional career services (as mentioned in Subpart A) to assist their vocational training. Include, as part of basic services and counseling services, referrals by one-stop centers to regionally accredited secondary-level educational programs providing entry-level workforce preparation and/or post-secondary education and training activities.

§ 680.200 - What are training services for adults and dislocated workers?

Comment: Adult and dislocated workers who lack a secondary education diploma, may need additional training services (as mentioned in Subpart B) to assist their vocational training. Include, as part of basic services and counseling services, referrals to regionally accredited secondary-level educational programs providing entry-level workforce preparation and/or post-secondary education and training activities.

§ 680.210 - Who may receive training services?

Comment: Meaningful employment, leading to economic self-sufficiency, is unlikely for adults that lack a secondary education diploma. Include criteria for recommending to Adults lacking high school diplomas, for whom career services are unlikely to obtain the desired employment outcomes, pursuit of a regionally accredited secondary-level educational programs providing entry-level workforce preparation and/or post-secondary education and training activities.

§ 680.410 - What entities are eligible providers of training services?

Comment: Include in proposed paragraphs (a)(1) through (4), as examples of eligible providers of training services **with WIOA adult funds under title I**, public or private organizations that have demonstrated effectiveness in providing regionally accredited secondary-level educational programs that include entry-level workforce preparation and/or post-secondary education and training activities.

§ 680.420 - What is a “program of training services”?

Comment: Include in proposed paragraphs (a) through (c), as outcomes of programs of training services, regionally accredited secondary education diplomas and career certification for entry-level work force preparation earned as a part of a secondary education program.

§ 680.600 - What priority must be given to low-income adults and public assistance recipients and individuals who are basic skills deficient served with adult funds under title I?

Comment: Include in proposed paragraph (b) clarification that criteria for providing priority to individualized career services and training services with WIOA adult funds under title I, other resources for providing individualized career and training-related services may include integrated education and training programs as described in WIOA sec 134(c)(2)(A)(xii)

Encl 2

NPRM Comments for Part 681—Youth Activities under Title I of the Workforce Innovation and Opportunity Act

§ 681.400 - What is the process used to select eligible youth providers?

Comment: The selection process should include recommended quality criteria for use by local boards and/or states for selecting eligible providers. Include in proposed paragraphs, as examples of eligible providers of services must be provided by entities identified in accordance with WIOA sec. 123, public or private organizations that have demonstrated effectiveness in providing regionally accredited secondary-level educational programs providing entry-level workforce preparation and/or leading to recognized post-secondary education and training activities.

§ 681.460 - What services must local programs offer to youth participants?

- (1) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster
- (2) Financial literacy education
- (3) Activities that help youth prepare for and transition to post-secondary education and training.
- (4) WIOA expands the description of the occupational skill training element to provide for priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations if the programs meet WIOA's quality criteria.
- (5) Supporting the development of alternative, evidence-based programs and other activities that enhance the choices available to eligible youth and encourage such youth to reenter and complete secondary education, enroll in postsecondary education and advanced training, progress through a career pathway, and enter into unsubsidized employment that leads to economic self-sufficiency.

Comment: WIOA sec 123 requires local WIOA youth programs to make all 14 program elements available to WIOA youth participants. Include in proposed paragraphs guidance to WIOA youth programs that in order to provide all 14 program elements they may consider bringing in multiple public/private partners and multiple evidence based programs that support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants.

§681.500 - What is financial literacy education?

Comment: The description of financial literacy provided in WIOA sec 129(c)(2)(D) is a sufficient baseline for selecting instruction.

§681.540 - What is occupational skills training?

Comment: Local WIOA youth programs will provide services for disadvantaged, at-risk, and disconnected youth; many of whom are unlikely to complete their secondary education. If these youth are to attain recognized postsecondary credentials in in-demand industries, entry-level workforce and occupational skills training should begin at the secondary education level. Include in proposed paragraph(s) entry-level workforce preparation activities conducted by regionally accredited

secondary-education programs that lead to recognized post-secondary credentials within in-demand industries or occupations.

§681.550 - Are Individual Training Accounts permitted for youth participants?

Comment: Include in the proposed paragraph(s) allowing ITAs for youth participants.

§681.640 - What does education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster mean?

