

**BOARD OF DIRECTORS MEETING AGENDA
SEPT. 15, 2021 • 9 A.M. – 12 P.M. ET
ROSEN SHINGLE CREEK
9939 UNIVERSAL BLVD., ORLANDO, FL 32819
MEETING ROOM: GATLIN B**

Chair's Welcome & Remarks

Stephanie Smith

Mission Moment — Launching Innovative Career Pathways in Aerospace

Marci Murphy

President

CareerSource Brevard

Ed Mango

Instructor

Eastern Florida State College

Lloyd Gregg

Vice President/General Manager Spaceflight Support Services

ASRC Federal

Chairman

CareerSource Brevard

Consent Item

Stephanie Smith

- June 9, 2021, Board Meeting Minutes

President's Report

Michelle Dennard

Action Items

1. Strategic Policy — Availability of Services to Floridians

Michelle Dennard

Dane Eagle

Secretary

Department of Economic Opportunity

2. Credentials Review Committee Appointments

Dan McGrew

Florida Economic Update

Adrienne Johnston

Deputy Secretary, Division of Workforce Services

Department of Economic Opportunity

Reimagining Education and Career Help (REACH) Act: Addressing Florida’s Evolving Economic Needs

- **Statewide Implementation Updates**

Michelle Dennard
President and CEO
CareerSource Florida

Katie Crofoot
Director
REACH Office, Executive Office of the Governor

Dane Eagle
Secretary
Department of Economic Opportunity

Eric Hall
Senior Chancellor
Department of Education

Shevaun Harris
Secretary
Department of Children and Families

- **Local Perspectives — Moving from Vision to Implementation**

Brian Bauer
CEO
CareerSource Research Coast

Kim Bodine
Executive Director
CareerSource Gulf Coast

Julia Dattolo
President and CEO
CareerSource Palm Beach County

Pam Nabors
President and CEO
CareerSource Central Florida

Local Partners Report

Stacy Campbell-Domineck
President, Florida Workforce Development Association
President and CEO, CareerSource Polk

Open Discussion/Public Comment

Chair’s Closing Remarks

Stephanie Smith

Information Items

Consent Item 1

Approved _____
Disapproved _____

**CareerSource Florida
Board of Directors Meeting Minutes
June 9, 2021**

I. Call to Order

Stephanie Smith called to order the regular meeting of the board at 8:30 a.m. on June 9, 2021, at Sawgrass Marriott in Ponte Vedra, Florida.

II. Roll Call

Lisa Cramer conducted a roll call. The following members were present:

Jennifer O'Flannery Anderson
Senator Lorraine Ausley
Brittany Birken
Tim Center
Eric Hall
Duane De Freese
Robert Doyle
Dane Eagle
Sophia Eccleston
Bill Johnson
Allison Kinney
Henry Mack
Rick Matthews
Jonathon Miller
Bryan Nelson
Samuel Robbin
Patsy Sanchez
Stephanie Smith
Emmanuel Tormes

III. Mission Moment

John Flanagan presented on CareerSource Tampa Bay's summer youth programs and their impact.

IV. Florida Economic Development Council Presentation

Florida Economic Development Council Chairman Marc Hoenstine gave an update about ongoing FEDC initiatives and continuing partnership opportunities with CareerSource Florida.

V. Consent Agenda

1. Administrative Policies
 - a. Common Exit
 - b. Rapid Response
 - c. Disaster Recovery Dislocated Worker Grants
 - d. Jobs for Veterans State Grant Staffing Requirements

- e. Priority of Services for Veterans and Eligible Spouses
- f. Veteran Intake at CareerSource Florida Network Career Centers
- g. Trade Adjustment Assistance Training and Other Activities Funding
- 2. Request to Serve as One-Stop Operator
 - a. CareerSource Palm Beach County
 - b. CareerSource Heartland
- 3. Request for Designation as Direct Provider of Workforce Services
 - a. CareerSource Chipola
- 4. February 18, 2021, Board Meeting Minutes

Stephanie Smith called for a vote to approve the Consent Agenda.

Motion: Jennifer O'Flannery Anderson

Second: Allison Kinney

The Consent Agenda passed unanimously.

VI. President's Report

CareerSource Florida President and CEO Michelle Dennard presented to the board on the organization's activities since February 18, 2021. President Dennard highlighted several events. Including the CareerSource Capital Region Open House, the Lockheed Martin event at the College of Central Florida, Return to Work Initiative Press Conference, CareerSource Florida Hispanic Outreach Campaign interviews with board member Patsy Sanchez and the Florida Chamber Foundation Prosperity Summit. President Dennard provided updates on House Bill (HB) 1507 – Reimagining Education and Career Help (REACH) Act and the CareerSource Florida Quick Response Training Grant

VII. Council Report

Strategic Policy and Performance Council Chair Brittany Birken gave a recap of the council meeting. CareerSource Florida Vice President of Strategic Policy and Performance Dan McGrew updated the council on progress within key policy and performance initiatives. Dan McGrew and Florida Department of Economic Opportunity Bureau Chief of One Stop and Program Support Casey Penn highlighted several performance measures within the Workforce Innovation and Opportunity Act. The council approved seven administrative policies to operationalize the state workforce development board's strategic plan. The council also approved two strategic policies. The council meeting concluded with an overview and key findings from a recent youth research survey commissioned by CareerSource Florida from Integrated Insight Vice President of Research Services John Page.

VII. Action Items

1. Strategic Policy – Policymaking Authority and Delegation

Stephanie Smith called for a vote to approve the Action Item.

Motion: Sophia Eccleston

Second: Tim Center

The Action Item passed unanimously.

2. Strategic Policy – Rapid Response and Layoff Aversion System

Stephanie Smith called for a vote to approve the Action Item.

Motion: Jennifer O’Flannery Anderson

Second: Allison Kinney

The Action Item passed unanimously.

3. Local Board Composition and Certification

Stephanie Smith called for a vote to approve the Action Item.

Motion: Robert Doyle

Second: Tim Center

The Action Item passed unanimously.

4. Local Workforce Development Board Subsequent Area Designation

Stephanie Smith called for a vote to approve the Action Item.

Motion: Tim Center

Second: Samuel Robbin

The Action Item passed unanimously.

5. CareerSource Florida Bylaws

Stephanie Smith called for a vote to approve the Action Item.

Motion: Jonathon Miller

Second: Sophia Eccleston

The Action Item passed unanimously.

6. Fiscal Year 2021-2022 CareerSource Florida Network Funding

Stephanie Smith called for a vote to approve the Action Item.

Motion: Eric Hall

Second: Dane Eagle

The Action Item passed unanimously.

IX. Reimagining Education and Workforce Collaboration for Stronger Outcomes

President and CEO of CareerSource Florida Michelle Dennard, Secretary of the Florida Department of Economic Opportunity Dane Eagle, Senior Chancellor of the Department of Education Eric Hall and Deputy Secretary of the Florida Department of Children and Families Taylor Hatch, participated in a panel discussion and provided their perspective on the new REACH Act, which was pending final action by the Governor.

X. Local Partners Report

Florida Workforce Development Association President and President and CEO of CareerSource Flagler Volusia Robin King presented an update and highlighted local workforce development board best practices.

XI. Open Discussion/Public Comment

Stephanie Smith asked if board members or members of the public wished to comment on board business or other topics. Board member Robert Doyle noted that as the discussion continues regarding HB 1507 including feasibility studies for new data systems and connecting data systems, he wants to encourage a continued focus on customer access. He highlighted, as an example, challenges faced by blind and visually impaired individuals. It is much easier to make new programs and services accessible to everyone, specifically the visually impaired, while implementing and building such programs and tools rather than afterwards.

XII. Adjournment

Stephanie Smith adjourned the meeting at 11:57 a.m.

Approved _____
Disapproved _____

Action Item 1

CAREERSOURCE FLORIDA STRATEGIC POLICY AVAILABILITY OF SERVICES TO FLORIDIANS

The Governor and the state workforce development board recognize the vital role local workforce development boards play in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. To achieve this important goal and realize the vision of the Governor, CareerSource Florida, and the Florida Department of Economic Opportunity for equitable access to exemplary workforce services, local workforce development boards share the responsibility for formulating, leading and communicating this vision for the state's workforce system in support of the customers they serve.

