

Strategic Policy and Performance Council Meeting Agenda

WEBINAR
FEB. 17, 2021 • 2 – 4 P.M. ET

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Brittany Birken

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- Unit and Initiatives *Vice President, Strategic Policy and Performance*

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Information Items

collaborate.
innovate.
lead.





Fiscal Year 2020-2021 Strategic Policy and Performance Initiatives

Continuous Improvement Performance Initiative

The CareerSource Florida Board of Directors authorized the development and implementation of the [Continuous Improvement Performance Initiative](#) in fiscal year 2019-2020. The initiative was created in support of the CareerSource Florida's core value of continuous improvement. It is aligned with CareerSource Florida's corporate goals and strategies and the federal Workforce Innovation and Opportunity Act's Primary Indicators of Performance, in which all states are responsible for achieving performance targets. The initiative recognizes the performance of local workforce development boards based on three board-approved, mission-critical [metrics](#): *Employment Rate First Quarter After Exit, Participant Training Rate and Business Penetration*. Local workforce development boards receive additional credit within the employment and training metrics for serving individuals with barriers to employment (e.g., low income, individuals with disabilities, current or former foster care youth, and others). Additional credit is also earned within the business metric for providing staff-assisted, high-value services to business establishments in up to five industry sectors of focus preselected by each local workforce development board. The board has allocated a total of \$10 million, \$5 million per year, to recognize performance in fiscal years 2019-2020 and 2020-2021.

Florida CLIFF Dashboard

Transitioning individuals on public assistance to a sustainable path to self-sufficiency is imperative to ensuring Florida is the leader in workforce education by 2030, per Governor Ron DeSantis' [Executive Order 19-31](#) and, ultimately the global leader for talent, fulfilling the CareerSource Florida Board of Directors' vision for Florida's workforce system. In-demand career pathways offer the mobility and wages needed for self-sufficiency and the CareerSource Florida network and partner entities can help these individuals train for in-demand occupations. However, as individuals on public assistance train for and advance in their careers, they may encounter benefits cliffs that are a result of the loss of support as earnings increase. In fiscal year 2020-2021, CareerSource Florida has partnered with the Federal Reserve Bank of Atlanta to develop a Florida-specific Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard to visually represent meaningful data related to Florida's in-demand occupations and the potential benefits cliffs encountered by individuals on public assistance. The dashboard will help career counselors and case managers consider benefits cliff scenarios when helping individuals on public assistance with career planning and will help inform policymaking aimed at solving the complexity of social programs to help families move toward economic self-sufficiency. As a second phase in this initiative, the Atlanta Fed will also develop a personalized CLIFF Financial Planner for more intensive career and financial counseling of low-income job seekers and their families. The Financial Planner will allow for individually customized career paths while considering benefits, taxes and expenses over time.

Gig Economy Study, Resource Guide and Dashboard

As gig markets continue to evolve and expand, the CareerSource Florida Board of Directors commissioned a comprehensive study in fiscal year 2018-2019 on the potential impacts of the emerging gig economy on Florida's workforce system. The [Gig Economy and Florida's Workforce System report](#) provides a roadmap for CareerSource Florida and partners across the state to engage in the gig economy including opportunities for independent workers, entrepreneurs and the businesses that employ them. In fiscal year 2019-2020, CareerSource Florida worked with consultants and stakeholders to develop a Gig Economy Resource Guide and Dashboard. These resources are in the final stages of development and will be published on careersourceflorida.com. The Gig Economy Resource Guide will provide a comprehensive overview of resources available to Florida's gig workers and businesses engaged in the gig economy. The resource guide will provide quick access to state and national workforce, education and entrepreneurial resources for gig workers and information and links to frequently asked questions. The CareerSource Florida Gig Economy Dashboard will provide summary statistics to illustrate gig economy activity in Florida at the state, workforce region and county level. The dashboard summarizes data from national sources including the U.S. Census Bureau and the Internal Revenue Service.

Policy Development Framework and Strategic Policies

The CareerSource Florida Board of Directors approves strategic and administrative policies that affect the state workforce system. Strategic policies are high-level principles or directional statements that inform or clarify federal and state legislative policy or workforce system strategies. Strategic policies direct decision-making at the program level and may result in the development of administrative policies by the Florida Department of Economic Opportunity. Administrative policies ensure compliance to state and federal regulations for the workforce system. In fiscal year 2019-2020, CareerSource Florida and Department of Economic Opportunity developed the [Policy Development Framework](#) to support the vision, mission, values, strategies and operations of the CareerSource Florida network and its statewide policy and investment board while strengthening the state workforce development system. The Framework describes how strategic and administrative policies are developed and approved and provides alternatives to formal policy. The full Framework is available [here](#). Current policies in development include: Rapid Response and Layoff Aversion System, WIOA Eligible Training Providers List, Jobs for Veterans State Grants, Common Exit, Trade Adjustment Assistance Employment and Case Management Services and Priority of Services.

Strong Finish Pilot Grant Program

Recognizing postsecondary degrees and technical certifications provide enhanced skills and education attainment to support a more robust workforce for employers, the CareerSource Florida Board of Directors allocated \$750,000 for credential attainment grants in fiscal year 2020-2021 aimed at providing supportive services to students in the last half of their degree or credential program who need assistance with unexpected financial challenges. Florida's Strong Finish program is modeled after a similar program in North Carolina. Planning is underway among CareerSource Florida, the Florida Department of Education and the Department of Economic Opportunity to launch a pilot program this fiscal year and assess for future widespread implementation. The initiative will require close collaboration among local workforce development boards and postsecondary education partners.



A Closer Look: Policy and Performance

Over the next four Strategic Policy and Performance Council meetings (February, May, September and December), the CareerSource Florida professional team will provide a closer look at specific workforce development subjects of recurring importance to the work of the state workforce development board. The goal of these sessions is to further inform council members of the key elements of our state workforce system and how the actions of the council and board can help realize the Governor's workforce development strategy for Florida.

Below is a short description of the topics planned for this calendar year.

The Federal Workforce System – February 2021

In this session, the Strategic Policy and Performance Team will highlight the core federal grant programs implemented throughout the state. Elements covered will include the populations served by each grant, types of services provided and types of outcomes sought for each program. Additionally, we will provide a snapshot of who we are serving throughout Florida with these programs.

Performance and Policy – May 2021

In this session, the Strategic Policy and Performance Council will dive deeper into the performance measures set forth in the federal Workforce Innovation and Opportunity Act (WIOA) and review Florida's current and historical performance. We also will discuss the policy development process and demonstrate the relationship between policy and performance.

Strategic Planning – September 2021

WIOA requires states to submit a comprehensive strategic plan every four years with modifications submitted after two years. In this session, the Strategic Policy and Performance Team will discuss the planning process and the various partners involved, and highlight state board engagement and leadership opportunities as well as important elements planned for Florida's two-year WIOA Modification plan, due to the U.S. Department of Labor in early 2022.

State Board Initiatives – December 2021

The CareerSource Florida Board of Directors approves specific initiatives funded by a portion of the state-legislated set-aside funds, representing 15% of the state's federal WIOA funding. During this session, we will highlight the history of initiatives funded by the Board of Directors and the process for allocating these funds.

Action Item 1

Approved _____

Disapproved _____

Action Item 1

EXPANDED USE OF INDIVIDUAL TRAINING ACCOUNT FUNDS

Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA), Section 134, describes the use of WIOA funds for employment and training activities. WIOA funds must be used to provide training services to eligible participants when there is no grant or other assistance available to pay for training. Eligible participants may use an Individual Training Account (ITA) to pay for training services with WIOA funds.

Section 445.003(3)(a)(1), Florida Statutes, requires local workforce development boards to allocate a minimum of 50% of the Adult and Dislocated Worker formula funds they expect to expend each fiscal year to ITAs. Allowable costs in the state requirement include tuition and direct supportive services required to participate in training whether included in the tuition or paid directly by the board, including but not limited to books; mandatory fees; equipment; tools; supplies; uniforms and shoes/boots; drug tests; physicals; eye exams; immunizations; background checks; application, graduation and GED fees; credential, license or exam fees; lodging (when part of the cost of attending training is out of the area); and auxiliary aides and services necessary for persons with disabilities to participate in training, etc. This cost category does not currently include supportive services like child or dependent care, transportation, assistance with housing and needs-related payments.

The current economic situation is unprecedented in its sudden onset and unemployment impact. The Florida workforce development system has a vital role in supporting job seekers and businesses as state and local economies recover from the COVID-19 pandemic. Individuals affected by the economic recession have an increased need for additional supportive services like child and dependent care, transportation and needs-related payments to engage in WIOA training programs.

To provide local workforce development boards with flexibility in coordinating services effectively matched to each customer's specific needs and to meet state ITA expenditure requirements, the CareerSource Florida professional team and the Department of Economic Opportunity recommend an update to the allowable costs covered under the state 50% ITA requirement to include the following supportive services when a participant is actively enrolled in a WIOA training service:

- Assistance with transportation
- Assistance with childcare and dependent care

- Linkages to community services
- Assistance with housing
- Prerequisites for entering a training program (e.g., TABE)
- Needs-related payments
- Reasonable accommodations for individuals with disabilities for employment
- Referrals to healthcare
- Legal services

This action will provide all eligible local workforce development boards the opportunity to allocate WIOA funds from required ITA expenses toward additional supportive services to improve accessibility to and retention of individuals in WIOA training programs.

If approved by the state workforce development board, local workforce development boards will be allowed to use funds allocated for ITAs for the additional supportive services effective immediately.

FOR CONSIDERATION

Approve immediate expansion of funds allocated for individual training accounts for Career Services – Supportive Services as described in the Allowable Programmatic Training and ITA Costs Crosswalk and make necessary revisions to reflect this decision in CareerSource Florida Administrative Policy 074.

Documents

- [Employment and Training Administration Training and Employment Notice 8-20 – Public Workforce System Role in Reopening State and Local Economies](#)
- [CareerSource Florida Administrative Policy 074 – Individual Training Account Expenditure Requirements and Waiver Request Process](#)
- [Allowable Programmatic Training and ITA Costs Crosswalk](#)

Action Item 2

Approved _____

Disapproved _____

Action Item 2

PURSUAL OF ALLOWABLE WIOA WAIVERS FROM U.S. DEPARTMENT OF LABOR

In December 2020, the U.S. Department of Labor released [Training and Employment Notice 8-20](#) emphasizing the public workforce system's role in helping economies recover from the impact of the COVID-19 pandemic. This Training and Employment Notice highlighted the current flexibilities allowed within the Workforce Innovation and Opportunity Act (WIOA), encouraging states to leverage these existing flexibilities and consider whether waivers of WIOA requirements would be a useful tool in supporting economic recovery.

The USDOL Secretary is granted certain waiver authority under WIOA to promote workforce system innovation and focus on outcomes. USDOL is supportive of waivers that are within the Secretary's authority when the state can articulate in its request how the proposed waiver will achieve positive outcomes. Currently, 45 states have received approval for waivers of various WIOA rules and regulations with the intent of promoting outcomes and implementing state strategies.

Examples of waivers that may be sought and approved include but are not limited to:

- Waive the requirement in WIOA Section 129(a)(4)(A) and 20 CFR 681.410 that the state and local areas expend 75% of youth funds on out-of-school youth. The waiver seeks to increase the flexibility of the local workforce development boards to provide increased programming for in-school youth to promote transitions to credential attainment upon graduation.
- Waive the requirement of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth. The waiver seeks to allow WIOA funds to assist in-school youth with education costs and improve credential attainment.
- Waive WIOA Section 134(a)(3)(H)(i) and 20 CFR 680.720(b) to increase the on-the-job training (OJT) employer reimbursement available to businesses. The waiver seeks to increase earn-and-learn training initiatives and increase business engagement.

USDOL review of waiver requests include assessing alignment to the Governor's strategic vision for workforce services in Florida, USDOL priorities, state strategic goals, quantifiable programmatic outcomes and WIOA populations affected by the waiver. The CareerSource Florida professional team will work with the Department of Economic Opportunity at the direction of the Executive Office of the Governor to evaluate opportunities for Florida's workforce system to request certain waivers from USDOL. The CareerSource Florida professional team will consult with board leadership on such requests and provide updates to the CareerSource Florida Board of Directors.

FOR CONSIDERATION

Authorize CareerSource Florida and the Department of Economic Opportunity to pursue allowable USDOL waivers that promote the state strategic goals and support local workforce development boards' ability to promote economic recovery.

CareerSource Florida
Strategic Policy and
Performance Council Meeting
Feb. 17, 2021
Action Item 1
Approved _____
Disapproved _____

Action Item 3

ADMINISTRATIVE POLICY:

LOCAL WORKFORCE DEVELOPMENT AREA AND

BOARD GOVERNANCE

As envisioned by the federal Workforce Innovation and Opportunity Act (WIOA), CareerSource Florida, the state workforce development board, is charged with reviewing statewide policies that govern the state's workforce system.

The U.S. Department of Labor has directed that guidance be provided to local workforce development boards and local chief elected officials on local area and board governance as well as roles and responsibilities of local elected officials, the local board, its members, and staff to the board. CareerSource Florida Administrative Policy – Local Workforce Development Area and Board Governance provides guidance necessary to administer local workforce development board activities as described in WIOA.

FOR CONSIDERATION

Approve CareerSource Florida Administrative Policy to be sent to the CareerSource Florida Board of Directors for approval by consent:

- **CareerSource Florida Administrative Policy – Local Workforce Development Area and Board Governance**



POLICY
NUMBER
TBD

Administrative Policy

Title:	Local Workforce Development Area and Board Governance
Program:	Workforce Innovation and Opportunity Act
Effective:	TBD

I. PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to Chief Local Elected Officials (CLEOs), Fiscal Agents, Local Workforce Development Boards (LWDBs), LWDB Chairpersons, LWDB Executive Directors, LWDB staff and workforce system partners on the requirements for local workforce development area (“local area”) and LWDB governance. This policy outlines key roles, responsibilities and requirements of the entities/individuals that make up the workforce development system within a local area.