Comment: Include in the proposed paragraph(s) a statement that these educational programs include entry-level workforce preparation and/or preparation for recognized post-secondary education and training activities.

Encl 3

NPRM Comments for Part 686 — the Job Corps under Title I of the Workforce Innovation and Opportunity Act

Major changes from the existing regulations reflect WIOA's effort to enhance the Job Corps program, provide access to high quality training and education, create incentives for strong contractor performance, and promote accountability and transparency.

§686.500 - What services must Job Corps centers provide?

Comment: Include in the proposed paragraph(s) that academic instruction include entry-level workforce preparation and/or preparation for recognized post-secondary education and training.

§686.505 - What types of training must Job Corps centers provide?

Comment: Include in the proposed paragraph(s) that high school diplomas be regionally accredited and that secondary-level education programs include entry-level workforce preparation activities that lead to recognized post-secondary credentials in in-demand industries or occupations.

§686.510 - Are entities other than Job Corps center operators permitted to provide academic and career and technical training?

Comment: Include in the proposed paragraph(s) a statement that academic education be provided by public or regionally accredited private educational organizations that have demonstrated effectiveness in providing programs that include entry-level workforce preparation and/or post-secondary education and training activities.

First Name: becca
Last Name: hardin

Email:
becca@bayeda.com

Comments:
September 8, 2015

Chris Hart
President/CEO CareerSource Florida

Dear Mr. Hart;

As a new economic developer in Northwest Florida, I wanted to convey my appreciation for Florida's local workforce system and the support that it provides to economic development organizations. Just weeks ago the Bay County Economic Development Alliance became neighbors with CareerSource Gulf Coast on the campus of Gulf Coast State College. We have created an Economic Development Center of Excellence working closely here with our workforce partners and the college, and this partnership truly extends our reach with both existing businesses and prospects looking at our area for the purpose of relocating their businesses.

CareerSource Gulf Coast has been a partner with Economic Development not only locally, but also throughout their region, and certainly with the Regional Economic Development partner Florida's Great Northwest, for as long as anyone here can remember. They provide us with labor market statistics and are frequently with us when site selectors or business prospects come to visit. We have found them to be loyal and resourceful partners, and appreciate their valuable insight on workforce issues at all levels. We understand that the Workforce Investment Opportunity Act requires that the state of Florida delineate planning regions, and that our state workforce system meets the definition provided in law. As such, we believe that we should respect and support the Florida Workforce Development Association's position that we make local decisions that allow us the greatest flexibility in solving workforce and economic development challenges in a very diverse state.

The Bay County Economic Development Alliance values regional collaboration and we believe that adopting the proposed FWDA model in no way reduces the value of collaboration; it just does not mandate the parameters of the collaboration under a federal structure.

As someone who worked in the state of Georgia for many years, I can tell you that our local workforce area has provided exceptional service and support to us as an economic development partner; at the levels that I did not experience in Georgia. In partnership, we will continue to help create good jobs for the citizens of Northwest Florida. We appreciate your ongoing support.

Becca Hardin
President, Bay Economic Development Alliance

The following version of the Draft Task Force Report includes modifications recommended by the Florida Department of Education.



DRAFT

FLORIDA

WORKFORCE INNOVATION AND OPPORTUNITY ACT

IMPLEMENTATION RECOMMENDATIONS

Introduction

The Workforce Innovation and Opportunity Act (WIOA) Task Force was created to support Florida's implementation of WIOA, which received wide bipartisan support in Congress, was signed into law by the president in July 2014, and took effect on July 1, 2015, replacing the Workforce Investment Act.

The WIOA vision is to achieve and maintain an integrated, job-driven public workforce system that links diverse talent to businesses by ensuring:

- The needs of business and workers drive workforce solutions;
- One-stop career centers provide excellent customer service to job seekers and employers and focus on continuous improvement; and
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

Task Force Charge

The WIOA task force is responsible for developing recommendations for WIOA implementation. These recommendations should must include, but are not limited to:

- a review of current workforce service delivery and recommendations for the inclusion of programs;
- regional planning design;
- one-stop service delivery design;
- the integration of economic development, workforce development and Florida's education system; and
- development of sector strategies and career pathways.

The task force's recommendations will be presented to and approved by the Board of Directors of CareerSource Florida. The task force will submit a report containing the approved recommendations to the Governor, the President of the Senate, and the Speaker of the House of Representatives by December 1, 2015.