This policy and attached resources describe statewide expectations for local workforce development boards as they develop local policies to enhance customer service, set and publicly post hours of operation for one-stop career centers and reinforce the importance of comprehensive communication. These expectations are critical to achieving the Governor and state workforce development board's vision for the state and assisting Floridians with finding gainful employment while connecting them with businesses that are growing their workforce.

This policy applies to CareerSource Florida, the Department of Economic Opportunity and all 24 local workforce development boards. Local workforce development boards shall address local strategies and their policies on availability of services in their local workforce development board plans.

FOR CONSIDERATION

- **Approve CareerSource Florida Strategic Policy on Availability of Services to Floridians**



TBD

Strategic Policy

Title:	Availability of Services to Floridians
Adopted:	
Effective:	

I. PURPOSE AND SCOPE

The Governor and the state workforce development board recognize the vital role local workforce development boards play in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. To achieve this important goal and realize the vision of the Governor, CareerSource Florida, and the Florida Department of Economic Opportunity for equitable access to exemplary workforce services, local workforce development boards share the responsibility for formulating, leading and communicating this vision for the state's workforce system in support of the customers they serve.

This policy and attached resources describe statewide expectations for local workforce development boards as they develop local policies to enhance customer service, set and publicly post hours of operation for one-stop career centers and reinforce the importance of comprehensive communication. These expectations are critical to achieving the Governor and state workforce development board's vision for the state and assisting Floridians with finding gainful employment while connecting them with businesses that are growing their workforce.

II. BACKGROUND

Public Law 113-128, the federal Workforce Innovation and Opportunity Act (WIOA), was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Training and Employment Guidance Letter 04-15 was issued August 13, 2015, laying out the vision for the one-stop delivery system under WIOA. This guidance letter states one-stop centers should reflect a welcoming environment to all customer groups who are served by the

one-stop career centers. All one-stop career center staff are expected to be courteous, polite, responsive, and helpful to job seekers, businesses, and others who visit the one-stop career centers, either in person or virtually. Moreover, one-stop career center staff are sensitive to the unique needs of individuals with disabilities and individuals with barriers to employment. One-stop career centers are prepared to provide necessary accommodations. Local workforce development boards are expected to ensure meaningful access to all customers. One-stop career centers must be physically and programmatically accessible to all customers.

WIOA requires the Governor to establish and disseminate to local workforce development boards instructions for the submission and approval of local plans that serve as each board's action plan to develop, align, and integrate service delivery strategies and support the state's vision and strategic and operational goals. Local Planning Instructions issued by the Department of Economic Opportunity and the CareerSource Florida professional team require local workforce development boards to identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop career center.

Each local workforce development board enters into a Grantee-Subgrantee Agreement with the Department of Economic Opportunity. Section 16(g) of the Grantee-Subgrantee Agreement states that annually, before July 1 of each state fiscal year, each local workforce development board shall adopt a schedule of operations for the upcoming state fiscal year. Such schedule of operations shall include, but is not limited to, daily hours of operation of one-stop operators and a holiday closure schedule which adopts either the federal, state, or appropriate county holiday schedule. If the local workforce development board has a career center that is affiliated with a college or university, the college or university schedule may be adopted for those centers. The proposed schedule must be approved by the board and posted on the board's website in a prominent, easily accessible manner. The board must give prior approval to any deviations from the schedule, except in emergency or reasonably unforeseeable circumstances (e.g., an order of the president or Governor, total loss of facilities from a catastrophic natural or man-made disaster, etc.).

If emergency circumstances exist which result or could foreseeably result in a closure, the board shall ensure that DEO and the state workforce development board are informed within 48 hours of such closure or potential closure.

III. POLICIES AND PROCEDURES

a. Customer Service

Customer service is a shared value of the state workforce system and directly influences how the public perceives organizations providing service. Customer service is about learning and understanding what success means to Floridians in search of jobs, career changes, learning new skills, and finding new opportunities. Providing customers with what they need may involve reconfiguring a current service to better serve their needs.

As we work to ensure all job seekers, business customers and other stakeholders are treated with dignity and respect, it is important to recognize that individual needs are as unique and varied as the individuals themselves.

Customer service is a cornerstone of our network and our culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, openness and candor. The network's one-stop career centers strive to exceed expectations and ensure every interaction with a customer is reflective of a high-quality organization. Every experience is an opportunity to ensure a positive outcome.

b. Dress Code

The state workforce development system's mission is to assist Floridians with finding gainful employment. No individuals shall be turned away from services due to appearance, race, and/or gender. If an individual needs assistance in meeting a dress-code requirement, support services should be offered to assist the individual with finding proper attire.

c. Availability and Hours of Operation

Comprehensive one-stop career centers must be open to the public for walk-up service a minimum of eight hours a day, Monday through Friday. As is common practice across the state, local career centers may establish other service hours or services by appointment at other times to accommodate the schedules of individuals who work during regular business hours. Days and hours of operation should be clearly visible at one-stop career center locations. In addition, days and hours of operation and a holiday closure schedule, which adopts federal, state, or appropriate county holidays shall be posted on the local workforce development board's website in a prominent, easily accessible manner.

d. Importance of Comprehensive Communication

CareerSource Florida, the Department of Economic Opportunity, and all local workforce development boards within the CareerSource Florida network are responsible for communicating the Governor and state workforce development board's vision for the state's workforce system in support of the Floridians they serve. It is important that communication both externally and internally remains comprehensive and organized. Transparency and integrity are two of the most important aspects of being effective communicators. Being effective communicators for the state workforce system supports the work to lead Floridians down a path of economic prosperity to find a better career, job opportunities, or improve their skills to compete in Florida's workforce.

This policy applies to CareerSource Florida, the Department of Economic Opportunity and all 24 local workforce development boards. Local workforce development boards shall address local strategies and their policies on availability of services in their local workforce development board plans. To assist local workforce development boards, customers and stakeholders, CareerSource Florida and the Department of Economic Opportunity provide the attached resources.

IV. AUTHORITIES

[Public Law 113-128, The Workforce Innovation and Opportunity Act \(WIOA\)](#)

[20 CFR 679.500](#)

[Training and Employment Guidance Letter 04-15](#)

[Chapter 445.003 – 445.004, Florida Statutes](#)

[The Grantee-Subgrantee Agreement](#)

[CareerSource Florida Administrative Policy 93 – One-Stop Career Center Certification Requirements](#)

V. RESOURCES

CareerSource Florida and Department of Economic Opportunity Customer Service Resource

CareerSource Florida and Department of Economic Opportunity Local Workforce Development Boards and Reemployment Assistance Resource

CareerSource Florida and Department of Economic Opportunity Communications and External Affairs Strategic Resources



MEMORANDUM

DATE: August 3, 2021

TO: Local Workforce Development Board Executive Directors

FROM: Dane Eagle, Secretary, Department of Economic Opportunity and Michelle Dennard, President, CareerSource Florida

SUBJECT: Supporting Unemployed Floridians

Shortly after taking office, Governor DeSantis issued Executive Order 19-31, which set an ambitious goal for Florida to become No. 1 in the nation for workforce education by 2030. Ensuring Floridians are prepared for the workforce is critical to the future success of our state. The Governor recognizes Florida's Local Workforce Development Boards (LWDB) play a vital role in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. The purpose of this memo is to underscore the expectations of the Governor's Office, the Florida Department of Economic Opportunity (DEO), and CareerSource Florida Board of Directors as we work collectively toward achieving this important goal and vision for equitable access to exemplary workforce services and economic stability.

Additionally, on May 3, 2021, Governor DeSantis issued Executive Orders 21-101 and 21-102, which reinforced the Governor's commitment to help Floridians return to the workforce and lifted all local COVID-19 restrictions and mandates on individuals and businesses.

On May 12, 2021, DEO announced Florida's 'Return to Work' initiative focused on encouraging Floridians to return to the workforce, helping employers attract job seekers, and continuing to fuel the state's economic growth. Through the 'Return to Work' initiative, DEO encouraged Floridians who are interested in learning a new career path or need assistance looking for employment to turn to their community's LWDB for assistance. Our LWDBs are responsible for formulating, leading, and communicating the Governor's vision for the state's workforce system in support of the customers they serve.

The following attachments are to be used as a tool to enhance the customer's experience when visiting our state's LWDBs. We look forward to discussing these matters further when we meet in person on September 15, 2021. Thank you in advance for your collaboration.

Sincerely,

A handwritten signature in blue ink that reads "Michelle Dennard".