This policy also identifies and describes required agreements to ensure the local area serves as a jurisdiction for the administration of workforce development activities and expenditure of Workforce Innovation and Opportunity Act (WIOA) adult, dislocated worker and youth funds allocated to LWDBs by the state.

II. BACKGROUND

WIOA envisions a workforce development system that focuses on the needs of job seekers and businesses and anticipates and responds to the needs of local and regional economies.

WIOA requires LWDBs and CLEOs to design and govern the system regionally, align workforce policies and services with regional economies and support service delivery strategies tailored to those needs. The local area serves as a jurisdiction for the administration of workforce development activities which requires the CLEO to play an active role in both the strategic planning and ongoing operation of the local system. Agreements between the CLEO and the entities responsible for the local workforce

development system will address how the local area functions and how administrative tasks will be carried out within the local area.

III. AUTHORITY

[Public Law 113-128, Workforce Innovation and Opportunity Act](#), Sections 106 and 107

[20 Code of Federal Regulations 679.310](#)

[20 Code of Federal Regulations 679.320](#)

[20 Code of Federal Regulations 679.370](#)

[Sections 445.004 and 445.007, F.S.](#)

[Chapter 119, F. S.](#)

[Chapter 286, F.S.](#)

[CSF Strategic Policy 2020.02.20.A.1 – Board Governance and Leadership](#)

[CSF Strategic Policy 2018.09.26.A.1 – Ethics and Transparency Policy](#)

IV. POLICIES AND PROCEDURES

A. Roles and Responsibilities

1. Chief Local Elected Official (CLEO)

Pursuant to WIOA sec. 3(9), the CLEO is the chief elected executive officer of a unit of general local government in a local area and, in a case in which a local area includes more than one unit of general local government, the representative(s) under the agreement (interlocal, consortium and other agreements as described in Section IV.E.1. of this policy) that specifies the respective roles.

The CLEO's responsibilities include:

- a) Requesting local area designation (as prescribed in [Administrative Policy 94 – Local Workforce Development Area Designation](#));
- b) Appointing members to the LWDB;
- c) Requesting LWDB certification (as prescribed in Administrative Policy 091 – Local Workforce Development Board Composition and Certification);
- d) In coordination with the local board, establishing bylaws;
- e) Designating a fiscal agent (if not serving as grant recipient);
- f) Remaining liable for any misuse of WIOA grant funds by the local area;
- g) In coordination with the local board and/or staff to the board, negotiating and reaching agreement on LWDB local performance measures with the state;
- h) Negotiating with the LWDB and required partners to maintain the workforce delivery system through the Memorandum of Understanding (as prescribed in [Administrative Policy 106 - Memorandums of Understanding and Infrastructure Funding Agreements](#)); and

- i) Partnering with the LWDB and planning region, if appropriate, to develop and submit the WIOA local plan and regional plan.

The CLEO may delegate the listed administrative functions except:

- a) Appointment of members to the LWDB.
- b) Designation of a fiscal agent (designation of a fiscal agent does not relieve the CLEO or Governor of liability for misuse of grant funds – [20 CFR 679.420](#)).

The CLEO may remove a member of the LWDB, the executive director of the LWDB, or the designated person responsible for the operational and administrative function of the LWDB for cause.¹

2. Fiscal Agent

The fiscal agent is the entity designated by the CLEO to perform accounting and funds management on behalf of the CLEO. The duties of the fiscal agent may include but are not limited to:

- a) Receiving funds;
- b) Ensuring sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget (OMB) circulars, WIOA, corresponding federal regulations, state law and state policies;
- c) Responding to financial audit findings;
- d) Maintaining proper accounting records and documentation;
- e) Preparing financial reports; and,
- f) Providing technical assistance to sub-recipients regarding fiscal issues.

Although the appropriate role of the fiscal agent should be limited to accounting and funds management functions rather than policy or service delivery, there may be circumstances in which the fiscal agent may be the LWDB, the procured one-stop operator or the workforce services provider and/or youth service provider.

At the direction of the LWDB, the fiscal agent may have the following additional functions:

- a) Procure contracts or obtain written agreements;
- b) Conduct financial monitoring of service providers; and
- c) Ensure an independent audit is conducted of all employment and training programs.

¹ Section 445.007(2)(c)

3. Local Workforce Development Board

The LWDB is appointed by the CLEO in each local area in accordance with state criteria established under WIOA sec. 107(b) and certified by the Governor every two years in accordance with WIOA sec. 107(c)(2). The state's criteria for LWDB certification is found in Administrative Policy 091 – Local Workforce Development Board Composition and Certification.

The LWDB provides strategic and operational oversight, assists in achievement of the state's strategic and operational vision and goals, and maximizes and continues to improve quality of services, customer satisfaction and effectiveness of services provided. LWDB responsibilities include, but are not limited to:

- a) Developing and submitting local and, if applicable, regional plans;
- b) Conducting workforce research and regional labor market analysis;
- c) Convening local workforce development system stakeholders to assist in the development of the local plan and identify expertise and resources to leverage support for workforce development activities;
- d) Leading efforts to engage a diverse range of employers and other entities in the region;
- e) Leading efforts to develop and implement career pathways;
- f) Leading efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and job seekers;
- g) Conducting oversight of the WIOA adult, dislocated worker and youth programs and the entire workforce delivery system, ensure the appropriate use and management of WIOA funds and ensure the appropriate use, management, and investment of funds to maximize performance outcomes;
- h) Negotiating and reaching agreement on local performance measures with the CLEO and the state;
- i) In partnership with the CLEO, establishing bylaws and codes of conduct for LWDB members, LWDB executive director and staff to the LWDB; and;
- j) Establishing additional monitoring and reporting requirements if one entity fulfills multiple functions to ensure the entity is compliant with WIOA, final rules and regulations, OMB circulars and the state's conflict of interest policy.

A full list of LWDB functions can be found in WIOA sec. 107(d) and [20 CFR 679.370](#).

4. Local Workforce Development Board Chairperson

The LWDB chairperson is elected by the members of the LWDB and must be one of the business representatives on the board. The LWDB chairperson shall serve a term of no more than two years and shall serve no more than two terms. At a minimum, the state will review the LWDB chairperson's term requirements during the LWDB's certification process as described in Administrative Policy 091 –

Local Workforce Development Board Composition and Certification. The Florida Department of Economic Opportunity (DEO) will review each LWDB's composition during its annual programmatic monitoring, which may include a review of the LWDB chairperson's term(s).

The LWDB chairperson's duties may include but are not limited to:

- a) Leading the board to develop a guiding vision that aligns with the state's priorities;
- b) Acting as the lead strategic convener to promote and broker effective relationships between CLEOs and economic development, education, and workforce partners in the local area;
- c) Leading an executive committee to guide the work of the board, and ensure committees or task forces have necessary leadership and membership to perform the work of the board; and
- d) Leading the agenda-setting process for the year and guiding meetings to ensure both tactical and strategic work is completed in all meetings.

5. Local Workforce Development Board Executive Director

The LWDB may hire a qualified executive director and staff to assist in ensuring the functions of the local board are achieved. The LWDB must ensure the individual or entity designated as the executive director has the requisite knowledge, skills and abilities to meet identified benchmarks and to assist in effectively and ethically carrying out the functions of the LWDB which may include, but is not limited to:

- a) Coordinating with the CLEOs regarding the identification and nomination of members to the LWDB and ensuring membership is compliant with WIOA and Florida Statutes;
- b) Organizing board meetings and ensuring meetings are held according to the LWDB's bylaws and Florida's sunshine laws;
- c) Developing and submitting the local and regional workforce development plan;
- d) Conducting oversight of the WIOA adult, dislocated worker and youth programs and the entire one-stop delivery system, including development of policies and monitoring the administration of the programs;
- e) Negotiating and reaching agreement on local performance measures;
- f) Negotiating with CLEO and required partners for the Memorandum of Understanding (as prescribed in [Administrative Policy 106 - Memorandums of Understanding and Infrastructure Funding Agreements](#));
- g) In compliance with local board procurement policy, provide oversight of the competitive procurement process for procuring or awarding contracts for providers of youth program services, providers of workforce services (if applicable), and the one-stop operator as required in paragraph (I) of 20 CFR 679.370;

- h) Developing a budget for activities of the LWDBs; and
- i) Certifying the one-stop career centers. One-stop certification requirements may be found in [Administrative Policy 93 – One-Stop Career Center Certification Requirements](#)

B. One Entity Performing Multiple Functions

WIOA establishes clear roles and responsibilities for each entity or organization involved in the workforce delivery system. The LWDB should make every effort to ensure that roles and duties of workforce delivery system entities are clearly delineated. This includes efforts to designate or procure the functions of the fiscal agent, staff to the LWDB, one-stop operator, direct provider of workforce services, and provider of youth program services.

One entity may perform multiple functions if appropriate firewalls and internal controls are in place. Local entities or organizations often function simultaneously in a variety of roles, including fiscal agent, board staff, one-stop operator, provider of career services, and provider of youth services. **See section IV.B.3** of this policy for agreement requirements for one entity (not LWDBs) performing multiple functions.

See **section IV. C. 1.** for requirements for LWDBs serving multiple functions.

C. Local Workforce Development Boards as Direct Providers of Workforce Services

Ideally, entities providing workforce services are procured through the LWDB, which is responsible for monitoring and overseeing the contracts as well as services performed through the contract. The LWDB is designed to oversee the workforce delivery system and its services. Chapter 445.007(6), F.S. allows LWDBs to be designated as the one-stop operator and direct provider of services (except training services), with the agreement of the CLEO and Governor based on the criteria established by the state workforce development board.

LWDBs seeking to provide workforce services, except training services, will follow the requirements established in [Administrative Policy 083 – Direct Provider of Workforce Services](#).

Before an LWDB may be designated as the One-Stop Operator, LWDBs must still follow criteria established in [Administrative Policy 097 – One-Stop Operator Procurement](#).

1. Local Workforce Development Boards Serving Multiple Functions

LWDBs serving multiple functions must be able to demonstrate that roles, responsibilities and duties of each function are clearly defined and delineated in locally established processes and procedures that clearly detail:

- a) How functions are sufficiently separated;
- b) Descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety;
- c) Firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and
- d) Oversight and monitoring procedures.

These processes and procedures must be included in the LWDB's WIOA Local Plan.

D. Temporary Assumption of Duties for Procured and Contracted Services

While LWDBs may provide workforce services and assume the role of one-stop operator, many LWDBs procure and contract with providers for these services. In certain critical circumstances, (e.g., sudden termination of contract or failed procurement), the local board may need to temporarily assume the role(s) of one-stop operator, direct provider of workforce and/or youth program services. When this happens, LWDBs may request to temporarily assume the responsibilities that were being provided by a contracted vendor or services being sought when the procurement failed. Requests for boards to act as a one-stop operator and provider of workforce and/or youth program services on a time-limited basis must be approved by the CLEO and submitted to DEO. The request must include the duration for which the board will act as a one-stop operator and provider of services. The Department will make a recommendation to the state workforce development board.

1. Sudden Termination of Contract

If the circumstance arises that the LWDB or LWDB staff needs to temporarily serve in multiple roles due to sudden (unexpected) termination of a contract, a new competitive solicitation must be reissued timely. A new entity must assume the applicable role on or before the end of the temporary designation.

In the event of a sudden termination of contract, the LWDB must submit a formal request to serve in the capacity of the role for which the contract was terminated.

The LWDB will:

- a) Submit a request to serve in the role for which the contract was terminated;

- b) Provide documentation of the original contract and the termination notification, which should include the reason for termination;
- c) Provide an explanation and an organizational chart showing who will be responsible for assuming the role(s) temporarily. The explanation and organizational chart must clearly illustrate how the following will be enforced to minimize potential risks associated with the temporary designation.
 - 1. Separation of duties; (including but not limited to the temporary removal of duties from certain areas/individuals to allow assumption of the temporary role);
 - 2. Firewalls; (including but not limited to restriction from access to any information that may lead to impropriety); and
 - 3. Conflict of interest requirements.
- d) The length of time in which the LWDB seeks to temporarily serve in the role in which the contract was terminated, not to exceed one year from the date of request.

LWDBs will submit formal requests for temporary designation to CareerSource Florida and DEO via email at LWDBGovernance@deo.myflorida.com.

2. Failed Procurement

If the circumstance arises that the LWDB or LWDB staff needs to serve in multiple roles due to failed procurement, the LWDB will:

- a) Submit, in writing, the request to serve in the role sought through the failed procurement and provide the following:
 - 1. A copy of the competitive solicitation;
 - 2. Proof of the announcement medium used (e.g., newspaper, social media, website, email notification to potential bidders), including documentation showing how long the announcement was posted; and
 - 3. The length of time the LWDB seeks to temporarily serve in the role.
- b) An explanation and an organizational chart showing who will temporarily be responsible for assuming the role(s). The explanation and organizational chart will clearly illustrate how the following will be enforced to minimize potential risks associated with the temporary designation.
 - 1. Separation of duties; (including but not limited to the temporary removal of duties from certain areas/individuals to allow assumption of the temporary role);

2. Firewalls; (including but not limited to restriction from access to any information that may lead to impropriety); and
 3. Conflict of interest requirements.
- c) The LWDB will review the previously issued competitive solicitation and identify any elements that led to the failed procurement (e.g., unrealistic compensation for requested services, duties outside the scope of the role for which services are being sought);
 - d) Update and reissue the competitive solicitation (within one month of being granted temporary authority to serve in the role for which the procurement was not successful);
 - e) Once an entity is selected, notify DEO of the selection upon final approval by the LWDB; and
 - f) Onboard the selected entity of the new solicitation on or before the end of the temporary designation.

The individual or entity contracted to fulfill the role of the LWDB executive director **must not** be the one-stop operator or the provider of workforce and/or youth program services.

Formal requests for temporary designation will be sent to CareerSource Florida and DEO via email at LWDBGovernance@deo.myflorida.com.