That responsibility, which is outlined in the state legislation that created the panel, formed the basis for the task force's charge. CareerSource Florida will incorporate the task force's approved recommendations into the state plan required under WIOA, which, upon approval of the state plan by the CareerSource Florida Board of Directors, will be submitted to the United States Department of Labor, with a copy of the plan provided to the Governor, the President of the Senate, and the Speaker of the House of Representatives. The task force is charged with developing WIOA implementation recommendations by providing counsel and support to



~~the CareerSource Florida Team, as that team prepares a draft WIOA Implementation Plan to be reviewed, finalized and approved by the CareerSource Florida Board of Directors. These recommendations should include, but are not limited to:~~

- ~~• a review of current workforce service delivery and recommendations for the inclusion of programs;~~
- ~~• regional planning design;~~
- ~~• one stop service delivery design;~~
- ~~• the integration of economic development, workforce development and Florida's education system; and~~
- ~~• development of sector strategies and career pathways.~~

Florida should remain focused on the following six goals of WIOA, as outlined in the beginning of the law:

1. Increase access to employment, education, training and support services particularly for people with barriers to employment.
2. Create a comprehensive, high-quality workforce development system by aligning workforce investment, education and economic development.
3. Improve the quality and labor market relevance of workforce investment, education and economic development efforts.
4. Promote improvement in the structure and delivery of workforce services.
5. Increase the prosperity of workers and employers.
6. Reduce welfare dependency, increase economic self-sufficiency, meet employer needs and enhance the productivity and competitiveness of our regions, state and nation.

Task Force Members

As required by the enacting legislation, task force members include leaders of the following partner entities and agencies:

- Agency for Persons with Disabilities;
- CareerSource Florida;
- Enterprise Florida;
- Florida Association of Postsecondary Schools and Colleges Inc.;
- Florida College System;
- Florida Department Children and Families;
- Florida Department of Corrections;
- Florida Department of Economic Opportunity;
- Florida Department of Education Commissioner;
- Florida Department of Education Division of Blind Services;
- Florida Department of Education Division of Career and Adult Education;
- Florida Department of Education Division of Vocational Rehabilitation;



- Florida Department of Elder Affairs;
- Florida Department of Juvenile Justice;
- Florida Small Business Development Center Network;
- Florida Workforce Development Association Inc.;
- Independent Colleges and Universities of Florida Inc.;
- State University System

Per statute, the task force is chaired by the president and CEO of CareerSource Florida, Chris Hart IV.

Task Force Meetings

CareerSource Florida convened five meetings of the 20-member state WIOA Task Force — two webinars and four in-person meetings. Agendas as well as all information collected throughout the meetings are available on the CareerSource Florida website at www.careersourceflorida.com/wioa. The task force also visited the CareerSource Florida Capital Region career center in Tallahassee to better inform recommendations related to career center service delivery.

April 29 Webinar

The task force began its work by reviewing the WIOA vision, the mission of Florida's workforce development system, and the timeframe for conducting its work and expected outcomes. Through this webinar, the task force concurred with its charge and the goals for Florida's WIOA implementation.

May 14 Meeting

The first in-person meeting of the WIOA Task Force was held at the Betty Easley Conference Center in Tallahassee on May 14. Sixteen representatives were in attendance. The task force began its work by hearing from several leaders offering perspective as voices of Florida business and industry. Terry Simpkins, a small business owner, discussed the importance of finding skilled talent to meet the needs of his business. He also brought forward some potential challenges to success and encouraged task force members' support of small businesses. Linda Sparks, the regional executive director for the Jacksonville Academy of Electrical Technology and a member of the CareerSource Florida Board of Directors, and Al Stimac, the owner and president of Metal Essence Inc. who also serves on the CareerSource Florida Board, addressed the task force as well. They both spoke about the importance of alignment among education, business and workforce development.

The task force engaged in a discussion of the WIOA-required comprehensive workforce system plan. Members reviewed the required components and contemplated the strategy to be used by Florida in choosing whether to include additional components in that plan.

Task force members each outlined their entities' role in and contributions to the workforce development system by answering the questions:

CareerSource Florida

- What is your organization's mission?
- What is your role in Florida's workforce development system?
- What are your top three challenges in providing the best outcomes for those you serve?
- How will the Workforce Innovation and Opportunity Act help you overcome those challenges?
- What measures do you use to define successful outcomes?