Michelle Dennard

A handwritten signature in blue ink that reads "Dane Eagle".

Dane Eagle

PURPOSE AND SCOPE

Customer service is a shared value of the state workforce system and directly influences how the public perceives our organizations. Customer service is about learning and understanding what success means to your customer. Our customers are Floridians in search of jobs, career changes, learning new skills, and finding new opportunities. As you are accustomed, providing customers with what they need could involve reconfiguring a current service to better serve their needs. Listening, knowledge, communication, availability, and patience are the foundations of customer service.

As the CareerSource Florida network consistently demonstrates, every individual should be treated with dignity and respect at all times. It is important to recognize that individual needs are as unique and varied as the individuals themselves. Treat all situations fairly. Strive to exceed expectations and ensure that every interaction with a customer is reflective of a high-quality organization. Every experience is an opportunity to ensure a positive outcome. Customer service is a cornerstone of our network and our culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, and openness and candor.

DRESS CODE

Our mission is to assist Floridians with finding gainful employment. No individuals are turned away from services due to appearance, race, and/or gender. If an individual needs assistance in meeting a dress code requirement, please offer support services to educate and assist the individual with finding proper business attire. Many local workforce development boards utilize the assistance of community partnerships or have their own wardrobe assistance programs.

AVAILABILITY AND HOURS OF OPERATION

The Department of Economic Opportunity, CareerSource Florida, and CareerSource Florida network partners are responsible for carrying out the Governor's vision for the state's workforce system in support of the customers they serve.

Our network strives to provide excellent customer services to all Floridians. Comprehensive one-stop centers must be open to the public for walk-up service a minimum of 8 hours a day, Monday through Friday. As is common practice across the state, local career centers may establish other service hours or services by appointment at other times to accommodate the schedules of individuals who work during regular business hours. Your leadership may also choose to evaluate the needs of job seekers in their regions to determine if comprehensive one-stop centers should operate during weekend hours. Days and hours of operation should be clearly visible to the public.

CONTACTS

Department of Economic Opportunity
media@deo.myflorida.com
(850) 245-7184

CareerSource Florida
vheller@careersourceflorida.com
(850) 321-6460

Local Workforce Development Boards and Reemployment Assistance



PURPOSE AND SCOPE

The state workforce development board, known as the CareerSource Florida Board of Directors, is established pursuant to Public Law 113-128, the Workforce Innovation and Opportunity Act, Title I, Section 101. Charged with assisting the Governor with state workforce policy and investments, the state workforce development board establishes and directs the vision for the state workforce system, known as the CareerSource Florida network, to align with strategic partners within workforce investment, education, and economic development systems. The CareerSource Florida network's strategic partners are those described within the federal Workforce Innovation and Opportunity Act (WIOA) and Florida Statutes. The CareerSource Florida network comprises the state workforce development board, the Florida Department of Economic Opportunity, Florida's 24 local workforce development boards, chief local elected officials, local boards of directors, and local career centers.

The state board and local workforce boards must comply with federal and state laws, set clear expectations, and provide quality customer service. The state board and local workforce development boards shall ensure the workforce investment system provides economic opportunity for everyone who wants to work, find a better job, or improve their skills to succeed.

The Florida Department of Economic Opportunity (DEO) serves as the administrative entity for state workforce programs in accordance with Chapter 20.60 and Chapter 445, Florida Statutes. DEO offers technical consultation, comprehensive infrastructure, and compliance support to the state board and CareerSource Florida in accordance with Chapter 445, Florida Statutes.

The purpose of this resource document is to facilitate coordinated support for Reemployment Assistance claimants among all associated parties listed above within the state's workforce system. Also, engaging Reemployment Assistance claimants in a wholistic approach helps to promote interest in participating in Florida's workforce programs and services. It is encouraged that the CareerSource Florida network request training directly from DEO's Bureau of Reemployment Assistance to ensure front-line staff are trained on the Reemployment Assistance program, in general, as well as training to help identify potential eligibility issues for referral to adjudication.

SUPPORTING REEMPLOYMENT ASSISTANCE CLAIMANTS:

Customer Service

Every individual should be treated with dignity and respect at all times. Therefore, it is important to recognize that individual needs are as unique and varied as the individuals themselves. Treat all situations fairly. Strive to exceed expectations and ensure that every interaction with a customer is reflective of a high-quality organization. Acknowledge that every experience is an opportunity to ensure a positive outcome. Recognize that customer service is a cornerstone of a culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, and openness and candor.

No individual should ever be turned away from services due to appearance, race, and/or gender. The role of all CareerSource Florida network partners is to serve Floridians and provide them with opportunities to find a better job, improve their skills, and enhance their livelihood.

Examples Include:

- If a claimant requires assistance beyond the LWDBs capabilities, assist the claimant in facilitating a request to DEO through the Reemployment Assistance Help Center [portal](#).
- Do not send claimants to Legislators or to a DEO facility.
- If an individual needs assistance in meeting the dress code requirement, please offer support services to educate and assist the individual with finding proper business attire. Reemployment Assistance claimants should not be turned away for dress code violations.
- Clearly advertise customer service hours of availability.

General Assistance

Per the state of Florida's Workforce Innovation and Opportunity Act Unified Plan, local workforce development boards shall provide the following assistance for Reemployment Assistance claimants:

- Provide Reemployment Assistance educational resources, such as general information and frequently asked questions, on their websites and in their career centers.
- Provide technological equipment, such as computers, printers, and scanners, for Reemployment Assistance claimants to use to enable them to file their Reemployment Assistance application.
- Assist claimants with general computer and RA application questions.
- Utilize the information in Employ Florida to match a claimant with a job.
- Reemployment Assistance claimants can complete an online skills assessment, which measures the claimant's skills, abilities, and career aptitude. The CareerSource Florida network can use the results obtained from the skills assessment to provide a customized and tiered level of service.
- The CareerSource Florida network must accept claimant information and help individuals file a claim for Reemployment Assistance. This includes uploading documentation and completing forms in the Reemployment Assistance Help Center or CONNECT benefits system where no discretion is required to determine the information to be entered.

Reemployment Services and Eligibility Assessment (RESEA)

- The RESEA program addresses reemployment needs of Reemployment Assistance claimants most likely to exhaust benefits and transitioning veterans receiving unemployment for ex-service members (UCX).
- The RESEA program provides specific intensive services to these populations and helps detect and prevent erroneous Unemployment Insurance (UI) payments.
- The RESEA program uses a one-on-one intensive appointment process.
- Consistent with section 443.091, Florida Statutes, failure to appear as directed for reemployment services at the appointed career center may affect a participant's eligibility for benefits and services.

CONTACTS

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Communications and External Affairs

Strategic Resources



PURPOSE AND SCOPE

Florida's state and local workforce boards must set clear expectations, provide quality customer service, and ensure compliance with federal and state laws. State and local workforce development boards ensure Florida's workforce system provides economic opportunity for everyone who wants to work, find a better job, or improve their skills to succeed.

The state workforce development board, known as the CareerSource Florida Board of Directors, is charged with assisting the Governor with state workforce policy and investments. The state workforce development board establishes and directs the vision for the state workforce system, known as the CareerSource Florida network, to align with strategic partners within workforce investment, education, and economic development systems. The CareerSource Florida network comprises the state workforce development board, the Florida Department of Economic Opportunity, Florida's local workforce development boards, and chief local elected officials.

The Florida Department of Economic Opportunity serves as the administrative entity for state workforce programs in accordance with Chapter 20.60 and Chapter 445, Florida Statutes. The department offers technical consultation, comprehensive infrastructure, and compliance support to the state board and CareerSource Florida in accordance with Chapter 445, Florida Statutes.

This document provides helpful resources available to assist you in your communications planning.

IMPORTANCE OF COMPREHENSIVE COMMUNICATION

The Department of Economic Opportunity, CareerSource Florida, and all local workforce development boards within the CareerSource Florida network are responsible for communicating the Governor's vision for the state's workforce system in support of the Floridians they serve. It is important that communication both externally and internally remains comprehensive and organized. Being effective communicators for the state's workforce system leads Floridians down a path of economic prosperity to find a better career, job opportunities, or improve their skills to compete in Florida's workforce. Transparency and integrity are two of the most important aspects of being effective communicators. Our teams should be transparent with our stakeholders, customers, and with the public at all times.