3. Local Workforce Development Area Multi-Function Agreement

For circumstances in which an entity or organization, other than the local workforce development board, has been selected or otherwise designated to perform more than one function, the required contract or written agreement must include a clause to clarify how the entity will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant OMB circulars, and the state's conflict of interest policy. The written clause in the contract or agreement must include, at a minimum, the following requirements:

- a) Definition of roles and responsibilities/duties per function (e.g., fiscal agent, one-stop operator, and/or procured provider of workforce or youth program services);
- b) Description of the separation of staff duties under each role, including deliverables for each separate function;
- c) Description of how budget authority is separated, including separate line item budgets for each function; and
- d) Description of how staff duties will be completed while demonstrating compliance with WIOA and corresponding regulations, OMB circulars, and the state's conflict of interest policy, including how conflict of interest will be minimized;

- e) Description of the roles and responsibilities within the organization, including an organizational chart, and sustainability if a function is removed; and
- f) Description of how fiscal monitoring will occur if the fiscal agent is performing multiple functions.

The written clauses in the agreement are intended to limit conflicts of interest or the appearance of conflicts of interest, minimize fiscal risk, and develop appropriate firewalls within a single entity performing multiple functions.

E. Governance Agreements

Implementation of a local workforce development system pursuant to WIOA requires that the CLEOs play an active role in both strategic planning and ongoing operation of the local system. When a local area includes more than one unit of general local government, the chief elected officials of such units may execute a written agreement that specifies the respective roles and liability of the individual chief elected officials. Chief elected officials are liable in their official capacity but not personally liable for the misuse of WIOA funds.

1. Interlocal, Consortium and Other Agreements

The purpose of having interlocal, consortium or other governing agreements is to ensure the decisions delegated to CLEO(s), or a consortium, reflect the agreement of all the chief elected officials in all jurisdictions of a local area and are consistent with requirements established in s 163.01, F.S. These agreements are between the chief elected officials of each jurisdiction within the local area and must contain signatures of the representative(s) authorized to enter into such agreements.

The interlocal or consortium agreement will clearly state the level of agreement to be reached among the governmental entities involved and identify the roles and responsibilities of the CLEOs within the local area. At a minimum, applicable agreements will address:

- a) **Identification of local workforce development area** – The agreement will clearly identify the units of local government which are covered by the agreement and which make up the local area.
- b) **Designation and responsibilities of the CLEO** – The parties to the interlocal agreement should identify the county commissioners and/or mayors to serve as the CLEO(s) of the local area for the purposes of approving local and, if appropriate, regional plans; establishing policy; authorizing WIOA expenditures; establishing contracts; paying for services outside of the local area; or paying costs associated with monitoring or audit findings or sanctions.

Areas where a consortium is serving in the capacity to perform the duties and functions of the CLEO will describe the duties/responsibilities of the consortium, members who make up the consortium, and the authority of its members in an agreement signed by the applicable elected officials or their authorized designee.

- c) **Establishment, appointment, and operation of the LWDB** – The agreement should include an agreed upon process for establishing and appointing the LWDB members, including:
 - 1. Membership of the LWDB that is consistent with WIOA and state guidance; and
 - 2. How the needs of all geographical areas in all jurisdictions will be represented within the local area.
- d) **Designation and responsibilities of the fiscal agent** – The fiscal agent is the entity designated to perform accounting and funds management on behalf of the CLEO. The agreement will identify the entity performing these duties.
- e) **Process for CLEOs to provide input** – The agreement will include a process for all CLEOs to provide input for the purposes of reaching a consensus on critical decisions that may impact the local workforce development system.
- f) **Liability** – Under WIOA, CLEOs are liable for misspent funds, disallowed costs, funds spent fraudulently, and potential sanctions for nonperformance. Therefore, it is recommended that CLEOs within a local area agree on how liability will be addressed. The following questions can be used to guide such discussions:
 - 1. How will sanctions related to performance be shared among the jurisdictions within the local area?
 - 2. How will the issue of disallowed costs or misspent funds that cannot be covered by federal grant funds be addressed?
- g) **Performance Accountability** – Generally, performance accountability is addressed in the WIOA local plan. However, CLEOs should agree on an approach to performance accountability. The following questions may be used to guide such discussions:
 - 1. Who will be responsible for negotiating local performance measures with the state (the executive director / staff to the board, local board)?

2. Will the local area have any performance criteria in addition to federal and state criteria? How will performance be administratively tracked locally?
 3. Will performance-related incentives be shared among the jurisdictions within the local area?
- h) **Dispute Resolution Process** – The governing agreement should include provisions for resolving disputes. Below are possible issues to address in the agreement relative to dispute resolution:
1. What types of disputes arise to the level of needing a dispute resolution process?
 2. What type of dispute resolution process should be used (mediation, arbitration, consultation with state, etc.)?
- i) **Other Agreement Provisions (Miscellaneous)**
1. Duration of the agreement; and
 2. Process for modification or termination of agreement.

2. Bylaws

Bylaws are the provisions by which the local area is governed and the LWDB and its operations are managed. Bylaws provide consistency and clarification on the roles and responsibilities of the various representatives governing the local workforce development system. The LWDB must ensure its bylaws are up to date and in alignment with requirements of WIOA and state policy. At a minimum, the following should be reflected in the local area's bylaws.

- a) **Purpose and Responsibilities (Functions)** – Describe the purpose of the LWDB (e.g. to set policy and establish oversight of the workforce development system). Describe the functions or the responsibilities of the LWDB (e.g. the local board has the responsibility to provide strategic and operational oversight, assists in achievement of the state's strategic and operational vision and goals, and maximizes and continues to improve quality of services, customer satisfaction, and effectiveness of services provided). **A list of the board's responsibilities can be found in Section IV.A.3. of this policy.**
- b) **Membership** – Include the processes and procedures for the following:
 1. Recruiting, nominating, vetting and appointing board members;
 2. Filling LWDB member vacancies; and
 3. Resignation, reasons for disqualification, removal, and reappointment of board members.

Board membership and composition requirements can be found in [Administrative Policy 091 Local Workforce Development Board Composition and Certification](#)

- c) **Authority of LWBD** – Include the power and authorities of the LWDB, including authority to recommend, select and hire an executive director to perform operational and administrative functions of the board.
- d) **Duties of the members** – Describe the duties and term limits of the board members.
- e) **Officers** – Describe the authority of its officers, including terms of office and board officer duties.
- f) **Committees** – Describe the types of committees (e.g. executive committee, finance committee, nominating committee, etc.) as well as their authorities, responsibilities, terms of committee members and chairpersons, who has the authority to appoint committee members, and who may sit on the committee. The LWDB will prohibit any LWDB staff from serving as members of a committee or subcommittee.
- g) **Meetings and Minutes** – Describe frequency of meetings and describe how regular board and committee meetings are planned and conducted. The LWDB will also describe the process and requirements for calling special and emergency meetings, what constitutes an emergency meeting or special meeting, and who is authorized to call such meetings. This includes but is not limited to the requirement to provide the schedule to the board members and the public.
 - 1. **Record Keeping** – The LWDB will describe how meeting minutes will be scribed/recorderd, retain records of board members who are present/absent, and record official acts of the board including the number of votes of members (yeas, nays and abstentions). Meeting minutes must be made available publicly on the LWDB’s website.
 - 2. **Voting, Board Actions and Conflict of Interest** – Include voting and quorum requirements, record official acts of the board including the number of votes of members (yeas, nays, and abstentions). Abstentions due to conflict of interest must be recorded, include the name of the abstaining member and the reason for abstention. Strategic Policy [2012.05.24.A.2 - State and Local Workforce Development Board Contracting Conflict of Interest Policy](#) provides guidelines for approving contracts in which a conflict of interest may exist.

LWDBs must adhere to requirements in the Grantee-Subgrantee Agreement for board member conflicts of interest disclosures and applicable requirements. This

includes but is not limited to the requirement to adopt and abide by a conflict of interest policy that ensures compliance with state and federal law, regulations and policies.

LWDB members and staff must maintain integrity, accountability and transparency in decisions and actions that earn and protect the public trust in compliance with [Strategic Policy 2018.09.26.A.1 - Ethics and Transparency Policy](#). This includes taking all necessary steps to avoid the appearance of conflicts of interest.

The LWDB is subject to open government and confidentiality requirements in Chapters 119 and 286, Florida Statutes (F.S).²

While it is preferable that the elements outlined in section IV. E. of this policy be contained in comprehensive documents as described, it is acceptable that the items identified in this section be contained in separate agreements (memoranda of understanding, governing policies and procedures, etc.), as long as the requirements of this section are clearly met.

F. New Board Member Orientation and Annual Training

Members appointed to the LWDB are required to participate in orientation and annual training to ensure they understand the purpose of their participation on the LWDB. The purpose of orientation and training is to provide LWDB members with information that empowers them to effectively serve as a board member. The LWDB is expected to take all reasonable steps necessary to encourage attendance by the CLEO at board member orientation and training.

1. New LWDB Member Orientation

All new board members, within six months of appointment, will complete a new board member orientation. The board shall develop board member orientation for board members, which will cover at a minimum:

- a) Overview of WIOA;
- b) Overview of the workforce development system and structure;
- c) The state's workforce development system goals and strategies;
- d) The purpose of the LWDB;
- e) LWDB composition, including required members and areas of representation;
- f) Roles and responsibilities of the CLEO, fiscal agent, LWDB, LWDB chairperson, and LWDB executive director and staff;

² The LWDB is subject to Chapters 119 and 286, F.S. The LWDB is responsible for responding to public records requests and subpoenas. The LWDB is responsible for ensuring that its staff and agents have a working knowledge of Chapter 119, F.S. The LWDB agrees to appoint a public records coordinator for the purpose of ensuring that all public records matters are handled appropriately.

- g) Required partners and programs;
- h) How the workforce system is funded;
- i) Performance requirements;
- j) Sunshine law requirements; and
- k) Conflict of interest policy and disclosure of potential conflicts of interest.

2. Annual Training Requirements

Board members will complete an annual refresher training to remind them of the purpose of their appointment as a member to the LWDB. The annual training will include at a minimum:

- a) The state's workforce development goals and strategies;
- b) The purpose of the LWDB;
- c) Roles and responsibilities of the CLEO, fiscal agent, LWDB, LWDB chairperson, and LWDB executive director and staff;
- d) How the workforce system is funded;
- e) Performance requirements;
- f) Sunshine law requirements; and
- g) Conflict of interest policy.

New member orientation and refresher training may be offered in person and/or virtually at the local area's discretion. The LWDB must retain, and provide to DEO upon request, attendance records of participants and the dates of completion. New board members completing the board member orientation are not required to complete the annual refresher training in the same year they become a new member.

G. State and Local Monitoring

At the local level, the LWDB must conduct oversight of the procurement process and resulting contracts and agreements to ensure all aspects of written agreements and contracts are compliant with federal and state laws and regulations. Additionally, the LWDB must also ensure governing agreements are upheld. In instances where the LWDB is also the one-stop operator, the LWDB must follow the monitoring requirements outlined in [Administrative Policy 97 – One-Stop Operator Procurement](#). The LWDB must monitor compliance with this policy.

DEO will perform programmatic and fiscal monitoring and will review the local area's agreements and contracts during the annual monitoring review for compliance with federal and state laws and regulations. Findings and other noncompliance issues will be handled through the state's monitoring resolution process.

V. DEFINITIONS

1. **CLEO (CLEO in WIOA sec. 3(9)) –**
 - a) A chief elected executive officer of a unit of general local government in a local area; and
 - b) In a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 107(c)(1)(B).
2. **Governance Agreements (i.e. Interlocal, Consortium and other governing agreements)** are written agreements designed to ensure that decisions by CLEO(s) or a consortium reflect the agreement of all the chief elected officials in all jurisdictions of a local area, including how the local board is governed, roles and responsibilities of members, liabilities, etc.
3. **Local Workforce Development Area (LWDA)** – geographical area that serves as the jurisdiction for the administration of workforce development activities and has been granted such designation by meeting criteria as prescribed in [Administrative Policy 94 – Local Workforce Development Designation](#).
4. **Fiscal Agent** is the entity designated to perform accounting and funds management on behalf of the CLEO.
5. **Board Chairperson** is a business representative among the board members who is elected by the board.
6. **Local Workforce Development Board** is a board established under WIOA sec. 107 to set policy for the local workforce development system.
7. **Executive Director** is an individual hired or designated by the LWDB to perform the operational and administrative functions of the board.
8. **Cause** includes but is not limited to engaging in fraud or other criminal acts, incapacity, unfitness, neglect of duty, official incompetence or irresponsibility, misfeasance, malfeasance, nonfeasance, or lack of performance.

VI. REVISION HISTORY

Date	Description
02/xx/2021	Approved by CareerSource Florida Board of Directors.
02/xx/2021	Issued by the Florida Department of Economic Opportunity.

VII. RESOURCES

[WIOA Fact Sheet: Governance and Leadership](#)

CareerSource Florida
Strategic Policy and
Performance Council Meeting
Feb. 17, 2021
Action Item 4
Approved _____
Disapproved _____

Action Item 4

CAREERSOURCE FLORIDA ADMINISTRATIVE POLICY 109 – SUPPORTIVE SERVICES AND NEEDS-RELATED PAYMENTS

As envisioned by the federal Workforce Innovation and Opportunity Act (WIOA), CareerSource Florida, the state workforce development board, is charged with reviewing statewide policies that govern the state's workforce system.

In December 2020, the CareerSource Florida Board of Directors approved the state's Administrative Policy 109 – Supportive Services and Needs-Related Payments. Federal regulations and the state's policy require local workforce development boards to establish the payment level of needs-related payments in their local operating procedures. This policy has been amended to clarify that the state workforce development board will establish the payment level for participants in statewide projects. This update is added to the existing policy. No other changes were made.

FOR CONSIDERATION

Approve CareerSource Florida Administrative Policy to be sent to the CareerSource Florida Board of Directors for approval by consent:

- **CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments**



**POLICY
NUMBER**
109

Administrative Policy

Title:	Supportive Services and Needs-Related Payments		
Program:	Workforce Innovation and Opportunity Act		
Effective:	12/03/2020	Revised:	

I. PURPOSE AND SCOPE

The purpose of this policy is to provide local workforce development boards (LWDBs) with requirements for ensuring supportive services and needs-related payments are provided to eligible Workforce Innovation and Opportunity Act (WIOA) participants. Additionally, this policy defines requirements for establishing local operating procedures (LOPs) that govern supportive services and needs-related payments.