This discussion informed task force members about ways to enhance collaboration and made clear each member's role in putting Floridians to work. Information submitted to support this meeting is included as Attachment 1.

June 11 Meeting

The second in-person task force meeting was held at the Betty Easley Conference Center in Tallahassee on June 11. Sixteen representatives were in attendance. The task force again began its work by hearing from leaders in business and industry.

Mark Wilson, the President and CEO of the Florida Chamber of Commerce, was the first invited speaker. Mr. Wilson noted that the No. 1 issue that CEOs and company leaders talk to him about is workforce and their ability to hire a trained workforce. Florida's ability to put a system together that focuses on outcomes and not individual parts is really the challenge before us today, he said. Mr. Wilson emphasized the importance of metrics and shared results from a Gallup/Lumina poll demonstrating the gap or paradox between chief academic officers and business leaders related to preparing students for work with the right skills and competencies. The poll found that 96 percent of chief academic officers rated their institutions as very/somewhat effective at preparing students for work, while 11 percent of business leaders strongly agreed that graduating students had the skills and competencies sought by businesses to meet their needs.

Of the task force's work, Mr. Wilson said, "This is the right conversation to have to prepare students for a life of learning and economic opportunities." He closed his remarks with a story about the Mars Rover and its failure due to a lack of collaboration among project engineers who were worried about their individual responsibilities and not overall outcomes, which Mr. Wilson used to illustrate the need for checks and balances. He said: "The challenge is that we work together to create a system that positions Florida as the most competitive place on the globe—that's truly our goal."

Susan Paregis, President and CEO of the Florida Council of 100, challenged task force members to keep alignment of education and workforce development as a top priority. She suggested the task force should adopt a systems approach to best serve the business community, working toward a universally designed, seamless workforce development system.

Through the remainder of the meeting, task force members discussed their entities' contributions to developing Florida's workforce by explaining:

- Their organization's governance structure
- Regional operations

- Processes coordinated with other agencies or partners
- Utilization of one-stop career centers
- Their process for service delivery

The information supplied by task force members to support this conversation is included in this report as Attachment 2

July 16 Meeting

During the July 16 task force meeting, WIOA implementation recommendations from both task force members and the public were sought. Eighteen task force representatives were in attendance. The meeting began with Sheila Gritz-Swift, Deputy Director of Programs for the Florida Developmental Disabilities Council, using the Employment First initiative to highlight the importance of agency collaboration and how it can enhance services to job seekers. She noted it takes all players at every level to influence positive change.

The task force continued its focus on the business customer by hearing from Leslie Wilson, President of Wilson Resources Inc., representing the U.S. Business Leadership Network. Ms. Wilson discussed the value of inclusion of employees with disabilities in the workplace. She gave examples of how businesses can best address needs associated with hiring job seekers with disabilities.

Career and Adult Education Chancellor Rod Duckworth offered a presentation on the Carl D. Perkins Act Career and Technical Education Act of 2006 that included remarks from three state college presidents: Dr. Jason Hurst of Chipola College, Dr. Bill Law of St. Petersburg College and Dr. John Holdnak of Gulf Coast State College.

Next, task force members were offered an opportunity to discuss the following questions:

- Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?
- How should Florida's WIOA planning regions be organized?
- What should be included in a one-stop career center?
- How can Florida's workforce development system better share information, systems, and/or customers?
- What can Florida's workforce development system do to best serve individuals with obstacles to employment?

Information submitted to support this meeting is included as Attachment 3.

August 6 Meeting

Dr. Eric Kennedy, representing the state apprenticeship advisory council, spoke about how apprenticeships are highlighted in WIOA. He indicated that the law reinforces connections with registered apprenticeships by encouraging better integration of those programs into workforce



planning and policy. He recognized that WIOA promotes work-based learning and using WIOA resources to support registered apprenticeships.

The task force addressed topics from previous meetings then engaged in discussion surrounding the following questions:

- How should WIOA-required one-stop career center partners share infrastructure costs?
- Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes? □ What resources or relationships do you need to implement WIOA?

Information submitted to support this meeting is included as Attachment 4.

August 27 Webinar

Task Force members reviewed potential recommendations that were to be used by CareerSource Florida to prepare the draft implementation recommendations report for CareerSource Florida Board review and input in September.