In order to enhance communication and collaboration with all stakeholders, DEO, along with CareerSource Florida, will host a monthly call with local Workforce Development Board Communication liaisons. DEO and CareerSource Florida will have a weekly meeting to discuss communication efforts throughout the state and among Local Workforce Development Boards. Urgent inquiries will be coordinated immediately.

Please use the following recommendations to enhance communication, customer service, and accountability.

MEDIA RELATIONS

- Utilize messages shared by the Florida Department of Economic Opportunity and CareerSource in your local area. It is important that messaging is consistent, accurate, and timely.

- Notify CareerSource Florida as soon as possible of potential sensitive media coverage. Such notification can be particularly important if follow-up inquiries are made with other local workforce development boards to ensure a coordinated and consistent response.
- Media inquiries of significance and/or of a sensitive nature should be shared as soon as possible with the CareerSource Florida communication's team.
- If media inquiries have the potential to be of a sensitive nature, coordinate interviews, social media "live" events, podcasts or any other interaction with the communication director within CareerSource Florida. To be most helpful, please provide the name of the person calling, the media organization and, if available, the anticipated time of release of information in print or broadcast.
- Avoid speculation when responding to a reporter's question for which you do not have an answer, and rather than "no comment," offer to get back to the reporter once information is available.
- Remember that in responding to the media, you can be seen as representing and speaking for the state of Florida. Personal opinions should be avoided.
- Contact the CareerSource Florida's communication team if you receive media inquiries about legal issues, personnel issues, questions that involve integrity, such as ethics or issues that may result in harm to others, or a crisis or emergency.

SOCIAL MEDIA

Please follow these recommendations when communicating on any social media platform.

- Never reveal classified or sensitive information about your organization, partners, clients, or clients.
- Do not post information about customers, which could lead to such individuals being identified, without their expressed permission.
- Always respect the laws regarding brand, privacy, trademark, copyright, fair use, and trade secrets. If promoting, endorsing or speaking favorably about any agency or services, you must coordinate the messaging with the other agency.
- Use good judgment when posting on social media. Once you share, you can never retract your statement, so think about how they may be perceived by others.
- Do not post anything that could be viewed as malicious, libelous, obscene, abusive, threatening, or intimidating.
- If you make a mistake, quickly admit it. Be upfront and act with urgency to fix your mistake.
- Contact CareerSource Florida's or DEO's communication teams if you encounter negative comments about DEO or another CareerSource Florida network partner's products or services, or threats of any kind.

Your state level communications teams are here to assist you. If you have questions about messaging or best practices, please let us know how we can help.

COMMUNICATION CONTACTS

Department of Economic Opportunity

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(850) 245-7184

CareerSource Florida

vheller@careersourceflorida.com

(850) 321-6460

Approved _____
Disapproved _____

Action Item 2

CAREERSOURCE FLORIDA BOARD APPOINTMENT OF FLORIDA CREDENTIALS REVIEW COMMITTEE MEMBERS

Created by House Bill 1507 and signed into law by Governor Ron DeSantis, the Reimagining Education and Career Help (REACH) Act addresses the evolving needs of Florida's economy by increasing the level of collaboration and cooperation among state businesses and education communities while improving training within and equity and access to a more integrated workforce and education system for all Floridians. The REACH Act, which amends Chapter 445.004, Florida Statutes, took effect July 1, 2021.

Pursuant to Chapter 445.004(4)(h)(1), the state workforce board shall appoint a Florida Credentials Review Committee to identify nondegree credentials and degree credentials of value for approval by the state board and inclusion in a Master Credentials List. Such credentials must include registered apprenticeship programs, industry certifications, licenses, advanced technical certificates, college credit certificates, career certificates, applied technology diplomas, associate degrees, baccalaureate degrees and graduate degrees.

The membership of the Credentials Review Committee is designated by statute. The Credentials Review Committee must include:

- The Chancellor of the Florida Department of Education Division of Public Schools
- The Chancellor of the Florida Department of Education Division of Career and Adult Education
- The Chancellor of the Florida College System
- The Chancellor of the State University System
- The director of the Office of Reimagining Education and Career Help (REACH)

Additionally, members representing the following entities or organizations shall be appointed by the CareerSource Florida Board of Directors or its Executive Committee acting on the board's behalf from a list of qualified, representative and appropriate nominees and volunteers:

- Four members from local workforce development boards, with equal representation from urban and rural regions
- Two members from non-public postsecondary institutions
- Two members from industry associations

- Two members from Florida-based businesses
- Two members from the Florida Department of Economic Opportunity
- One member from the Department of Agriculture and Consumer Services

CareerSource Florida solicits nominees for the committee from the Executive Office of the Governor; the REACH Office; the CareerSource Florida Board of Directors; the Florida Department of Economic Opportunity; local workforce development boards; the Florida Department of Education, including the Divisions of Public Schools and Career and Adult Education; the Florida College System; the State University System; independent education organizations; the Florida Department of Agriculture and Consumer Services; industry associations; and Florida businesses.

Membership from local workforce development boards, non-public postsecondary institutions, industry associations and Florida-based businesses represent diverse geographic areas of the state including urban, rural and suburban areas.

The members of the Credentials Review Committee shall serve for two years. Qualified members of the Credentials Review Committee may be reappointed by CareerSource Florida or its Executive Committee.

The Credentials Review Committee will act as an advisory committee or similar group created by the state workforce development board.

At its August 26, 2021, meeting the CareerSource Florida Board of Directors Executive Committee appointed 16 members of the Credentials Review Committee and further approved a term of two years for committee members. The board is asked to consider the appointment of two additional members to meet the statutory requirements. The two additional members are:

- Hugh Campbell, President, AC4S Technologies — Florida-based business
- Debbie Magruder, Chief Administrative Officer and Chief Financial Officer, Full Sail University — Non-public secondary education institution

FOR CONSIDERATION

- **Approve and appoint the remaining membership of the Credentials Review Committee.**

ATTACHMENTS

- **Credentials Review Committee Nominees' Bios**

Florida Credentials Review Committee

Nominees

Hugh Campbell



Hugh Campbell is president of AC4S Technologies, a hybrid cloud solutions provider that helps companies with tech support, cloud migration, cybersecurity and intelligent building systems.

Prior to his current role, Mr. Campbell cofounded and was president of AC4S, an award-winning professional services company. Before AC4S, he served as vice president of engineering for Accelacom, Inc., a high-speed internet company. He was previously director of engineering for Intermedia Communications.

Mr. Campbell is a graduate of the U.S. Military Academy at West Point and earned a master's degree from Golden Gate University. He lives in Tampa.

**Florida-based Business Representative*

Debbie Magruder



Debbie Magruder is chief administrative officer and chief financial officer of Full Sail University. Ms. Magruder directs the administrative, financial, human resources and compliance departments. In this role, she oversees the accounting department including all financial reporting and modeling, compliance and regulatory matters, and the human resources department. Ms. Magruder manages the university's corporate insurance and employee benefits.

Ms. Magruder completed the Leadership Stetson University program, was recognized with the Administrator of the Year award by the Florida Association of Postsecondary Schools and Colleges, was nominated for the Girl Scouts of Citrus Council Women of Distinction award and most recently was awarded the Distinguished Volunteer of the Year from the Accrediting Commission of Career Schools and Colleges.

Ms. Magruder earned a bachelor's degree from Stetson University and is a certified public accountant. She lives in Winter Park.