II. BACKGROUND

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the public workforce system to the needs of the local community. To ensure maximum flexibility, WIOA regulations provide local areas the discretion to provide the supportive services they deem appropriate, subject to the conditions prescribed by WIOA. LWDBs must develop policies and procedures to ensure coordination with other entities to ensure non-duplication of resources and services, and to establish limits on the amount and duration of such services.

III. AUTHORITY

Workforce Innovation and Opportunity Act, Public Law (WIOA) Sections [3\(59\)](#); [106\(c\)\(1\)\(F\)](#); [133\(b\)\(2\)\(B\)](#); [133\(b\)\(3\)](#); [134\(c\)\(3\)](#); [134\(d\)\(3\)](#); [134\(d\)\(4\)](#); [134\(c\)\(1\)\(A\)\(ii\)](#); [134\(c\)\(1\)\(A\)\(iii\)](#)

[20 Code of Federal Regulations \(CFR\) Subpart G](#); [680.970](#); [681.570](#); [681.640](#)

Training and Employment Guidance Letter (TEGL) [19-16](#) and [21-16](#)

IV. POLICIES AND PROCEDURES

A. Supportive Services for Adults, Dislocated Workers and Youth

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA. Services may include, but are not limited to:

- 1) Linkages to community services;
- 2) Assistance with transportation;
- 3) Assistance with childcare and dependent care;
- 4) Assistance with housing;
- 5) Needs-related payments, as described in **Section IV.B.** of this policy;
- 6) Assistance with educational testing;
- 7) Reasonable accommodations for individuals with disabilities;
- 8) Legal aid services;
- 9) Referrals to health care;
- 10) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- 11) Assistance with books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes; and
- 12) Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services may only be provided to adults, dislocated workers or youth who are participating in career or training services authorized under WIOA secs. 129(c)(2) or 134(c)(2)-(3) and who are unable to obtain supportive services through other programs providing such services.

LWDBs must ensure adults and dislocated workers are provided accurate information about the availability of supportive services in the local area, as well as referral to such activities.

Note: Supportive services must not be used as incentive payments. Incentive payments are allowable for youth participants only and, unlike supportive services, are permitted for recognition of achievements directly tied to training activities and work experiences.

1. Limits to the Amount or Duration of Supportive Services

Limits may be established on the provision of supportive services. LWDBs may establish limits on the provision of supportive services or provide the one-stop operator with the authority to establish limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants. If one-stop operators are allowed to grant exceptions to these limits, LWDBs must include procedures for such in their LOPs, along with other

requirements outlined in **Section IV.E. Local Operating Procedures** of this policy.

2. Determination of Need

As supportive services are not an entitlement, staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services should be used to address the participant's barriers identified through the initial or objective assessment process. The plan for addressing these barriers, to include the LWDB's provision of supportive services, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as appropriate. LWDBs are encouraged to develop and use additional supporting documentation that demonstrates the participant's financial need such as a budget/financial analysis form and/or a Statement of Need signed by the participant.

B. Needs-Related Payments

Needs-related payments are a supportive service that provides financial assistance to participants to enable their participation in training. Unlike other supportive services, LWDBs may only provide needs-related payments to eligible WIOA participants who are enrolled in training or accepted in a training program that will begin within 30 calendar days.

1. Eligibility for Adults, Dislocated Workers and Out-of-School Youth (OSY)

To receive needs-related payments, adults and OSY (ages 18-24) must:

- a) Be unemployed;
- b) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
- c) Be enrolled in training services authorized under WIOA sec. 134(c)(3).

To receive needs-related payments, dislocated workers must be unemployed, and:

- a) Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
- b) Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
- c) Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).

2. Payment Levels

- a) For adults and OSY, LWDBs must establish the payment level of needs-related payments in their LOPs, along with other requirements outlined in **Section IV.E. Local Operating Procedures** of this policy. For statewide projects, the payment level must be established by the state workforce development board.
- b) For dislocated workers, the payment level of needs-related payments must not exceed the greater of:
 - i. The applicable weekly level of RA benefits for participants who were eligible for RA benefits; or
 - ii. The poverty level for an equivalent period for participants who did not qualify for unemployment compensation because of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income as determined by LWDB policies.

C. Payment Methods for Supportive Services

LWDBs may use a variety of payment methods for the provision of supportive services, depending upon the type of supportive service provided. For each supportive service provided, the LWDB must opt to use a payment method that allows the LWDB to exercise the highest level of oversight, accountability and internal controls to ensure the supportive service provided is used for the intended purpose. As examples, assistance with transportation (e.g., assisting a participant with fuel costs) should be provided in the form of vendor-specific gas cards. Assistance with uniforms should be provided in the form of a voucher/direct payment to the selected vendor (in alignment with a quote or other form of cost estimate documentation).

Supportive services may be paid to participants in the form of reimbursements.

1. Reloadable or Prepaid Debit or Gift Cards

The use of reloadable or prepaid debit or gift cards (e.g., Visa, vendor-specific or gas cards), or bus passes may be used for payment of support services when the LWDB:

- a) Has written LOPs pertaining to separation of duties and internal controls for the secure storage, distribution and use of such cards.
- b) Ensures a physical inventory is performed, reconciled and reviewed timely by management (to include establishing a designated frequency for such reviews to occur no less than quarterly); and
- c) Obtains supporting documentation before or after the use of such cards to ensure the card was used for the documented need and intended purpose. Such documentation could include, but is not limited to, receipts for actual

goods/services purchased or mileage calculations (if the assistance is transportation related).

D. Documentation Requirements

As supportive services are paid directly to or on behalf of eligible participants, LWDBs are required to maintain documentation sufficient to satisfy the requirements of this policy to ensure that funds are allowable and used for the intended purpose. At a minimum, documentation must include:

- 1) Determination of the participant's need for supportive services included in the participant's IEP/ISS. LWDBs are also encouraged to include a budget/financial analysis form and/or Statement of Need signed by the participant reflecting the participant's financial situation. An explanation regarding the participant's need for supportive services must be included in the participant's case notes in Employ Florida.
- 2) Case notes either confirming the needed supportive services were not available through other programs providing such services or the urgency of the needed supportive service was such that referrals to other resources would delay the provision of the supportive service and create a hardship for the participant.
- 3) Records of payments to vendors, including date of receipt, the amount of payment, check/voucher number, etc.
- 4) For participants enrolled in training, proof/verification of attendance in training programs.
- 5) For participants receiving assistance with childcare or dependent care, documentation of other resources explored.
- 6) If the LWDB provides supportive services in the form of reimbursements, documentation showing the specific need that was reimbursed and proof of payment by the participant.
- 7) For participants receiving needs-related payments, documents used to determine the participant's eligibility for such payments and payment level.

1. Employ Florida Service Codes

The LWDB must enter the appropriate service codes in Employ Florida when participants are either referred to or provided supportive services. The [Employ Florida Service Code Guide](#) outlines the various service code titles and definitions as well as the documentation/case note requirements.

E. Local Operating Procedures (LOPs)

LOPs help local areas further define and clarify how programs will be operated locally and are unique to each LWDB. Further, 20 CFR 680.900, requires LWDBs, in

consultation with career center partners and other community service providers, to develop supportive services LOPs. The LOPs must:

- 1) Ensure resource and service coordination in the local area.
- 2) Address procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.
- 3) Include limits on the provision of supportive services or provide the one-stop operator with the authority to establish such limits, including a maximum amount of funding and the duration such services will be provided to participants, if such limits are established by the LWDB. If one-stop operators are allowed to grant exceptions to these limits, the LOPs must include procedures for such.
- 4) Ensure supportive services are WIOA-funded only when these services are not available through other agencies and that services are necessary for the individual to participate in WIOA career or training services.
- 5) Include the process for staff to appropriately assess the participant's need for supportive services.
- 6) Establish a methodology for ensuring supportive services are provided in the actual amount of the participant's documented need as appropriate based upon the supportive service provided.
- 7) Include the processes and/or documentation the LWDB will use to verify supportive services provided to participants are used for the intended purpose.
- 8) Identify and define each type of supportive service that will be provided to eligible participants and the associated documentation requirements.
- 9) Identify processes for accounting for the award of supportive service payments to ensure safeguards are in place for federal funds.
- 10) If the LWDB provides needs-related payments to eligible participants, establish the payment level of such payments, procedures for documenting participants' eligibility for needs-related payments, and the process and frequency for re-assessing participants' continued need for needs-related payments.
- 11) Identify payment methods that will be used by the LWDB to fund eligible supportive services costs.
- 12) If the LWDB provides supportive services in the form of reimbursements, include the provisions under which reimbursements will occur.
- 13) Identify delivery methods of supportive service payments (to include verifying proof of receipt by the intended party).
- 14) Indicate the LWDB's local procurement practices will be followed when procuring supportive services.

F. State and Local Monitoring

The Florida Department of Economic Opportunity will perform programmatic and fiscal monitoring, as well as review each LWDB's LOPs, to ensure compliance with federal and state laws, regulations and policies.

At the local level, the LWDB must conduct the necessary oversight and monitoring to ensure supportive services are provided in a manner that aligns with federal and state laws, regulations and policies, as well as its own LOPs.

V. REVISION HISTORY

Date	Description
	Approved by CareerSource Florida Board of Directors and issued by the Florida Department of Economic Opportunity.
12/29/2020	Issued by the Florida Department of Economic Opportunity.
12/03/2020	Approved by CareerSource Florida Board of Directors.

VI. RESOURCES

[Workforce GPS – Youth Connections, Community Resources, Supportive Services](#)

CareerSource Florida
Strategic Policy and
Performance Council Meeting
Feb. 17, 2021
Action Item 5
Approved _____
Disapproved _____

Action Item 5

CAREERSOURCE OKALOOSA WALTON REQUEST TO SERVE AS ONE-STOP OPERATOR

The Workforce Innovation and Opportunity Act (WIOA) requires local workforce development boards (LWDBs) to use a competitive procurement process to select a one-stop operator, and to conduct a competitive procurement of one-stop operators at least once every four years. However, WIOA does not prohibit a local board from requiring competitive procurement more frequently. A local workforce development board may select a one-stop operator through sole source selection only under the criteria outlined in 20 CFR 678.610 and 2 CFR 200.320(f). Sole source procurement can only be done if:

- the item or service is available only from a single source,
- the public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation,
- the federal awarding agency or pass-through entity expressly authorizes non-competitive proposals in response to a written request from the non-federal entity; or
- after solicitation of several sources and competition is determined inadequate, whether for reasons of number or quality of proposals/bids.

Local boards that use the sole source selection must prepare and maintain written documentation describing the entire process of making such a selection. Sole source procurement must be done in accordance with locally established internal control and conflict of interest policies; and procedures pursuant to 20 CFR 679.430.

CareerSource Okaloosa Walton submitted a request to serve as a one-stop operator in July 2020. The Florida Department of Economic Opportunity reviewed this request and found CareerSource Okaloosa Walton sufficiently met the requirements to be designated as the one-stop operator and recommends retroactive approval from July 1, 2020, through June 30, 2023, as requested.

The CareerSource Florida professional team recommends the CareerSource Florida Board of Directors approve this request.

FOR CONSIDERATION

Approve CareerSource Okaloosa Walton's request to operate as a one-stop operator.

Supporting Documents

CareerSource Okaloosa Walton's request for CareerSource Okaloosa Walton to be Named as One-Stop Operator July 1, 2020-June 30, 2023.



CareerSource Okaloosa Walton (LWDB 2)

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APPROVAL OF CAREERSOURCE OKALOOSA WALTON'S REQUEST TO SERVE AS ONE-STOP OPERATOR

The Workforce Innovation and Opportunity Act (WIOA) requires local boards to competitively procure one-stop operator. CareerSource Okaloosa Walton is submitting a request to serve as a one-stop operator. A local workforce development board may select a one-stop operator through sole source selection only under the criteria outlined in 20 CFR 678.610 and 2 CFR 200.320(f). Sole source procurement can only be done if:

- the item or service is available only from a single source.
- the public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation.
- the federal awarding agency or pass-through entity expressly authorizes non-competitive proposal in response to a written request from the non-federal entity, or
- after solicitation of several sources and competition is determined inadequate, whether for reasons of number or quality of proposals/bids.

After careful consideration of the above criteria and documented action steps to secure responses to the Request for Proposal (RFP) for One-Stop Operator Services, there were zero proposals submitted in response to the RFP.

As a result of receiving no responses to the Request for Proposal, on Wednesday, June, 10, 2020, the CareerSource Okaloosa Walton Board of Directors approved CareerSource Okaloosa Walton to be the one-stop operator for a three year period, July 1, 2020 through June 30, 2023.

Sole source procurement was done in accordance with locally established internal controls and conflict of interest policies, and procedures pursuant to 20 CFR 679.430.

NEEDED ACTION

- Approve CareerSource Okaloosa Walton's request to operate as a one-stop operator.

Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator

Background:

WIOA (Workforce Innovation Opportunity Act - Pub. L. 113-128), establishes the requirement for the procurement of One-Stop Operators in the workforce system.

This role would not impact or change the already established CareerSource Okaloosa Walton day-to-day operations which includes an established firewall and conflict of interest guidelines.