CareerSource Florida Network Meetings

August 12 CareerSource Florida Strategic Policy Council Meeting

The Strategic Policy Council of the CareerSource Florida Board of Directors received a briefing on agenda items discussed by the task force and reviewed preliminary recommendations. This early review provided the CareerSource Florida professional team an opportunity to receive initial directional guidance on drafting this report.

August 12 CareerSource Florida Partners Meeting

CareerSource Florida convened a meeting of all 24 local workforce development areas' chief executives. The partners discussed the WIOA questions posed to the task force, giving local workforce leaders another opportunity to provide additional input. Substantial discussion surrounding Florida's approach to regionalism in workforce development planning occurred.

Key WIOA Issues

How should Florida's Workforce Innovation and Opportunity Act planning regions be organized?

Background

WIOA calls for the creation of "Planning Regions" within each state. According to the proposed WIOA regulations, the purpose of these regions is to align workforce development resources to regional economies that will ensure coordinated and efficient services to both job seekers and employers. The regulations also recognize that regional cooperation may lower cost and

CareerSource Florida

increase the effectiveness of service delivery to business and/or industries that span more than one local workforce development area or that cross state borders.

Florida should consider the following factors in determining planning regions:

- Consistency with labor market areas in the state;
- Consistency with regional economic development areas in the state;
- Availability of federal and non-federal resources necessary to effectively administer activities under subtitle B and other applicable WIOA provisions, including whether the areas have the appropriate institutions of higher education and area career and technical education schools; and □ Input from local elected officials.

Once Florida determines its planning regions, local workforce development boards and local elected officials in those regions will use regional economic data to form a regional plan that results in the establishment of regional strategies for service delivery and sector strategies for in-demand industry sectors or occupations for the region. The plan should identify ways in which the region will coordinate services and the establishment of administrative cost arrangements, including the pooling of funds for administrative costs as appropriate.

The Florida Workforce Development Association (FWDA) presented an initial recommendation on July 16 that existing local workforce development areas also be recognized as WIOA planning regions. This concept would continue 24 local workforce development areas, 24 local workforce development boards and also designate 24 planning regions. The FWDA presented a follow-up recommendation on August 27 maintaining its support for 24 WIOA planning regions and adding a “compromise” proposal that identifies 10 regional workforce coalitions that would voluntarily work together but not be subject to WIOA regulations.

Commented [KH1]: We recommend moving this section to the background portion, prior to the recommendations.

CareerSource Florida offered a recommendation for potential WIOA planning regions. Like the FWDA’s, this recommendation sought to continue 24 local workforce development areas and 24 local workforce development boards. It also sought to encourage broader collaboration through seven regional planning areas.

Recommendation

The task force members presented a variety of regional structures that are currently utilized to serve customers throughout Florida. Because regional planning has the greatest implications for the CareerSource Florida network, much discussion surrounded the impact on the existing local workforce development areas (currently known as regional workforce boards or workforce regions).

The task force recommends that the 24 workforce development areas and boards be identified and designated as the 24 planning regions for the State. It is also recommended that the members of the task force would need more information related to the role, purpose, scope and administrative of any coalition structure (such as the 10 suggested) that falls outside of the 24 planning regions.

Commented [DR2]: The members of the task force would need more information related to the role, purpose, scope and administrative of any coalition structure that falls outside of the 24 planning regions.

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Given multiple task force recommendations in this area, CareerSource Florida Board input is being sought to determine an implementation recommendation for the final report to the Governor and Legislature.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Commented [DR3]: There is still not definitive recommendation here. I would suggest that overwhelmingly comments focused on making the 24 areas the planning areas. I also support the 10 regional coalitions.

What should be included in a comprehensive one-stop career center?

Background

WIOA identifies “one-stop required partner programs” that include a variety of federally funded employment and training programs administered by a number of federal agencies including the U.S. Department of Labor, U.S. Department of Education and the U.S. Department of Health and Human Services. According to WIOA, the required partner programs should be delivered through the one-stop system and contribute to the costs of one-stop infrastructure.