**Non-public Secondary Education Institution Representative*



FLORIDA POCKET CARD
 Florida Department of Economic Opportunity
 Bureau of Workforce Statistics and Economic Research
 August 20, 2021 Release Date
 July 2021 Data
www.employflorida.com

Ron DeSantis
Governor

Dane Eagle
Secretary

Unemployment Rates (%)

(seasonally adjusted)

	July 2021	June 2021	July 2020
United States	5.4	5.9	10.2
Florida	5.1	5.0	11.5

Unemployment

United States	8,702,000	9,484,000	16,308,000
Florida	530,000	524,000	1,167,000

Unemployment Rates (%)

(not seasonally adjusted)

by Metropolitan Statistical Area and Metropolitan Division

United States	5.7	6.1	10.5
Florida	5.1	5.7	11.9
Cape Coral-Fort Myers MSA	4.8	5.3	10.8
Crestview-Fort Walton Beach-Destin MSA	4.0	4.4	7.1
Deltona-Daytona Beach-Ormond Beach MSA	5.2	5.8	10.8
Gainesville MSA	4.5	4.9	8.1
Homosassa Springs MSA	6.5	7.2	11.7
Jacksonville MSA	4.5	5.0	9.1
Lakeland-Winter Haven MSA	6.0	6.6	13.4
Miami-Fort Lauderdale-West Palm Beach MSA	5.6	6.2	13.8
Fort Lauderdale-Pompano Beach-Deerfield Beach MD	5.1	5.8	13.6
Miami-Miami Beach-Kendall MD	6.5	7.1	15.2
West Palm Beach-Boca Raton-Delray Beach MD	4.8	5.4	11.5
Naples-Immokalee-Marco Island MSA	4.4	4.7	10.5
North Port-Sarasota-Bradenton MSA	4.5	5.0	9.6
Ocala MSA	5.5	6.2	10.1
Orlando-Kissimmee-Sanford MSA	5.3	6.0	15.6
Palm Bay-Melbourne-Titusville MSA	4.4	5.0	9.4
Panama City MSA	4.3	4.9	7.8
Pensacola-Ferry Pass-Brent MSA	4.8	5.2	8.9
Port St. Lucie MSA	5.0	5.6	10.4
Punta Gorda MSA	5.1	5.7	10.3
Sebastian-Vero Beach MSA	5.4	6.0	10.7
Sebring MSA	6.8	7.5	11.5
Tallahassee MSA	5.0	5.4	9.0
Tampa-St. Petersburg-Clearwater MSA	4.7	5.2	10.6
The Villages MSA	6.5	7.2	11.0

Nonagricultural Employment by Industry

(seasonally adjusted)

	July 2021	July 2020	Level Change	Percent Change
United States	146,821,000	139,566,000	7,255,000	5.2
Florida	8,756,300	8,399,600	356,700	4.2

by Industry

Construction	571,100	558,700	12,400	2.2
Manufacturing	381,500	371,900	9,600	2.6
Trade, Transportation, and Utilities	1,790,500	1,732,500	58,000	3.3
Information	133,100	126,400	6,700	5.3
Financial Activities	610,900	588,900	22,000	3.7
Professional and Business Services	1,401,800	1,338,600	63,200	4.7
Education and Health Services	1,338,900	1,297,800	41,100	3.2
Leisure and Hospitality	1,082,500	944,700	137,800	14.6
Other Services	344,000	313,100	30,900	9.9
Total Government	1,096,400	1,119,600	-23,200	-2.1

Florida Nonagricultural Employment by Area

(not seasonally adjusted)

United States	146,470,000	139,107,000	7,363,000	5.3
Florida	8,654,600	8,252,100	402,500	4.9

by Metropolitan Statistical Area and Metropolitan Division

Cape Coral-Fort Myers MSA	268,400	258,200	10,200	4.0
Crestview-Fort Walton Beach-Destin MSA	119,000	117,600	1,400	1.2
Deltona-Daytona Beach-Ormond Beach MSA	202,200	193,900	8,300	4.3
Gainesville MSA	141,900	136,200	5,700	4.2
Homosassa Springs MSA	31,900	30,600	1,300	4.2
Jacksonville MSA	727,000	691,700	35,300	5.1
Lakeland-Winter Haven MSA	241,300	231,300	10,000	4.3
Miami-Fort Lauderdale-West Palm Beach MSA	2,578,400	2,455,600	122,800	5.0
Fort Lauderdale-Pompano Beach-Deerfield Beach MD	817,100	783,400	33,700	4.3
Miami-Miami Beach-Kendall MD	1,145,000	1,088,300	56,700	5.2
West Palm Beach-Boca Raton-Delray Beach MD	616,300	583,900	32,400	5.5
Naples-Immokalee-Marco Island MSA	149,900	142,100	7,800	5.5
North Port-Sarasota-Bradenton MSA	308,600	290,700	17,900	6.2
Ocala MSA	107,800	102,500	5,300	5.2
Orlando-Kissimmee-Sanford MSA	1,215,700	1,144,400	71,300	6.2
Palm Bay-Melbourne-Titusville MSA	231,300	221,500	9,800	4.4
Panama City MSA	81,700	78,800	2,900	3.7
Pensacola-Ferry Pass-Brent MSA	185,600	180,000	5,600	3.1
Port St. Lucie MSA	157,000	147,900	9,100	6.2
Punta Gorda MSA	48,400	46,800	1,600	3.4
Sebastian-Vero Beach MSA	52,900	50,100	2,800	5.6
Sebring MSA	24,800	23,900	900	3.8
Tallahassee MSA	176,300	172,600	3,700	2.1
Tampa-St. Petersburg-Clearwater MSA	1,381,700	1,310,700	71,000	5.4
The Villages MSA	30,600	30,500	100	0.3

Source: U.S. Department of Labor, Bureau of Statistics, in cooperation with the Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

Every day, the CareerSource Florida network helps businesses find talent and Floridians find jobs or advance in a career. The following is a snapshot of services provided and outcomes achieved in the most recent program year.

JOB SEEKER SERVICES AND OUTCOMES



96,293

Floridians assisted, now employed



\$2.6B

Employed Floridians' annual wages following our assistance



82.8%

Job seekers with employment barriers still employed one year following our assistance



\$33,542

Median annual salary for adult job seekers with employment barriers, now employed following our assistance



80.5%

At-risk youth who obtained an industry-recognized credential within a year following our assistance

The state workforce system is funded through two federal laws – the Workforce Innovation and Opportunity Act and the Wagner-Peyser Act.

The Workforce Innovation and Opportunity Act provides career services to people who face significant challenges to finding employment, including people who are:

- low income
- deficient in basic skills
- on public assistance
- previously incarcerated
- military veterans
- at-risk youth ages 16-24

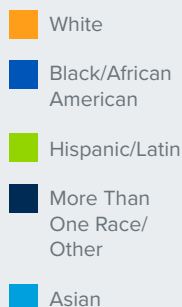
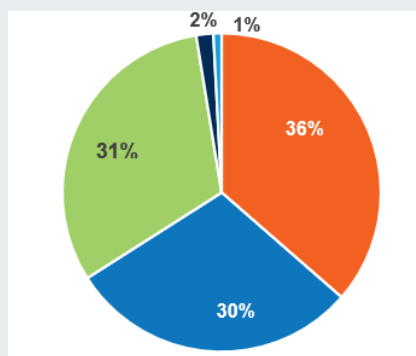
“With CareerSource Gulf Coast, I found a way out of the spiral that I was in where I wasn't going anywhere with my life.

– Theron Green, Welder

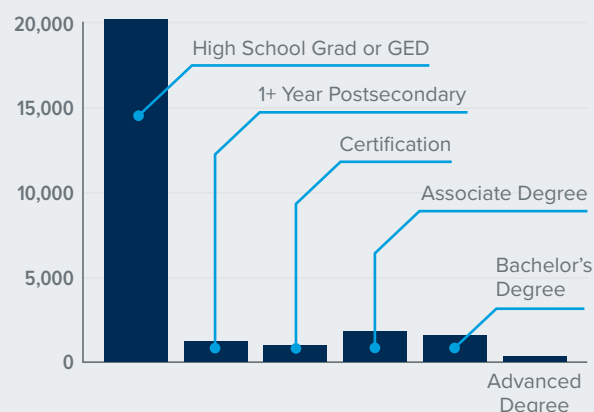
THE WIOA ADULT PROGRAM

28,694 CUSTOMERS SERVED

59% WOMEN, 41% MEN



EDUCATION LEVEL

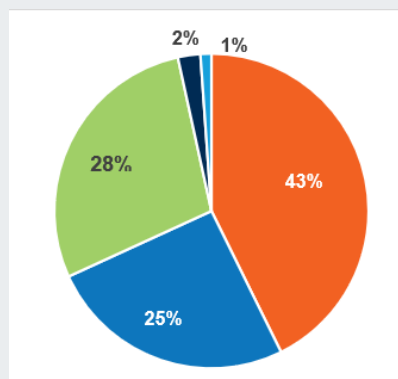


The Wagner-Peyser Act funds standard career services, such as resume assistance, workforce and labor market information, referrals to job openings, and referrals to partner programs for ALL job seekers.