The primary responsibilities for the One-Stop Operator include:

- *Conduct quarterly reviews of each One-Stop Career Center in our two-county area to ensure effective delivery of all partner programs.*
- *Coordinate with senior management, key partners, and officials to review program delivery efficiencies and make recommendations of best practices and training options for continuous improvement via quarterly strategy meetings.*
- *Administer and enhance Memorandum of Understandings (MOUs) with partnering programs, agencies, and services to establish an integrated workforce 'system' that extends beyond basic workforce services.*

As required to ensure compliance with the WIOA legislation, CSOW released the Request for Proposal (RFP) for One-Stop Operator as outlined by the following timeline:

PROCUREMENT PROCESS AND TIMELINE

Critical Date	Time	Procurement Action	Outcome
April 15, 2020	4:00 p.m.	RFP issued by CareerSource Okaloosa Walton	RFP Issued
April 24, 2020	1:00 p.m.	Bidders' Conference	No attendees
April 30, 2020	4:00 p.m.	Questions/Requests for Clarification Deadline	None submitted
May 4, 2020	4:00 p.m.	Answers to questions posted at www.careersourceokaloosawalton.com	None submitted
May 6, 2020	4:00 p.m.	Letter of Intent to Propose Deadline	None submitted
May 15, 2020	4:00 p.m.	Proposal submittal Deadline	RFP closed
June 3, 2020	8:30 a.m.	Board of Directors' approval	Not required
June 17, 2020	4:00 p.m.	Target date for contract execution	Not required
July 1, 2020	8:00 a.m.	Provision of services begins	July 1, 2020

Advertising & Publishing RFP.....April 15, 2020

- *RFP posted on CSOW Website*
- *RFP forwarded to entities on Vendor List,
local education agencies and nonprofits*



CareerSource Okaloosa Walton (LWDB 2)

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network

With due consideration given to following approved local and State procurement policies to ensure a comprehensive outreach to secure proposals for One-Stop Operator services, there were NO responses received by CSOW for the local One-Stop Operator services.

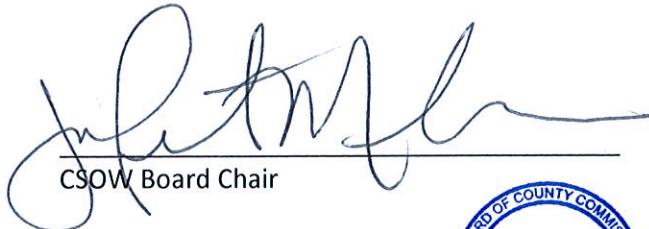
Since there were no proposals submitted in response to the RFP, on Wednesday, June, 10, 2020, the CareerSource Okaloosa Walton Board of Directors approved CareerSource Okaloosa Walton to be the One-Stop Operator for the period, July 1, 2020 through June 30, 2023.

20 CFR 679.430 delineates that local CareerSource Boards may be named as the One-Stop Operator ensuring written agreements are in place to carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, and the State's conflict of interest policy. The following parameters are in place and proclaimed in Attachment A of this request:

- Eliminate conflicts of interest.
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Attachment A outlines the CSOW policies to ensure compliance as outlined in the WIOA legislation.

The CSOW Board of Directors is hereby requesting consideration for approval from the Okaloosa and Walton Board of County Commissioners to be named the local One-Stop Operator in compliance with the WIOA legislation.


CSOW Board Chair

6-11-2020
Date



Okaloosa County Commissioners Board Chair

JUL 07 2020
Date

Walton County Commissioners Board Chair

Date

**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator July 1, 2020-June 30, 2023**



CareerSource Okaloosa Walton (LWDB 2)

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network

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- Eliminate conflicts of interest.
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Attachment A outlines the CSOW policies to ensure compliance as outlined in the WIOA legislation.

The CSOW Board of Directors is hereby requesting consideration for approval from the Okaloosa and Walton Board of County Commissioners to be named the local One-Stop Operator in compliance with the WIOA legislation.



CSOW Board Chair

6-11-2020
Date



Okaloosa County Commissioners Board Chair
Walton

6/23/20
Date

Walton County Commissioners Board Chair

Date

**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator July 1, 2020-June 30, 2023**

Attachment A

One-Stop Operator following the required policies outlined in WIOA legislation:

- Eliminate Conflicts of Interest;
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Conflict of Interest (CSOW Board Member)

- CareerSource Okaloosa Walton Policy prohibits any Board Member from participating in the selection, award, or administration of a contract involving the Board if a real or apparent conflict of interest would be involved. Such a conflict would arise when the Board member or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated, has a financial or other interest in the firm, vendor, or service provider selected.
- If a Board member is aware (from the published agenda) of a conflict of interest prior to the Board meeting, the Board member must file a disclosure, indicating the nature of the conflict in a written memorandum to be filed with the person responsible for recording the Board minutes of the meeting, prior to the meeting in which consideration of the matter will take place. The memorandum becomes a public record upon filing and will immediately be provided to the other members of the Board, and will be read publicly at the next meeting held subsequent to the filing of this written memorandum.
- In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure must be made orally at the meeting when it becomes known that a conflict exists. A written memorandum disclosing the nature of the conflict must be filed within 15 days after the oral disclosure with the person responsible for recording the minutes of the meeting and will be incorporated into the minutes of the meeting at which the oral disclosure was made. The memorandum becomes a public record upon filing, and will immediately be provided to the other members of the Board. The memorandum will be read publicly at the next meeting held subsequent to the filing of the memorandum.

Conflict of Interest (CSOW Employee)

- CareerSource Okaloosa Walton Policy prohibits any employee from participating in the selection, award, or administration of a contract involving CareerSource Okaloosa Walton if a real or apparent conflict of interest would be involved. Employees who are directly involved in providing services to clients shall not participate in a transaction if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest that is the result of the transaction. Any employee who may be engaged in the procurement of goods and services for CareerSource Okaloosa Walton has an obligation to disclose any real or apparent conflict of interest with any

vendor or contractor. Any employee who may be engaged in providing program services to clients has an obligation to disclose any real or apparent conflict of interest and to relinquish case management to an appropriate member of the Management Team.

- Staff members who have a conflict of interest with any applicant for services may not participate in any eligibility determination, approval for enrollment, or approval for the provision of funded services. The conflict must be made known in writing and submitted to the Executive Director. The Executive Director will assign other staff members to determine eligibility and to provide any additional services. In the event the conflict of interest resides with the Regional Program Manager, the Center Manager will notify the Executive Director in writing so that the Executive Director may assign appropriate staff to provide services. Reports of improper practice should be submitted directly to the Executive Director, except when the alleged impropriety appears to involve the Executive Director. Then, in such cases, reports should be referred to the Chair of the Executive Committee.

Conflict of Interest Statements

- Board Members are asked to sign an overall Conflict of Interest Statement acknowledging CareerSource Policy when they are elected to the Board. Staff members are required to sign a like Conflict of Interest Statement as part of their New Hire packet acknowledging CareerSource Conflict of Interest Policy as it pertains to staff members.

Firewall

- CareerSource Okaloosa Walton Policies define the Role of the Board, Executive Director, and staff. The Board of Directors is responsible for oversight of the organization by establishing board policies; identifying and proactively dealing with emerging issues; interpreting the organization's mission to the public; selecting and evaluating the performance of the Executive Director; establishing and maintaining programs and systems designed to assure compliance with terms of charter, contracts, and grants; selecting any Service Providers if direct services are not provided; and selecting the One Stop Operator as set forth in sec 121 (d) (2) (A) of the WIOA Innovation and Opportunity Act.

The Executive Director is responsible for hiring and evaluating staff for each of the organization's departments. The Executive Director is responsible for CareerSource Okaloosa Walton staff that provides direct services at the One Stop Center and Satellite Offices. In addition, the Executive Director is responsible for the coordination of services delivered by staff of any selected Service Provider and all Partner organizations including staff of the Department of Economic Opportunity. The Executive Director acts as head of the Management Team of CareerSource Okaloosa Walton which includes the Chief Operations Officer, the Finance Director, Assigned Program Managers, Quality Assurance, Center Manager and Site Coordinators for each of the locations providing services. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

- The Operations Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to the Chief Operating Officer (COO). The Chief Operating

Officer has authority and responsibility for all programs and services provided through the CareerSource Okaloosa Walton system. The Chief Operating Officer provides direct supervision to the CareerSource Okaloosa Walton Center Managers. All staff located within a CareerSource Okaloosa Walton One Stop Center, including all program staff, and Department of Economic Opportunity staff, report to the Chief Operating Officer for day to day operations.

- Through continued communication from the CSOW Executive Director to CSOW Board of Directors the message is clearly delivered that the Board's primary mission is one of design, oversight, and policy making and not management of day to day operations. Board members and Committees are keenly aware of the distinction in the roles of Board oversight and role of staff to manage the operations. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

Oversight, monitoring, and evaluation of performance (Fiscal and Program)

- CareerSource Okaloosa Walton measures fiscal performance based upon several requirements. These include an annual independent audit conducted by an outside accounting firm; ongoing fiscal monitoring conducted by DEO; internal monitoring for compliance with requirements outlined by the State and as reported in the State One-Stop Management Information System (OSMIS). The Finance Committee appointed by the Board of Directors meets at a minimum four times a year to review budget, expenditures, reporting requirements and internal financial statements. The Finance Committee Chair is responsible for reporting to the full Board at regularly scheduled meetings. The independent audit is presented annually to the Executive Committee or full Board of Directors when completed.
- CareerSource Okaloosa Walton staffing structure allows for a full time Quality Assurance position in addition to the COO and Program Specific Managers who report to the COO. Quality Assurance is a very high priority with monitoring of all programs and processes conducted on a minimum quarterly. Historically, CSOW has been a high-performing board and expects to continue this high level of performance under WIOA. CareerSource Okaloosa Walton management also conducts frequent monitoring and review of local operating procedures, services, and performance for continuous improvement purposes. All CSOW monitoring related activities are reviewed by the Executive Director and if warranted, immediate corrective action plans are implemented for any concerns identified.

Workforce Innovation and Opportunity Act (WIOA) Primary Indicators of Performance

Performance Period Ending September 30, 2020



The federal Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability measures, known as Primary Indicators of Performance, to assess the effectiveness of states and local workforce development boards in achieving positive outcomes for individuals served by the workforce development system. The US Department of Labor oversees the performance accountability requirements of WIOA on a program year basis (from July to June), which coincides with the state's fiscal year.

In the first quarter (July-Sept. 2020) of Program Year 2020-2021, Florida's workforce development system met or exceeded 100% of the statewide negotiated targets for all WIOA Primary Indicators of Performance. Indicators are considered met when they achieve at least 90% of negotiated levels of performance.

Innovative and responsive workforce services and programs contributed to sustained statewide performance in the first quarter. Please note because of lagged data, the cohorts captured for the first quarter reporting period received services and placements prior to the full outbreak of the COVID-19 pandemic. It should be noted that Florida's local workforce development boards met or exceeded 89.0% of their negotiated local performance targets for PY 2019-2020 and 83.1% of their negotiated local performance targets for Quarter 1 of PY 2020-2021.

Performance on the WIOA Primary Indicators of Performance is reported to the US Department of Labor on a quarterly basis. This most recent report includes Florida statewide performance trends from PY 2011-2012* through the first quarter of PY 2020-2021. The PY 2020-2021 first quarter performance is a rolling one-year calculation representing four quarters of the most recent performance data available through Sept. 30, 2020. The tables in the report show actual performance in relation to performance targets negotiated with USDOL for PY 2020-2021.

For additional information, please visit the Indicators of Performance Reports section on the Department of Economic Opportunity website at: [Indicators of Performance Reports](#). If you have questions about this report, please contact Charles Williams, Bureau of One-Stop and Program Support at the Department of Economic Opportunity, at (850) 245-7424.

* State performance on WIOA Primary Indicators of Performance prior to PY 2015-2016 was simulated using participant data from the Workforce Investment Act.

Populations Served

The following populations are served through the workforce development programs measured within the Primary Indicators of Performance:

WIOA Adult: Individuals who are 18 or older in need of job search assistance and training opportunities, with priority given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

WIOA Dislocated Workers: Individuals who are 18 or older and have lost their jobs through no fault of their own as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors.

WIOA Youth: Individuals who are 14 to 24 years old and face barriers to education, training and employment.

Wagner-Peyser: Individuals who are 18 or older, are authorized to work in the U.S. and are in need of job search assistance.

Employment Indicators

Employment 2nd Quarter After Exit (WIOA Adult, WIOA Dislocated Workers, Wagner-Peyser): This indicator captures the percentage of participants who are in unsubsidized employment during the 2nd quarter after exiting the program.

Youth Education and Employment 2nd Quarter After Exit (WIOA Youth): This indicator captures the percentage of participants in education or training activities, or in unsubsidized employment during the 2nd quarter after exiting the program.

Employment 4th Quarter After Exit (WIOA Adult, WIOA Dislocated Workers, Wagner-Peyser): This indicator captures the percentage of participants who are in unsubsidized employment during the 4th quarter after exit from the program.

Youth Education and Employment 4th Quarter After Exit (WIOA Youth): This indicator captures the percentage of participants in education or training activities, or in unsubsidized employment during the 4th quarter after exiting the program.

Median Earnings 2nd Quarter After Exit (WIOA Adult, WIOA Dislocated Worker, Wagner-Peyser, WIOA Youth): This indicator captures participants' median (middle value) quarterly earnings in the 2nd quarter after exiting the program.

Education/Training Indicators

Credential Attainment (WIOA Adult, WIOA Dislocated Worker, WIOA Youth): This indicator captures the percentage of those participants enrolled in an education or training program (excluding those in On-the-Job Training or customized training) who attain a recognized postsecondary credential or a secondary education diploma, or its recognized equivalent, during participation in or within one year after exiting the program.

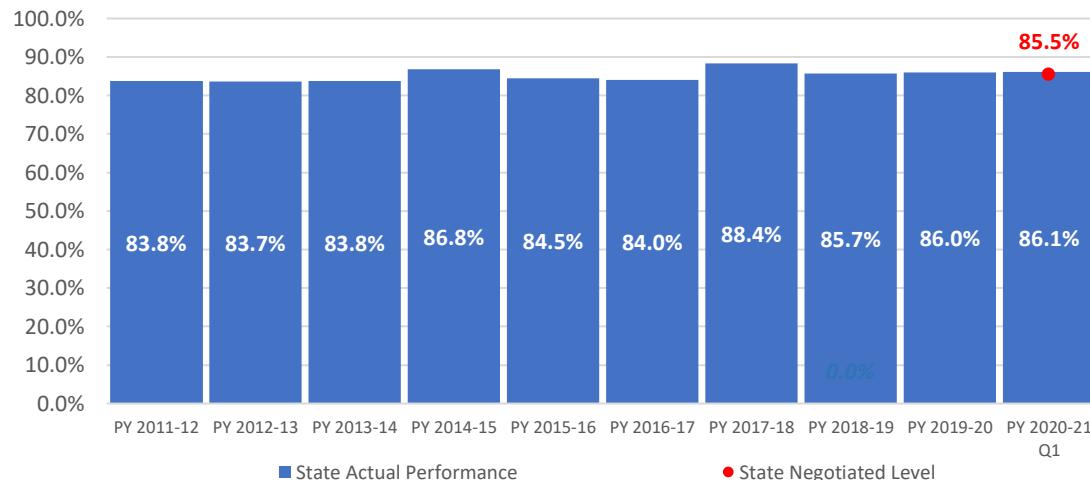
Measurable Skill Gains (WIOA Adult, WIOA Dislocated Worker, WIOA Youth): This indicator captures the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, toward such a credential or employment.