The required one-stop career center partner programs identified under WIOA are:

- WIOA Adult, Dislocated Worker and Youth programs (core)
- Wagner-Peyser Employment Service (core)
- Adult Education and Literacy (core)
- Vocational Rehabilitation (core)
- Title V of Older Americans Act (Senior Community Service Employment Program)
- Perkins Career and Technical Educational (CTE) programs
- Trade Adjustment Assistance (TAA)

- Veterans Employment and Training
- Community Services Block Grant (CSBG) employment programs
- HUD employment programs
- Unemployment Insurance
- Second Chance Act
- Temporary Assistance to Needy Families (TANF)

WIOA also identifies various additional partner programs that may be part of a local one-stop delivery system:

- Social Security Administration employment and training programs
- Florida Small Business Development Center Network
- Supplemental Nutrition Assistance Program (SNAP) employment and training programs
- Vocational Rehabilitation special projects and demonstrations
- National and Community Service Act programs
- Other federal, state or local programs

The WIOA one-stop career center required programs provide the funding and authorization for delivery of a host of employment and training services. Each program has its own rules and regulations; however, the vision of WIOA is that these required programs have a coordinated and integrated service delivery structure to facilitate improved outcomes and customer experiences for both employers and job seekers. To that end, WIOA specifically identifies the following roles and responsibilities of required partner programs:

1. Provide access through the one-stop delivery system to such program or activities, including career services;
2. Use a portion of the funds available for the program and activities to maintain the one-stop delivery system, including payment of the infrastructure costs of one-stop centers;
3. Enter into a local memorandum of understanding with the local board, relating to the operation of the one-stop system;
4. Participate in the operation of the one-stop system consistent with the terms of the memorandum of understanding and legal requirements; and
5. Provide representation on the state board to the extent provided under WIOA.

Because WIOA provides both: (1) a substantial commitment and financial investment on the part of required programs in the operation and delivery of services through the one-stop system, and (2) governs the opportunity to designate a required program as "opting out" of the one-stop system, it is important to examine how each program is currently administered in Florida.

Recommendation



One-stop career centers should be inclusive while providing flexibility as it relates to the levels of participation from required partners (outlined above). The task force proposes that CareerSource Florida work with the Department of Economic Opportunity and all of the core and required partners to develop a ~~credentialing~~ tool that provides for the certification of career centers based on a uniform expectation of the levels of service ~~for career centers~~. Work has begun on such a ~~credentialing~~ tool. It will be reviewed with the CareerSource Florida Strategic Policy Council in October, while also receiving input from required partners.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Commented [MB4]: DOE recommends that the term "credentialing" not be used in this context, as it may be confused with credentials required of individuals.

How should WIOA-required one-stop career center partners share infrastructure costs?

Background

WIOA Section 121 outlines the requirements for the establishment of one-stop delivery systems. In this section it states that infrastructure costs must be shared by all of the required partners in the system. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the one-stop career center, including:

- Rental costs of facilities
- Costs of utilities and maintenance
- Equipment
 - Assessment related products
 - Assistive technology for individuals with disabilities
- Technology to facilitate access to the one-stop career center
 - One-stop career center's planning activities
 - One-stop career center's outreach activities

In each local workforce development area, the local workforce development board, chief elected officials and one-stop career center partners are charged with agreeing on methodology for determining the infrastructure cost contributions. These agreements will be captured in memorandums of understanding among the local board and the one-stop career center partners.

To be eligible for infrastructure funds, one-stop career centers must be certified by local boards as meeting criteria regarding the effectiveness and the physical and programmatic accessibility of the center in accordance with the Americans with Disabilities Act of 1990, and continuous improvement of one-stop career centers and the one-stop delivery system. This certification will occur every three years.

WIOA leaves the negotiation of infrastructure cost sharing to the local workforce development area. If local officials are unable to reach consensus, they will be required to use an infrastructure funding methodology determined by the Governor that is based upon the following WIOA guidelines:

- Adult, Dislocated Worker and Youth: Shall not exceed 3 percent of the federal funds provided to the state.
- Vocational Rehabilitation:
 - Shall not exceed .75 percent of the federal funds provided to the state in the second full program year;
 - 1 percent of the federal funds provided to the state in the third full program year;
 - 1.25 percent of the federal funds provided to the state in the fourth full program year;
 - 1.5 percent of the federal funds provided to the state in the fifth full program year and in each succeeding year.
- Other Partners: Shall not exceed 1.5 percent of the federal funds provided to the state.