THE WAGNER-PEYSER ACT PROGRAM

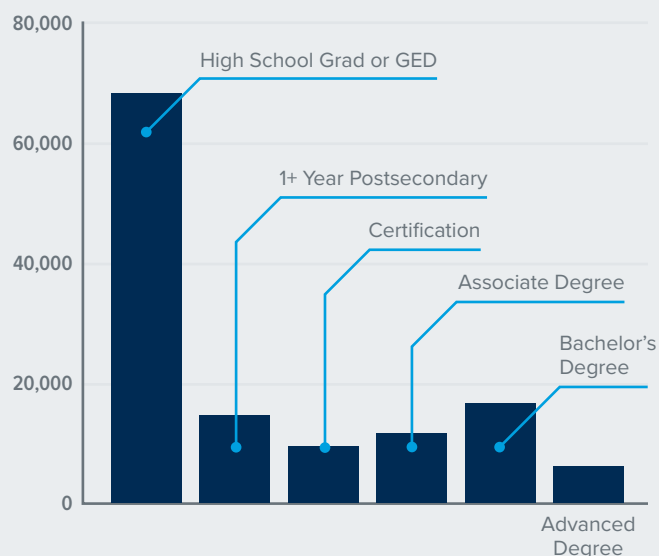
142,604 CUSTOMERS SERVED

54% WOMEN, 46% MEN



■ White
■ Black/African American
■ Hispanic/Latin
■ More Than One Race/Other
■ Asian

EDUCATION LEVEL



BUSINESS SERVICES AND OUTCOMES

The CareerSource Florida network supports Florida businesses through recruiting, hiring and training assistance, including grant funding.



**53,734
BUSINESSES
SERVED**

Healthcare: **4,336** | Manufacturing: **4,760**

“Programs that we’ve done with CareerSource Northeast Florida take entry-level employees, elevate them through education, through training plans, and change their lives.”

– Scott Brown, RN, BSN, Nurse Educator,
Memorial Hospital Jacksonville

\$8.4M in Quick Response Training grants awarded to **16 businesses**

 **3,071 trainees**

\$5.9M in Incumbent Worker Training grants awarded to **122 businesses**

 **4,340 trainees**

Information Items



New Board Member Bios

Allison Flanagan



Allison Flanagan is the director of the Division of Vocational Rehabilitation at the Florida Department of Education. Ms. Flanagan leads the division to assist individuals with disabilities in obtaining, maintaining and advancing in their careers and vocational goals.

Her career includes more than 27 years in the public vocational rehabilitation program as a rehabilitation counselor, vocational rehabilitation administrator and director in Kentucky before joining the Florida Vocational Rehabilitation agency. She is the immediate past president of the Council of State Administrators of Vocational Rehabilitation.

Ms. Flanagan completed her bachelor's degree in Psychology from Eastern Kentucky University and her Master's in Rehabilitation Counseling from the University of Kentucky where she was an instructor for 15 years.

Shevaun Harris



Shevaun Harris joined the Department of Children and Families as the secretary in February 2021 after nearly two decades at the Agency for Health Care Administration.

Prior to joining DCF, Ms. Harris was responsible for administering the Florida Medicaid program and regulated more than 40,000 health care facilities in the state. Ms. Harris held positions in the health and human services field, providing services to children and adults diagnosed with HIV/AIDS and children receiving services in an inpatient psychiatric program. During her tenure at AHCA, Ms. Harris led the development and maintenance of all policies for

Medicaid services, including those focused on children with special health care needs, Medicaid eligibility, long-term care, and behavioral health. She has overseen implementation of the agency's quality improvement initiatives with particular focus on perinatal and behavioral health outcomes.

Ms. Harris is an innovator – most recently, spearheading the development of the state's Canadian Prescription Drug Importation program. She has led several major implementations and served as the lead negotiator for multi-billion dollar contracts under the Statewide Medicaid Managed Care program. This includes contracts with specialty plans that serve the child welfare population and individuals with serious mental illness. During her time as acting secretary, Ms. Harris led the agency's COVID-19 efforts in partnership with other state agencies and essential health care providers.

She received her bachelor's degree in psychology, a master's degree in social work from Florida State University and a master's degree in business administration from Quinnipiac University.

Speakers' Bios

Brian Bauer



Brian Bauer is president and CEO of CareerSource Research Coast. With nearly 20 years of experience in workforce development, Mr. Bauer also dedicates his time to a number of workforce and economic development organizations in the community. He is a graduate of the St. Lucie County Chamber of Commerce Foundation Leadership St. Lucie program.

Mr. Bauer received a bachelor's degree from Bradley University and is a graduate of the Computer Network Administration Program from Keiser University. He holds several certifications including Microsoft certified professional, CompTIA A+ and CompTIA Network+.

Kim Bodine



Kimberly Bodine is executive director of CareerSource Gulf Coast. Ms. Bodine has nearly 30 years of experience implementing and managing workforce programs. Under her leadership, more than 30,000 individuals have completed training through workforce programs in her local area. Ms. Bodine oversees the administration of 45 funding streams and programs with budgets of more than \$13 million annually.

She is active in workforce and economic development organizations as well as area chambers of commerce and efforts for youth from pre-birth to career. Ms. Bodine especially enjoys her work with education partners and at-risk youth programs. She is an advocate for career and technical education programs and programs that promote the success of young adults. Ms. Bodine is the 2018 recipient of the Toni Jennings Workforce Development Professional of the Year award from the Florida Economic Development Council.

She holds a bachelor's degree from Florida State University and a master's degree the University of West Florida.

Stacy Campbell-Domineck



Stacy Campbell-Domineck serves as president and CEO of CareerSource Polk. In this role, Ms. Campbell-Domineck leads a workforce system consisting of two full-service career centers, a mobile unit, an administrative office and an employer services division. She has served the organization for nearly 20 years in a variety of roles including assistant director, program director and her current role.

Ms. Campbell-Domineck takes seriously the responsibility of improving Polk County's workforce through continuous improvement in skills development and leadership management. Prior to joining CareerSource Polk, she served in leadership positions at the University of Florida and Florida Southern College.

Ms. Campbell-Domineck holds bachelor's and master's degrees from Mississippi State University. She is a certified Senior Professional in Human Resources, a certified Florida and National Workforce Development Professional and a Job and Career Transition Coach.

Katie Crofoot



Katie Crofoot is director of the Executive Office of the Governor's Office of Reimagining Education and Career Help (REACH). The REACH Office facilitates alignment and coordination of entities responsible for Florida's workforce development system.

Prior to joining the REACH office, Ms. Crofoot held various positions at the Florida Department of Children and Families, the Florida Department of Economic Opportunity, and the Florida House of Representatives.

She earned her bachelor's degree from the University of Florida and a master's degree from Florida State University.

Julia Dattolo



Julia Dattolo is president and CEO of CareerSource Palm Beach County. Ms. Dattolo originally joined the organization as the healthcare partnerships and veteran services manager.

She began her career as a U.S. Navy direct commission ensign upon graduation from the University of New Hampshire. She was a member of the Naval Rapid Deployable Medical Force and a critical care clinical nurse specialist working concurrently in hospitals in the location of her duty stations. Ms. Dattolo served as a nurse corps officer for 22 years before retiring as the commanding officer of the Naval Hospital Jacksonville Detachment Unit, Naval Operational Support Center in West Palm Beach. After her naval career, Ms. Dattolo began a civilian career managing the Veterans Employment unit at CareerSource Palm Beach County.

She earned a master's degree from the University of California, Los Angeles.

Dane Eagle



Dane Eagle serves as secretary of the Florida Department of Economic Opportunity. Secretary Eagle has been a commercial real estate broker for nearly two decades, providing strategic advice and execution for property leasing and sales, along with investment strategy and consulting in the Southwest Florida commercial real estate marketplace. He represented Southwest Florida in the Florida House of Representatives from 2012-2020. During his tenure in the Florida House, Secretary Eagle served as Chairman of the House Energy and Utilities Subcommittee from 2014-2016 and the House Majority Whip from 2016-2019. From 2018-2020, he served as the House Majority Leader.

Before being elected to the Florida House of Representatives, he served as deputy chief of staff to the governor from 2008-2009. Secretary Eagle earned a bachelor's degree from the University of Florida.

Lloyd Gregg



Lloyd Gregg is the vice president of spaceflight support services for ASRC Federal. Mr. Gregg is responsible for providing ASRC Federal's resources to manufacture spacecraft components, provide avionics lab design and development, fabricate and install vehicle thermal systems, and support mission operations and ground operations while promoting operability innovations into the design and development process of the Orion Vehicle Program.