The Measurable Skill Gains indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs and can help fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

Adult Employment Rate (2nd Qtr after exit)

WIOA Category:

WIOA Metric:

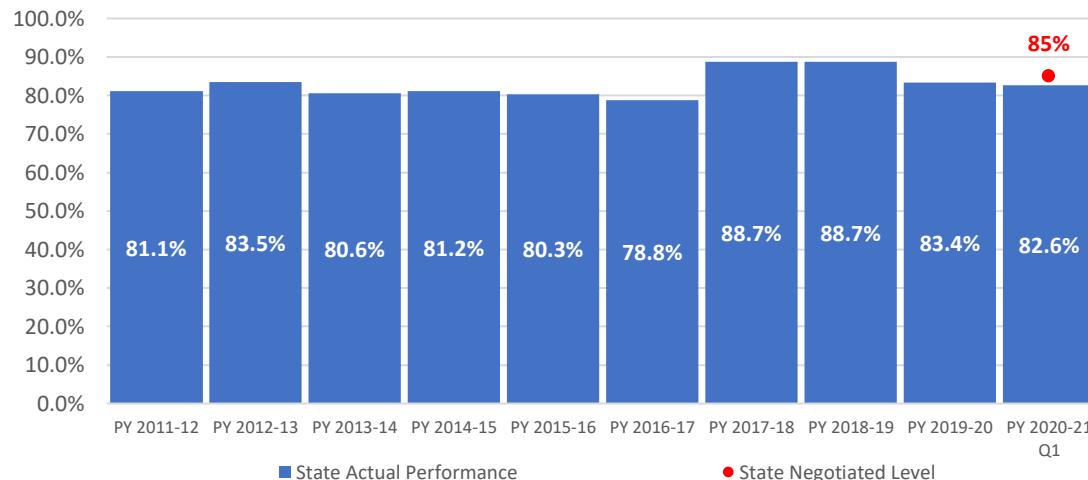


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	83.8%	14,791
PY 2012-13	83.7%	12,741
PY 2013-14	83.8%	14,391
PY 2014-15	86.8%	13,900
PY 2015-16	84.5%	15,387
PY 2016-17	84.0%	15,214
PY 2017-18	88.4%	13,592
PY 2018-19	85.7%	9,859
PY 2019-20	86.0%	8,978
PY 2020-21 Q1	86.1%	9,035

Dislocated Worker Employment Rate (2nd Qtr after exit)

WIOA Category:

WIOA Metric:



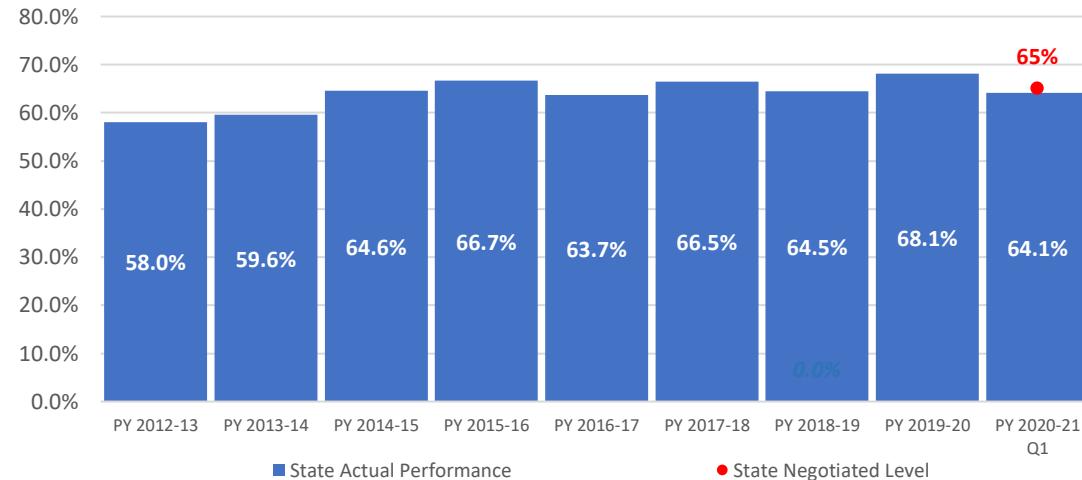
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	81.1%	8,166
PY 2012-13	83.5%	8,077
PY 2013-14	80.6%	7,393
PY 2014-15	81.2%	6,442
PY 2015-16	80.3%	5,732
PY 2016-17	78.8%	4,777
PY 2017-18	88.7%	3,227
PY 2018-19	88.7%	2,655
PY 2019-20	83.4%	1,955
PY 2020-21 Q1	82.6%	1,780

Wagner-Peyser

Employment Rate (2nd Qtr after exit)

WIOA Category:

WIOA Metric:

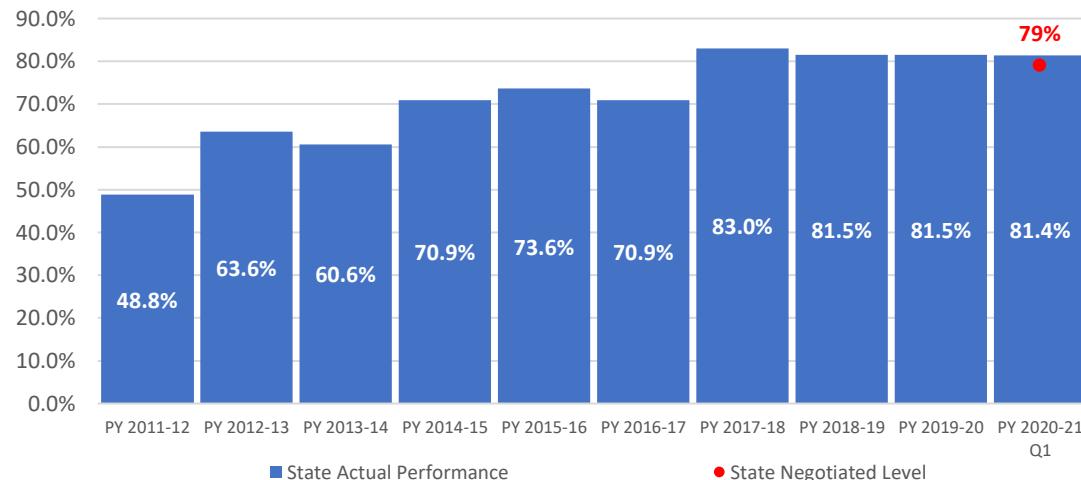


Program Year (PY)	Actual Performance	Participants (n)
PY 2012-13	58.0%	622,978
PY 2013-14	59.6%	702,411
PY 2014-15	64.6%	633,791
PY 2015-16	66.7%	593,729
PY 2016-17	63.7%	556,757
PY 2017-18	66.5%	480,444
PY 2018-19	64.5%	318,974
PY 2019-20	68.1%	204,725
PY 2020-21 Q1	64.1%	190,678

Youth Employment Rate (2nd Qtr after exit)

WIOA Category:

WIOA Metric:

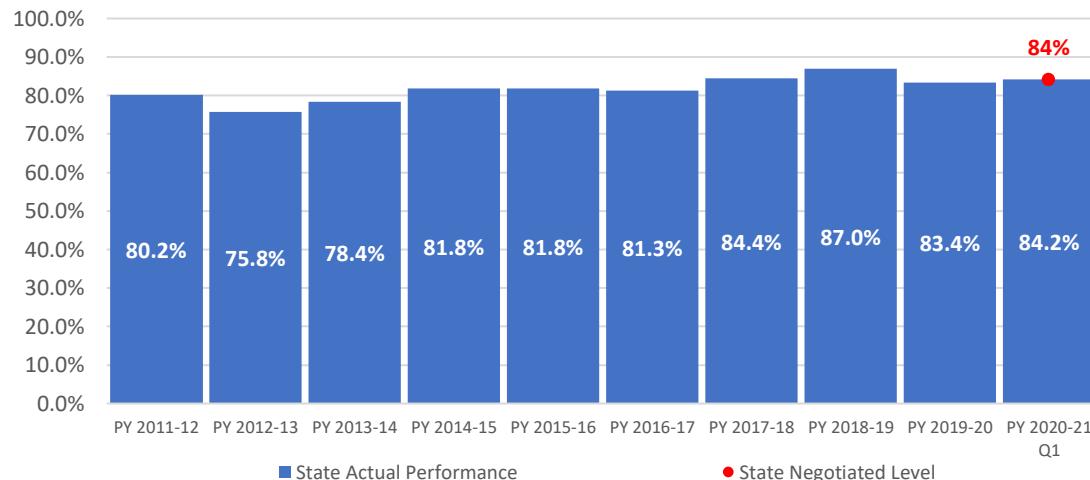


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	48.8%	5,455
PY 2012-13	63.6%	4,931
PY 2013-14	60.6%	5,896
PY 2014-15	70.9%	4,881
PY 2015-16	73.6%	6,688
PY 2016-17	70.9%	6,571
PY 2017-18	83.0%	3,871
PY 2018-19	81.5%	4,544
PY 2019-20	81.5%	3,508
PY 2020-21 Q1	81.4%	3,365

Adult Employment Rate (4th Qtr after exit)

WIOA Category:

WIOA Metric:

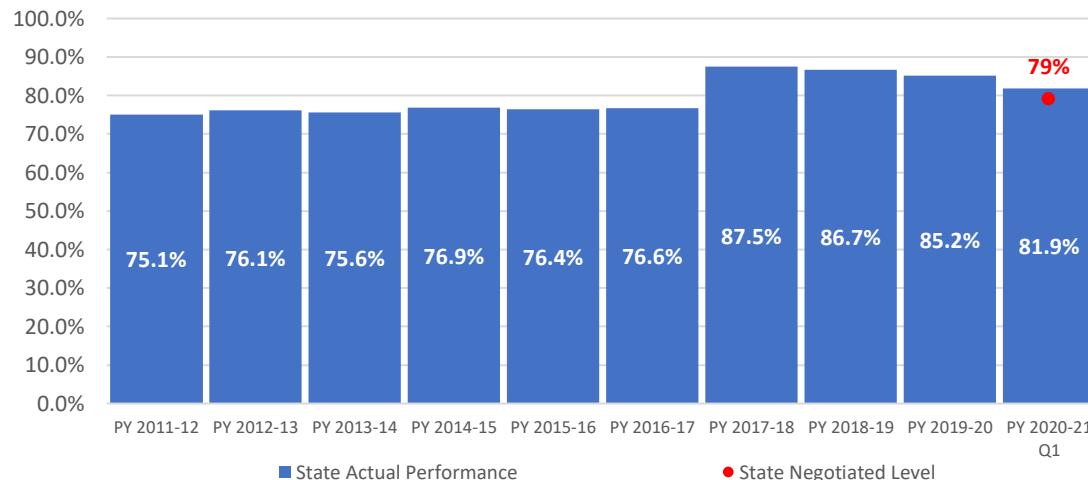


Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	80.2%	16,571
PY 2012-13	75.8%	13,802
PY 2013-14	78.4%	13,422
PY 2014-15	81.8%	14,364
PY 2015-16	81.8%	13,920
PY 2016-17	81.3%	15,630
PY 2017-18	84.4%	6,361
PY 2018-19	87.0%	11,544
PY 2019-20	83.4%	9,643
PY 2020-21 Q1	84.2%	8,888

Dislocated Worker Employment Rate (4th Qtr after exit)

WIOA Category:

WIOA Metric:



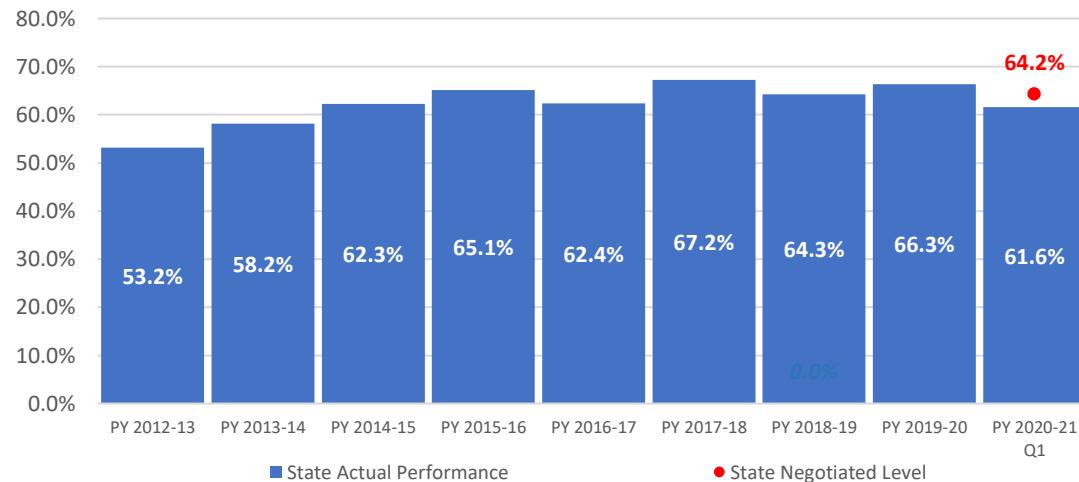
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	75.1%	6,704
PY 2012-13	76.1%	8,878
PY 2013-14	75.6%	7,620
PY 2014-15	76.9%	6,883
PY 2015-16	76.4%	6,015
PY 2016-17	76.6%	5,262
PY 2017-18	87.5%	1,572
PY 2018-19	86.7%	3,088
PY 2019-20	85.2%	2,147
PY 2020-21 Q1	81.9%	2,026