Recommendation

Task force members representing the Department of Education Divisions of Blind Services and Vocational Rehabilitation recommended that infrastructure cost sharing be determined by the Department of Education at the state level pursuant to WIOA requirements. For the core program of Adult Education, it was recommended that infrastructure cost negotiations should occur at the local level, where appropriations are made via school districts, and be responsive to the needs of the local workforce development area. Pursuant to requirements set forth in WIOA, CareerSource Florida can assist in local negotiations when an agreement cannot otherwise be reached.

It was also recommended that Perkins Act funding, although a required career center partner and subject to the cost sharing discussed above, would not contribute toward infrastructure cost at this time based on the pending federal reauthorization of the program and the need for additional time to explore partnerships with the CareerSource Florida network. Chancellor Rod Duckworth remarked during the task force's July 16 meeting that the goal would be to integrate the program, its functions, and infrastructure cost sharing into a combined workforce plan in the future. This was the only required career center partner who submitted a recommendation to delay infrastructure cost sharing.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Which programs and entities should be included in Florida's workforce development system (combined or unified planning)?

Background

WIOA requires a single, unified State Plan covering all core programs authorized under the bill:

- Adult, Dislocated Worker and Youth workforce investment activities in title I, subtitle B
- Adult Education and Literacy activities in title II
- Employment service activities authorized by the Wagner-Peyser Act and title III
- Vocational rehabilitation services in title IV and title I of the Rehabilitation Act of 1973

WIOA also provides an option for states to submit a Combined Plan that includes the core programs listed above plus plans for one or more of the following workforce programs:

- Career and technical education programs authorized by the Perkins Act Temporary Assistance for Needy Families programs authorized under part A of title IV of the Social Security Act
- Employment and training programs authorized under section 6(d)(4) of the Food and Nutrition Act
- Work programs authorized under section 6(o) of the Food and Nutrition Act
- Trade adjustment assistance activities and NAFTA-TAA
- Veterans' activities authorized under Chapter 41 of title 38 United States Code
- Programs authorized under state unemployment compensation laws
- Senior Community Service Employment Programs under title V of the Older Americans Act
- Employment and training activities carried out by the Department of Housing and Urban Development
- Employment and training activities carried out under the Community Services Block Grant Act
- Reintegration of offenders programs authorized under section 212 of the Second Chance Act

Under WIOA, states are required to submit unified or combined plans by March 2016. The plan must describe the state's overall strategy for workforce development and how the strategy will meet identified needs for workers, job seekers and employers. In turn, local plans must describe how services provided at the local level will be aligned to regional market needs.

Recommendation

Optional combined planning partners should be able to voluntarily participate in workforce development planning as part of Florida's WIOA strategic state plan if they choose. This approach would not require any program or entity to participate in workforce planning other than the required core programs outlined above.

During the task force meetings, there were no recommendations to include optional planning partners. Instead, the task force discussed submitting an initial unified plan that provides a timeline to incorporate combined planning partners in outlying years. The initial plan would recognize Florida's intention to move toward a combined plan with a staged approach. This would allow for alignment of current planning timeframes, cross training on program collaboration opportunities, and better integration of reporting mechanisms necessary in a combined plan.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

Since WIOA requires common measurement and planning for the core programs, what governance or organizational structure would lead to the best outcomes?



Background

At the state level, WIOA establishes unified planning efforts and performance accountability measures across “core” programs, which include Vocational Rehabilitation and Adult Education and Family Literacy along with the traditional federal training and placement programs. Accordingly, the law best highlights how other workforce programs currently housed in the Florida Department of Education contribute to Florida’s workforce development system. In order to complete and execute an integrated strategic state workforce plan, state-level strategic decision makers must determine how their efforts can be coordinated.

Recommendation

While WIOA contemplates workforce development board membership participation from the core programs, additional career center partners and potential combined planning partners should be encouraged to participate. Specifically, the Florida Agency for Persons with Disabilities, the Florida Department of Corrections and the Florida Small Business Development Center Network should serve on the CareerSource Florida Board.

This recommendation seeks to examine and refine state and local workforce development board makeup to include partners that will lead Florida to a more comprehensive workforce development system. [Local boards should reflect representation from all core partners.](#)

Board participation also would provide for those core programs to report their performance accountability measures to the CareerSource Florida Board and to local workforce development boards. Utilizing a mechanism similar to that employed between CareerSource Florida and the Department of Economic Opportunity, performance expectations could be set via a memorandum of understanding and reported quarterly to the CareerSource Florida Board through the programs’ board representatives.