He has more than 35 years of experience in systems engineering, human space operations and project management. Prior to joining ASRC Federal in 2012, Mr. Gregg worked with USA/Lockheed Martin in various technical and management roles. He most recently served as USA project manager for Orion.

Mr. Gregg earned a bachelor's degree from the Florida Institute of Technology and a master's degree from the University of Central Florida.

Eric Hall



Eric Hall, Ed.D., serves as senior chancellor for the Florida Department of Education. In this role, Dr. Hall focuses on leading and implementing top education priorities throughout the state. He has nearly two decades of experience serving in executive leadership with expertise in the fields of education, youth development and juvenile justice. He was previously the state superintendent of innovation for the North Carolina Department of Public Instruction.

Dr. Hall has a bachelor's degree, master's degree and doctorate in educational leadership from the University of South Florida.

Adrienne Johnston



Adrienne Johnston serves as deputy secretary of the Department of Economic Opportunity's Division of Workforce Services. Previously, Ms. Johnston served as Chief of the Bureau of Workforce Statistics and Economic Research where her extensive experience in Labor Market Information allowed her to lead the Workforce Statistics and Economic Research team to deliver quality data analysis, informative data visualizations and applied research to better serve the agency and stakeholders across the state. During her tenure in the bureau, Ms. Johnston expanded the role of Workforce Statistics and Economic Research to provide effective analytics for the entire agency.

Prior to joining DEO, Ms. Johnston served as project manager for Evergreen Solutions where she analyzed local labor markets and developed custom compensation and benefits plans for community colleges and local government organizations. Previously, she served as Labor Market Research Director for Brandt Information Services where she expanded the service portfolio of the unit beyond data collection to include data visualization tools, survey design and data analysis.

Ms. Johnston holds a master's degree from Florida State University.

Ed Mango



Ed Mango is a professor/instructor at Eastern Florida State College. Mr. Mango teaches aerospace, electrical and structural systems. He is a member of the International Space Safety Foundation at which he serves as vice president for research and education.

Mr. Mango served at NASA and the U.S. Air Force for more than 34 years. He retired in 2016 after leading the ground application software project for Orion and SLS processing and launch. Mr. Mango served as the first program manager for the Commercial Crew Program, NASA's multi-billion-dollar effort to develop the next capability for crew transportation to and from the International Space Station. In 2009, he served as the Launch Director for Ares I-X, the Constellation Program's first and only flight test. For more than 25 years, Mr. Mango supported the space shuttle program, including five years as the deputy manager for the Shuttle Orbiter Project Office. There, he was responsible for directing the development, production, test and supportability of the space shuttle fleet in a \$750 million annual effort.

Mr. Mango earned a bachelor's degree from Parks College of Saint Louis University and master's degree from the University of Central Florida.

Marci Murphy



Marci Murphy is president of CareerSource Brevard. Ms. Murphy is responsible for all areas of management and an operating budget of as much as \$12 million. Prior to her current position, she has served the organization in several roles including vice president of operation and youth program coordinator.

Ms. Murphy's leadership, technical direction, performance oversight and long-range planning supports CareerSource Brevard's three career centers with a demand-driven, solutions-based business service model. She leads the organization in solving Brevard's workforce challenges by directing sector strategy initiatives in the aerospace/aviation, healthcare, construction and IT industries on local and regional levels. She has been an integral part of the organization's success with community and industry outreach and currently serves on the Workforce Development Council of the U.S. Conference of Mayors.

Ms. Murphy holds a bachelor's degree from Eastern Illinois University and is a 2007 graduate of LEAD Brevard.

Pam Nabors



Pamela Nabors is president and CEO of CareerSource Central Florida. With more than three decades of strategic and innovative leadership experience in workforce development, Ms. Nabors leads the second-largest regional workforce board in Florida in a five-county region. She oversees a budget of more than \$42.5 million and a staff of nearly 250. In the 2019-2020 fiscal year, the organization served record numbers – nearly 80,000 career seekers and 4,000 businesses – affected by the coronavirus pandemic.

Ms. Nabors serves as first vice president of the U.S. Conference of Mayors Workforce Development Council. She received the Certified Workforce Development Professional credential with a management endorsement from the National Association of Workforce Development Professionals.

She holds a bachelor's degree from the State University of New York College in Buffalo and a master's Degree from the Florida Institute of Technology.

Florida Credentials Review Committee

Timothy Beard, Ph.D.



Timothy L. Beard, Ph.D., serves as president of Pasco-Hernando State College. Dr. Beard previously served as Pasco-Hernando State College's Vice President of Student Development and Enrollment Management.

Before joining Pasco-Hernando State College, Dr. Beard spent numerous years working for educational institutions including the University of South Alabama and Florida A&M University. He is a member of the CareerSource Pasco Hernando Board of Directors.

Dr. Beard earned his doctoral degree in rehabilitation counseling with a special emphasis in higher education administration from Florida State University. He also holds bachelor's and master's degrees from Florida State University. He lives in Spring Hill.

**Local Workforce Development Board Representative (Urban)*

Michael Biskie



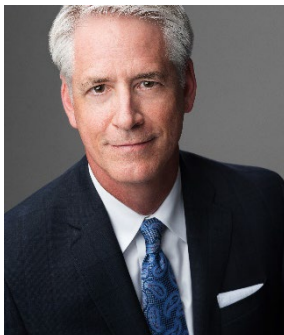
Michael Biskie serves as human resources director for B&I Contractors, a premier mechanical contractor. Mr. Biskie has nearly 30 years of experience working in human resources.

He served for more than 26 years in the U.S. Navy and retired from the Navy Reserve in 2007.

Mr. Biskie serves on the CareerSource Southwest Florida Board of Directors. He previously served as chair of the CareerSource Citrus Levy Marion Board of Directors and vice chair of the National Association of Workforce Boards. He lives in Cape Coral.

**Local Workforce Development Board Representative (Rural)*

Robert Boyd, Esq.



Robert Boyd, Esq., is president and CEO of the Independent Colleges and Universities of Florida (ICUF) and executive director of the Higher Educational Facilities Financing Authority (HEFFA), the statewide bonding authority for non-profit, independent Florida institutions created in statute in 2001. ICUF is an association of 30 four-year, private, non-profit colleges and universities in Florida.

Before becoming ICUF's president, Mr. Boyd served as general counsel for the organization since 1995. Mr. Boyd is the first ICUF president to have graduated from an ICUF institution, Rollins College. Prior to becoming the president of his long-time client, ICUF, Mr. Boyd was a successful attorney and lobbyist practicing primarily in the areas of governmental affairs,

Florida Credentials Review Committee

education, aviation, underground storage tanks, and administrative law. He remains AV Rated by Martindale-Hubbell.

Mr. Boyd holds a bachelor's degree from Rollins College and a doctorate from Florida State University. He lives in Tallahassee.

**Non-public Postsecondary Institution Representative*

Kevin Carr



Kevin Carr is CEO of FloridaMakes. Mr. Carr has dedicated most of his career to enhancing the nation's manufacturing sector with a focus on improving the competitiveness and profitability of small and medium-size manufacturers. Prior to joining FloridaMakes, Mr. Carr led the National Institute of Standards and Technology's Hollings Manufacturing Extension Partnership.

Under his leadership with state and federal policymakers, he has worked to increase manufacturers' access to appropriate advanced manufacturing technology and resources through federal labs and centers of excellence and has challenged the Manufacturing Extension Partnership system to cultivate best practices, best-in-class services, and increased use of existing public and private resources to improve the foundation and future of American manufacturing.

He has been recognized as one of Florida Trend's most influential Floridians and as a finalist for the Service to America for Business and Commerce and Harvard's Innovations in American Government Award. He was awarded the U.S. Department of Commerce Gold Medal for building Manufacturing Extension Partnership's national system and was recently inducted into the National Institute of Standards and Technology's Gallery of Distinguished Scientists, Engineers and Administrators.

Mr. Carr studied electronics engineering at Widener University and technology management at the University of Maryland. He lives in Sanford.

**Industry Association Representative*

Marshall Criser III



Marshall Criser serves as chancellor of the State University System of Florida.

Chancellor Criser is the former president of AT&T Florida and a longtime education leader in the state. He served on Florida's Higher Education Coordinating Council, including serving as vice-chair and co-chair, a role he began as the Florida House Speaker's inaugural appointee as a representative of the business community and continued to serve in as chancellor.