Wagner-Peyser

Employment Rate (4th Qtr after exit)

WIOA Category:

WIOA Metric:

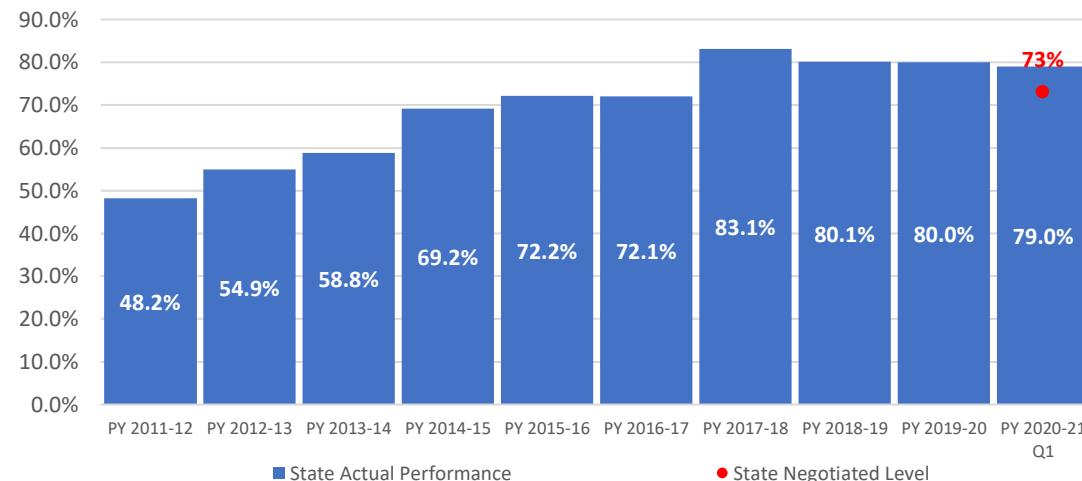


Program Year (PY)	Actual Performance	Participants (n)
PY 2012-13	53.2%	595,192
PY 2013-14	58.2%	695,674
PY 2014-15	62.3%	671,551
PY 2015-16	65.1%	598,928
PY 2016-17	62.4%	556,282
PY 2017-18	67.2%	230,646
PY 2018-19	64.3%	433,900
PY 2019-20	66.3%	247,442
PY 2020-21 Q1	61.6%	227,472

Youth Employment Rate (4th Qtr after exit)

WIOA Category:

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	48.2%	5,359
PY 2012-13	54.9%	4,908
PY 2013-14	58.8%	5,729
PY 2014-15	69.2%	5,245
PY 2015-16	72.2%	5,156
PY 2016-17	72.1%	6,709
PY 2017-18	83.1%	1,847
PY 2018-19	80.1%	4,250
PY 2019-20	80.0%	3,997
PY 2020-21 Q1	79.0%	4,073

Adult Median Earnings (2nd Qtr after exit)

WIOA Category:

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	\$8,392	12,132
PY 2012-13	\$7,669	10,028
PY 2013-14	\$7,842	11,633
PY 2014-15	\$8,272	11,664
PY 2015-16	\$8,213	12,541
PY 2016-17	\$7,999	8,385
PY 2017-18	\$7,605	12,065
PY 2018-19	\$8,272	8,453
PY 2019-20	\$8,277	8,978
PY 2020-21 Q1	\$8,300	9,035

Dislocated Worker Median Earnings (2nd Qtr after exit)

WIOA Category:

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	\$6,709	6,408
PY 2012-13	\$6,585	6,496
PY 2013-14	\$6,654	5,674
PY 2014-15	\$7,006	4,965
PY 2015-16	\$7,467	4,401
PY 2016-17	\$7,635	2,348
PY 2017-18	\$7,912	2,861
PY 2018-19	\$8,199	2,354
PY 2019-20	\$8,817	1,955
PY 2020-21 Q1	\$8,911	1,780

Wagner-Peyser

Median Earnings (2nd Qtr after exit)

WIOA Category:

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2012-13	\$4,454	337,075
PY 2013-14	\$4,582	418,960
PY 2014-15	\$4,752	409,628
PY 2015-16	\$4,985	396,175
PY 2016-17	\$5,148	363,830
PY 2017-18	\$5,270	319,675
PY 2018-19	\$5,307	210,397
PY 2019-20	\$5,460	204,725
PY 2020-21 Q1	\$5,389	190,678

Youth Median Earnings (2nd Qtr after exit)

WIOA Category:

WIOA Metric:



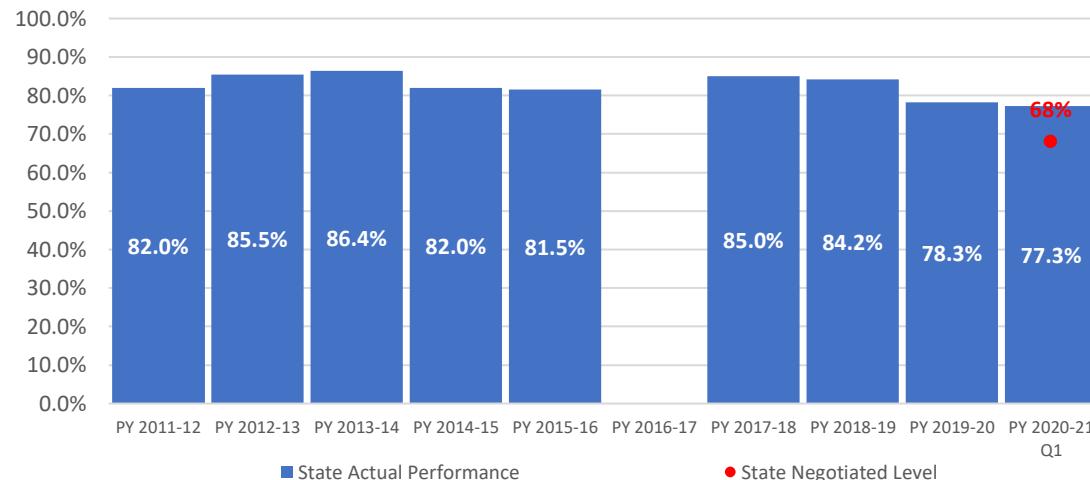
Program Year (PY)	Actual Performance	Participants (n)
PY 2020-21 Q1	\$3,900	3,665

* PY 2020-21 Q1 is the first reported quarter for this measure.

Adult Credential Attainment Rate

WIOA Category:

WIOA Metric:



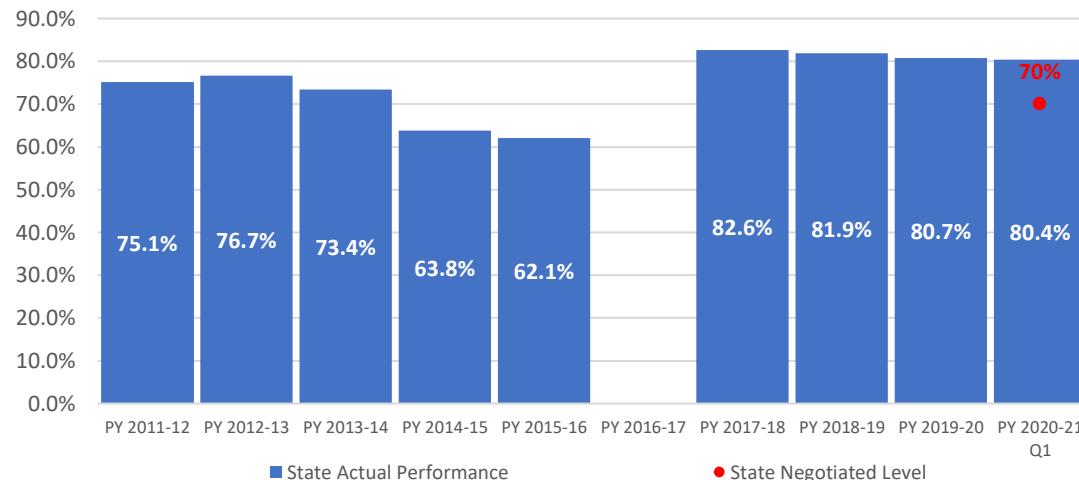
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	82.0%	10,525
PY 2012-13	85.5%	9,012
PY 2013-14	86.4%	10,912
PY 2014-15	82.0%	11,437
PY 2015-16	81.5%	12,054
PY 2016-17	*	*
PY 2017-18	85.0%	2,325
PY 2018-19	84.2%	4,945
PY 2019-20	78.3%	4,857
PY 2020-21 Q1	77.3%	4,773

* PY 2016-17 WIOA Credential Attainment Rate baseline data collection period. Performance not reported due to WIA reporting requirements ending June 30, 2016.

Dislocated Worker Credential Attainment Rate

WIOA Category:

WIOA Metric:



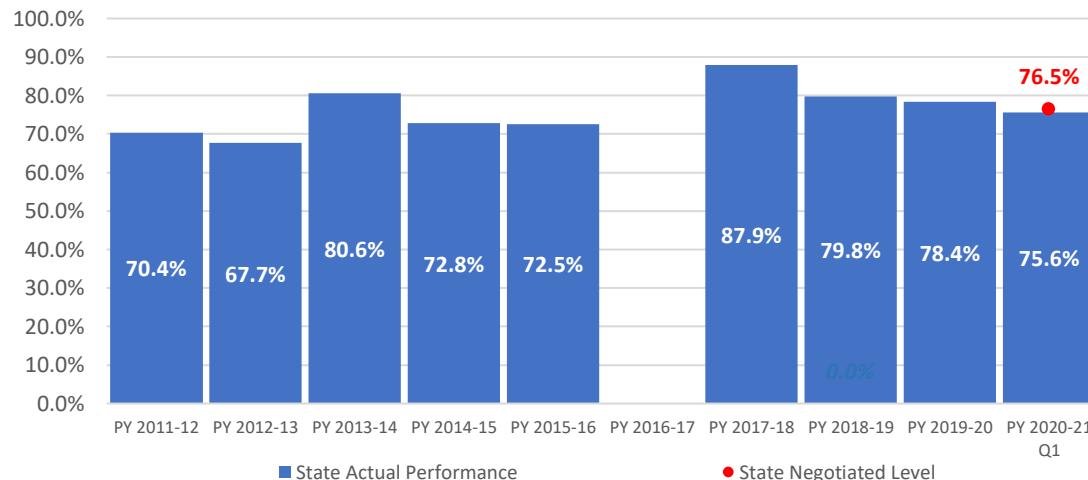
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	75.1%	6,595
PY 2012-13	76.7%	5,667
PY 2013-14	73.4%	5,879
PY 2014-15	63.8%	4,932
PY 2015-16	62.1%	3,983
PY 2016-17	*	*
PY 2017-18	82.6%	625
PY 2018-19	81.9%	1,319
PY 2019-20	80.7%	1,081
PY 2020-21 Q1	80.4%	1,124

* PY 2016-17 WIOA Credential Attainment Rate baseline data collection period. Performance not reported due to WIA reporting requirements ending June 30, 2016.

Youth Credential Attainment Rate

WIOA Category:

WIOA Metric:



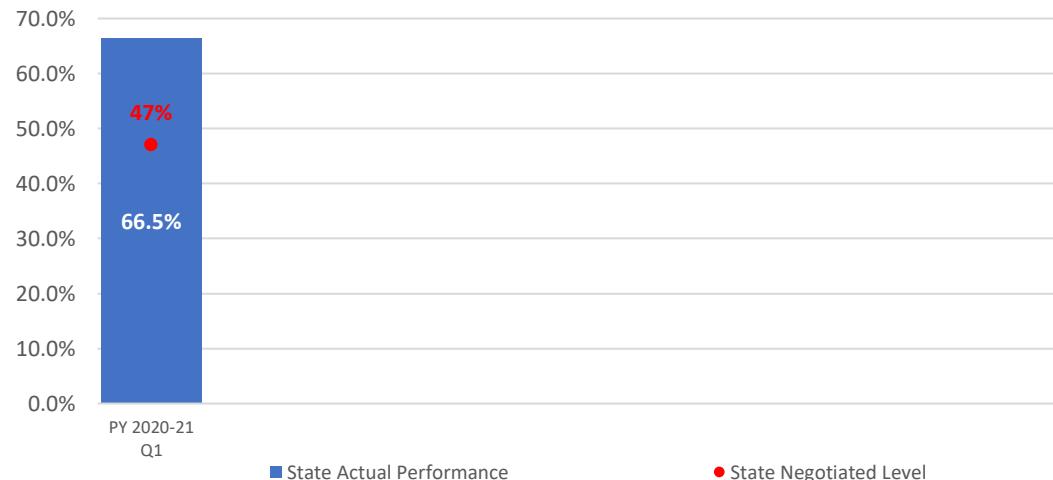
Program Year (PY)	Actual Performance	Participants (n)
PY 2011-12	70.4%	5,205
PY 2012-13	67.7%	4,595
PY 2013-14	80.6%	5,271
PY 2014-15	72.8%	4,398
PY 2015-16	72.5%	6,345
PY 2016-17	*	*
PY 2017-18	87.9%	1,695
PY 2018-19	79.8%	3,581
PY 2019-20	78.4%	3,580
PY 2020-21 Q1	75.6%	3,617

* PY 2016-17 WIOA Credential Attainment Rate baseline data collection period. Performance not reported due to WIA reporting requirements ending June 30, 2016.