Materials related to recommendations regarding this topic are included in Attachment 4 and 5.

How can Florida’s workforce development system better share information, systems and/or customers?

Background

WIOA provides Florida with a renewed opportunity to better integrate the service delivery of related employment and training programs funded by myriad federal agencies. In addition to providing easier employer and job seeker customer access to employment and training services, WIOA provides the mechanism to align priorities and resources. A potential efficiency of WIOA is the ability to decrease individual program administrative burdens by enabling a collaborative, universally designed workforce development system that works seamlessly among partners.

Recommendation

Resources can best be utilized by integrating existing systems to provide for a common intake and reporting system. Each core program partner and optional partner uses a technology systems that are unique to its constituency, in which all of the information from each system may not be necessary for intake and reporting for Florida's workforce development system. It follows that Florida's approach should be to align current systems for WIOA compliance, rather than advocating a new information system for all partners.

Furthermore, some task force members recommended that the Employ Florida Marketplace, Florida's job-matching system, should be integrated, as a requirement, into career services available through state college and state university career centers. The Florida College System recommended that career services utilize all tools available, including Employ Florida Marketplace ~~utilization not be required, but provided as an available tool.~~

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

What can Florida's workforce development system do to best serve individuals with obstacles to employment?

Background

WIOA emphasizes services to job seekers with disabilities, which has the potential for significant advancement in employment of people with disabilities. Local workforce development boards will have to ensure there are sufficient service providers in each local workforce development area with expertise in assisting individual with disabilities with their career and training needs. As part of the law, Florida must develop strategies to support career pathways for individuals with disabilities to enter and retain employment.

Recommendations

The task force recommended that career centers employ universal design principles in their operations, including such requirements in a career center credentialing tool. It was also suggested that maintaining the integrity of systems for unique constituent populations would be important to be sure job seekers with disabilities are provided every opportunity to be successful. Enhanced board membership that would include the partner programs serving these populations would allow more opportunities for those with specialized needs to be considered in decision making.

Materials related to recommendations regarding this topic are included in Attachments 3, 4, and 5.

What resources or relationships do you need to implement WIOA?

Background

WIOA contemplates enhanced collaboration between core program partners and additional partners in one-stop career centers. With a variety of options available, understanding the needs to facilitate these partnerships is a critical component of WIOA implementation.

Recommendations

Most task force recommendations on this topic centered on process-oriented needs such as memorandums of understanding developed and negotiated at the state level that outline roles and responsibilities. State-level memorandums of understanding could be explored for Department of Education programs as necessary.

The task force recognized that special provisions for lease arrangements in which opportunities for co-location are explored may need to be included in state law. In addition, any arrangements made for partners sharing space should include a process for input into decision-making.

Enhanced data-sharing arrangements between partners should be explored as necessary to facilitate reporting.

Materials related to recommendations regarding this topic are included in Attachments 4 and 5.

Other Recommendations

Change state law references from regional workforce board to local workforce development board.

Given the emphasis on regional planning in WIOA, it is necessary to change current nomenclature. State law, policies, and rules should align with the federal language to avoid confusion. Statutory changes to provide for local workforce development boards and local workforce development areas would be technical in nature.

Utilize WIOA resources to promote registered apprenticeships.

Through improved connections with the CareerSource Florida network and enhanced partnerships in Florida's workforce development system, registered apprenticeships could be promoted as a growth opportunity.

Cross train individuals who interface with job seekers on core programs.

Increasing program awareness will lead to a more efficient outcome for job seekers.

Provide after-hours access to job seekers through expanded career center hours.

Recognizing that an individual requesting the services of a career center may not be available during traditional business hours, the task force recommended providing opportunities in addition to those currently available, including online resources accessible to all using universal design principles, for access outside of regular operating hours.



Local Workforce Development Board Size

Align state law governing local workforce development board structure to WIOA.

Next Steps

The recommendations provided in this report will be considered by the CareerSource Florida Board of Directors at its September 21, 2015, meeting. Final recommendations will be approved by the board at its meeting November 4, 2015, and forwarded to the Governor and legislative leaders for consideration during the 2016 Florida Legislative Session.