Adult Measurable Skills Gain

WIOA Category:

WIOA Metric:



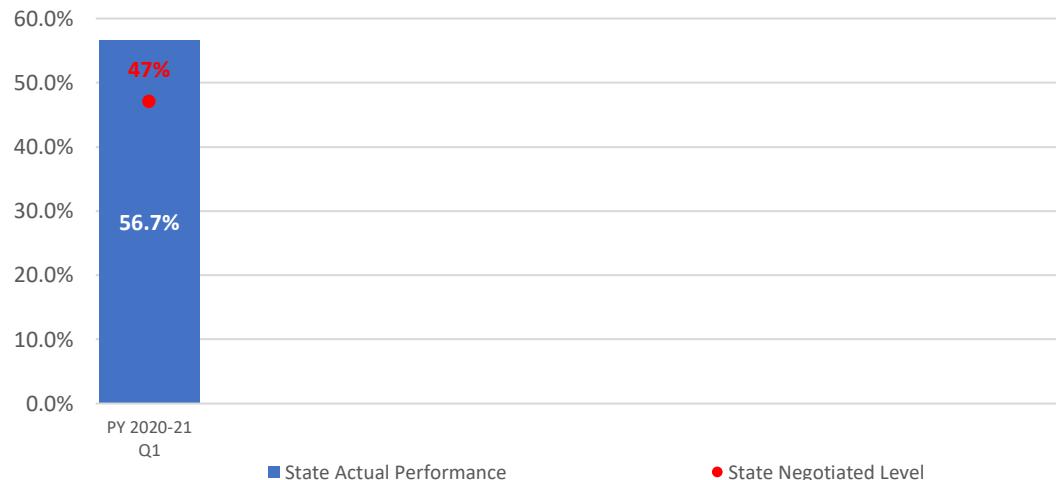
Program Year (PY)	Actual Performance	Participants (n)
PY 2020-21 Q1	66.5%	9,311

* PY 2020-21 Q1 is the first reported quarter for this measure.

Dislocated Worker Measurable Skills Gain

WIOA Category:

WIOA Metric:



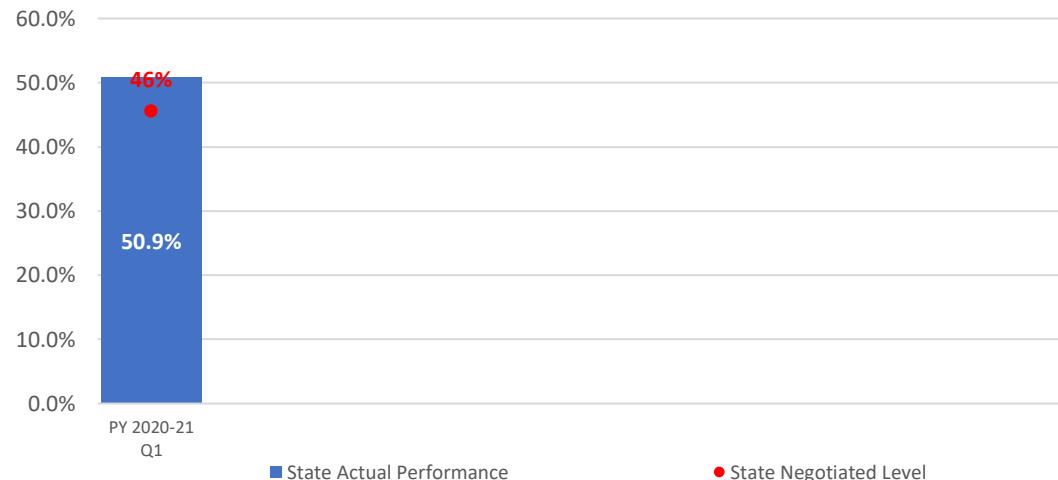
Program Year (PY)	Actual Performance	Participants (n)
PY 2020-21 Q1	56.7%	1,883

* PY 2020-21 Q1 is the first reported quarter for this measure.

Youth Measurable Skills Gain

WIOA Category:

WIOA Metric:



Program Year (PY)	Actual Performance	Participants (n)
PY 2020-21 Q1	50.9%	7,994

* PY 2020-21 Q1 is the first reported quarter for this measure.



Information Items



CAREERSOURCE FLORIDA BOARD OF DIRECTORS

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Continuous Improvement Performance Initiative: Quarterly Performance Report, February 2021

Fiscal Year 2019-2020, Quarters 1-4: July 2019 - June 2020

Fiscal Year 2020-2021, Quarter 1: July - September 2020

INTRODUCTION

The CareerSource Florida Board of Directors authorized the development and implementation of the [Continuous Improvement Performance Initiative](#) in fiscal year 2019-2020. The board allocated \$5 million from state set-aside funds to recognize local workforce development board performance on board-approved, mission-critical metrics. For fiscal year 2020-2021, the board allocated another \$5 million to recognize the performance of the local workforce development boards based on these metrics.

The initiative includes three metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five industry sectors pre-selected by each local workforce development board. The operational definitions of the three metrics are:

- **Employment Rate First Quarter After Exit:** The percentage of Workforce Innovation and Opportunity Act and Wagner-Peyser Act participants who exited the system and had certified wages the first quarter after exit.
- **Participant Training Rate:** The percentage of Workforce Innovation and Opportunity Act participants who received training services.
- **Business Penetration:** The number of business establishments provided a staff-assisted, high-value service by a local workforce development board.

Local workforce development board performance is measured on a quarterly basis. Performance for the four quarters in fiscal year 2019-2020 and the first quarter of fiscal year 2020-2021 is provided on the pages that follow. Fiscal year 2020-2021 quarter 2 data will be finalized in late February.

Local workforce development boards have received \$3,212,089 (64% of the total amount available) in performance awards for fiscal year 2019-2020. This total represents awards for performance in the training and business metrics in quarters 1-4 of the fiscal year and performance in the employment metric for quarters 1-3.

For fiscal year 2020-2021, local boards have received \$564,162 in awards for performance on the training and business metrics in quarter 1 of the fiscal year, representing 11% of the total amount available for the fiscal year.

FY 2019-2020, QUARTER 1 (July - September 2019)

PERFORMANCE RESULTS SUMMARY

Metric	Performance Targets Met *		Quarterly Performance Awards		Participants	Barriers to Employment	Businesses Served (worksites)	Services to Targeted Industries	
	Total	Percent	Available	Awarded					
Employment Rate 1 st Qtr After Exit**	22	92%	\$416,655	\$379,504	30,735	31,614			
Participant Training Rate***	21	88%	\$416,655	\$331,018	11,227	15,685			
Business Penetration***	13	54%	\$416,655	\$232,257			9,689	8,883	
Quarterly Total			\$1,249,965	\$942,779					

* All quarterly performance targets are based on 10% improvement compared to the same quarter in the previous year.

** Due to the lag in certified wage data from the Department of Revenue, Quarter 1 performance data for the employment metric were finalized and awards were paid in May 2020.

***Quarter 1 performance data for the training and business metrics were finalized in November 2019 and performance awards were paid in February 2020.

PERFORMANCE HIGHLIGHTS

Top barriers to employment identified in the Employment Rate 1st Quarter After Exit metric during Quarter 1 include: low income (8,836), eligible migrant seasonal farm workers (6,071), individuals with disabilities (4,455), and individuals age 55 and above (3,302).

Top barriers identified in the Participant Training Rate metric during Quarter 1 include: low income (8,330), single parents including single pregnant women (1,706), long-term unemployed (1,154) and ex-offenders (1,083).

Top staff-assisted, high-value services provided to business establishments in up to five targeted industries include: job orders (2,744), candidate prescreening (1,099), veteran services (701) and detailed labor market study (666).

FY 2019-2020, QUARTER 2 (October - December 2019)

PERFORMANCE RESULTS SUMMARY

Metric	Performance Targets Met *		Quarterly Performance Awards		Participants	Barriers to Employment	Businesses Served (worksites)	Services to Targeted Industries
	Total	Percent	Available	Awarded				
Employment Rate 1st Qtr After Exit**	20	83%	\$416,655	\$372,894	28,710	30,238		
Participant Training Rate***	20	83%	\$416,655	\$331,018	10,872	15,057		
Business Penetration***	15	63%	\$416,655	\$302,225			10,668	9,414
Quarterly Total			\$1,249,965	\$1,006,137				

* All quarterly performance targets are based on 10% improvement compared to the same quarter in the previous year.

** Due to the lag in certified wage data from the Department of Revenue, Quarter 2 performance data for the employment metric were finalized and awards were paid in September 2020.

*** Quarter 2 performance data for the training and business metrics were finalized in February 2020 and performance awards were paid in April 2020.

PERFORMANCE HIGHLIGHTS

Top barriers to employment identified in the Employment Rate 1st Quarter After Exit metric during Quarter 2 include: low income (7,285), eligible migrant seasonal farm workers (5,269), individuals with disabilities (4,599), and individuals age 55 and above (3,085).

Top barriers to employment identified in the Participant Training Rate metric during Quarter 2 include: low income (7,948), single parents including single pregnant women (1,642), long-term unemployed (1,150) and ex-offenders (982).

Top staff-assisted, high-value services provided to business establishments in up to five targeted industries during Quarter 2 include: job orders (3,054), candidate prescreening (1,262), detailed labor market study (1,137) and human resource services (598).

FY 2019-2020, QUARTER 3 (January - March 2020)

PERFORMANCE RESULTS SUMMARY

Metric	Performance Targets Met*		Quarterly Performance Awards		Participants	Barriers to Employment	Businesses Served (worksites)	Services to Targeted Industries
	Total	Percent	Available	Awarded				
Employment Rate 1 st Qtr After Exit**	6	25%	\$416,655	\$65,277	21,925	23,666		
Participant Training Rate***	19	79%	\$416,655	\$320,639	10,598	14,560		
Business Penetration***	19	79%	\$416,655	\$374,861			12,108	11,230
Quarterly Total			\$1,249,965	\$760,777				

* All quarterly performance targets are based on 10% improvement compared to the same quarter in the previous year.

** Due to the lag in certified wage data from the Department of Revenue, Quarter 3 performance data for the employment metric were finalized and awards were paid in November 2020.

*** Quarter 3 performance data for the training and business metrics were finalized and performance awards were paid in June 2020.

PERFORMANCE HIGHLIGHTS

Top barriers to employment identified in the Employment Rate 1st Quarter After Exit metric during Quarter 3 include: Reemployment Assistance claimants (5,564), older individuals age 55+ (4,220), low income (2,859), long-term unemployed (2,194) and individuals with disabilities (1,976).

Top barriers to employment identified in the Participant Training Rate metric during Quarter 3 include: low income (7,763), single parents including single pregnant women (1,623), long-term unemployed (1,140) and ex-offenders (907).

Top staff-assisted, high-value services provided to business establishments in up to five targeted industries during Quarter 3 include: job orders (3,454), candidate prescreening (1,742), detailed labor market study (1,051) and veteran services (849).

FY 2019-2020, QUARTER 4 (April - June 2020)

PERFORMANCE RESULTS SUMMARY

Metric	Performance Targets Met *		Quarterly Performance Awards		Participants	Barriers to Employment	Businesses Served (worksites)	Services to Targeted Industries	
	Total	Percent	Available	Awarded					
Employment Rate 1st Qtr After Exit**	-	-	-	-	-	-			
Participant Training Rate***	13	54%	\$416,655	\$221,394	9,324	12,866			
Business Penetration***	17	71%	\$416,655	\$281,002			11,645	9,545	
YTD Quarterly Total			\$833,310	\$502,396					

* All quarterly performance targets are based on 10% improvement compared to the same quarter in the previous year.

** Due to the lag in certified wage data from the Department of Revenue, Quarter 4 performance data for the employment metric is anticipated to be finalized in late February 2021.

*** Quarter 4 performance data for the training and business metrics were finalized and performance awards were paid in September 2020.

PERFORMANCE HIGHLIGHTS

Top barriers to employment identified in the Participant Training Rate metric during Quarter 4 include: low income (6,804), single parents including single pregnant women (1,382), long-term unemployed (973) and Reemployment Assistance claimants (835).

Top staff-assisted, high-value services provided to business establishments in up to five targeted industries include: job orders (2,232), detailed labor market study (1,419), veteran services (1,089) and human resource services (972).

FY 2020-2021, QUARTER 1 (July - September 2020)

PERFORMANCE RESULTS SUMMARY

Metric	Performance Targets Met*		Quarterly Performance Awards		Participants	Barriers to Employment	Businesses Served (worksites)	Services to Targeted Industries	
	Total	Percent	Available	Awarded					
Employment Rate 1st Qtr After Exit**	-	-	-	-	-	-			
Participant Training Rate***	12	50%	\$416,655	\$239,630	8,871	12,621			
Business Penetration***	19	79%	\$416,655	\$324,532			11,787	10,626	
YTD Quarterly Total			\$833,310	\$564,162					

* All quarterly performance targets are based on 10% improvement compared to the same quarter in the previous year.

** Due to the lag in certified wage data from the Department of Revenue, Quarter 1 performance data for the employment metric are scheduled to be finalized and awarded in May 2021.

*** Quarter 1 performance data for the training and business metrics were finalized and performance awards were paid in November 2020.

PERFORMANCE HIGHLIGHTS

Top barriers to employment identified in the Participant Training Rate metric during Quarter 1 include: low income (6,638), single parents including single pregnant women (1,337), Reemployment Assistance claimants (1,185), and long-term unemployed (867).

Top staff-assisted, high-value services provided to business establishments in up to five targeted industries include: job orders (2,814), candidate pre-screening (1,630), veteran services (1,393) and human resource services (1,093).

Speaker Bios

Jimmy Heckman



Jimmy Heckman is an economist with the Florida Department of Economic Opportunity in the Bureau of Workforce Statistics and Economic Research, where he researches a variety of topics including reducing unemployment, long-term growth industries, and in-demand job skills.

Mr. Heckman is a Florida native and attended Florida State University where he earned a master's degree in applied economics.

Casey Penn



Casey Penn is the bureau chief for One-Stop and Program Support for the Florida Department of Economic Opportunity. After working in the private sector for more than a decade, Mr. Penn joined DEO as the administrator of policy and quality assurance for workforce programs in 2018.

He returned to DEO in late 2020 after a short tenure at the Florida Department of Children and Families. In his current role, Mr. Penn leads a talented team tasked with providing oversight and support to the state's 24 local workforce development boards in the delivery of workforce programs.

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