Florida Credentials Review Committee

Chancellor Criser earned a bachelor's degree from the University of Florida and completed an Advanced Management Programme at INSEAD in Fontainebleau, France. He lives in Tallahassee.

**Chancellor of the State University System*

Katie Crofoot



Katie Crofoot is director of the Executive Office of the Governor's Office of Reimagining Education and Career Help (REACH). The REACH Office facilitates alignment and coordination of entities responsible for Florida's workforce development system.

Prior to joining the REACH office, Ms. Crofoot held various positions at the Florida Department of Children and Families, the Florida Department of Economic Opportunity, and the Florida House of Representatives.

She earned her bachelor's degree from the University of Florida and a master's degree from Florida State University. She lives in Tallahassee.

**Director of the Executive Office of the Governor Office of Reimagining Education and Career Help*

Katherine Goletz



Katherine Goletz serves as the deputy director of the Florida Department of Agriculture and Consumer Services' Commissioner's External Affairs Office. In this role, she oversees the Career and Professional Education (CAPE) Act certification recommendations for the agriculture industry.

Ms. Goletz previously worked for the Florida Department of Environmental Protection as a legislative analyst for more than 15 years. She earned a bachelor's degree from Florida State University.

Ms. Goletz lives in Tallahassee.

**Florida Department of Agriculture and Consumer Services Representative*

Florida Credentials Review Committee

Lloyd Gregg



Lloyd Gregg is the vice president of spaceflight support services for ASRC Federal. Mr. Gregg is responsible for providing ASRC Federal's resources to manufacture spacecraft components, provide avionics lab design and development, fabricate and install vehicle thermal systems, and support mission operations and ground operations while promoting operability innovations into the design and development process of the Orion Vehicle Program.

He has more than 35 years of experience in systems engineering, human space operations and project management. Prior to joining ASRC Federal in 2012, Mr. Gregg worked with USA/Lockheed Martin in various technical and management roles. He most recently served as USA project manager for Orion.

Mr. Gregg earned a bachelor's degree from the Florida Institute of Technology and a master's degree from the University of Central Florida. He lives in Merritt Island.

**Local Workforce Development Board Representative (Urban)*

Jennifer Grove



Jennifer Grove is vice president of external relations at Baptist Health Care. Baptist Health Care includes three hospitals, four medical parks, Andrews Institute for Orthopedic and Sports Medicine and a large network of primary care and specialty physicians and is a proud member of the Mayo Clinic Care Network. With more than 4,000 team members, Baptist Health Care is one of the largest non-governmental employers in Northwest Florida.

Ms. Grove provides leadership for external relationships with community, government, media, philanthropic, faith-based and other organizations that are essential to the success of Baptist Health Care's vision to be the trusted partner to improve the quality of life for the communities it serves. She is responsible for the direction of corporate marketing, government relations, Baptist Health Care Foundation, Faith Health Network and Baptist's community impact efforts. Before joining Baptist Health Care in 2019, Ms. Grove worked for The Southern Company and Gulf Power for more than 25 years.

Ms. Grove holds a bachelor's degree from Birmingham-Southern College and a master's degree from Purdue University. She lives in Pensacola.

**Florida-based Business Representative*

Florida Credentials Review Committee

Kathy Hebda



Kathy Hebda serves as chancellor at the Florida Department of Education, overseeing the Florida College System. Chancellor Hebda began her educational career teaching music in Florida and Georgia's public-school systems. She came to the Florida Department of Education in 1992 and served in several roles in the Division of Public Schools, including educator certification, preparation and professional development. She was named Deputy Public Schools Chancellor for Educator Quality in 2008, providing leadership and support for school districts and higher education institutions to increase student success through continuous improvement in teaching and learning.

Before being named Chancellor of the Florida College System by Commissioner Richard Corcoran, Hebda also served as Chief of Staff for the Department of Education for Florida's previous commissioner of education, Pam Stewart.

Chancellor Hebda earned a bachelor's degree from Newberry College and a master's degree from Florida State University. She lives in Tallahassee.

**Chancellor of the Florida College System*

Diane Head



Diane Head serves as executive director of CareerSource North Florida. Ms. Head develops vision and strategy with partner organizations to create infrastructure and capacity for a resilient economy in rural North Florida.

She is a trained workforce and economic development professional with more than 15 years of immersive commitment to local and regional organizations with shared vision for the future of the area.

Ms. Head holds a bachelor's degree from the University of Florida and a master's degree from Valdosta State University. She is currently working toward her CEcD credential. She lives in Madison.

**Local Workforce Development Board Representative (Rural)*

Florida Credentials Review Committee

Adrienne Johnston



Adrienne Johnston serves as deputy secretary of the Department of Economic Opportunity's Division of Workforce Services. Previously, Ms. Johnston served as Chief of the Bureau of Workforce Statistics and Economic Research where her extensive experience in Labor Market Information allowed her to lead the Workforce Statistics and Economic Research team to deliver quality data analysis, informative data visualizations and applied research to better serve the agency and stakeholders across the state. During her tenure in the Bureau, Ms. Johnston expanded the role of Workforce Statistics and Economic Research to provide effective analytics for the entire agency.

Prior to joining DEO, Ms. Johnston served as project manager for Evergreen Solutions where she analyzed local labor markets and developed custom compensation and benefits plans for community colleges and local government organizations. Previously, she served as Labor Market Research Director for Brandt Information Services where she expanded the service portfolio of the unit beyond data collection to include data visualization tools, survey design, and data analysis.

Ms. Johnston holds a master's degree from Florida State University. She lives in Tallahassee.

**Florida Department of Economic Opportunity Representative*

Henry Mack



Henry Mack serves as chancellor at the Florida Department of Education, overseeing the Division of Career, Technical and Adult Education. Chancellor Mack is responsible for the department's workforce education programs, including overseeing the offices of apprenticeship, adult education, articulation and career education policy, and K-12 and post-secondary CTE programs and he helps lead the department's economic development initiatives.

He previously served as a visiting lecturer in the Department of Religious Studies at the University of Miami where he instructed courses in philosophical theology and topics related to science and religion. Since 2004, Chancellor Mack has held various positions at Florida International University and Broward College, where he most recently served as the Associate Vice President for Workforce Education.

Chancellor Mack has graduate degrees in philosophy and theology from the Catholic University of America. He lives in Tallahassee.

**Chancellor of the Division of Career and Adult Education*

Florida Credentials Review Committee

Jacob Oliva



Jacob Oliva currently serves as senior chancellor at the Florida Department of Education, overseeing the Division of Public Schools. Chancellor Oliva began his career as a special education teacher and, over the last 20 years, has served in a variety of positions, including principal and superintendent.

Currently, as the Division of Public Schools Senior Chancellor, he supports the teaching and learning of Florida's over 2.9 million students in approximately 3,600 public schools, promoting student achievement and closing achievement gaps. Additionally, Chancellor Oliva provides statewide leadership and communication between the Florida Department of Education and Florida's school districts.

He earned a bachelor's degree from Flagler College and his master's degree from Nova Southeastern University. He lives in Tallahassee.

**Senior Chancellor of the Division of Public Schools*

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 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.

He earned a bachelor's degree from Florida State University. Mr. Penn lives in Tallahassee.

**Florida Department of Economic Opportunity Representative*

James Taylor



James Taylor is president and CEO of the Florida Technology Council and executive director of the Florida Technology Foundation. He has nearly 30 years' experience working with Florida education institutions and government agencies.

Mr. Taylor served as the technology industry representative for Governor Ron DeSantis' Reopen Florida Taskforce and the Cybersecurity and Electromagnetic Pulse Legislative Work Group in the Florida House of Representatives. He currently sits on the Florida

Florida Credentials Review Committee

State University GAP Proposal Review Committee, the North Florida Innovation Labs Advisory Panel for Innovation Park and the Govtech CIO Academy and Digital Summit advisory boards.

Mr. Taylor is the visionary behind Florida's annual Tech Day at the Capitol™, the Florida CIO Mentorship Program, the FTC State Advisory Workgroup and is a recipient of Government Technology's National Top 25 Doers, Dreamers and Drivers Award for individuals using advancements in technology to improve state government.

He studied business at Kalamazoo Valley Community College and Michigan State University. Mr. Taylor lives in Tallahassee.

**Industry Association Representative*

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

Performance Period Ending June 30, 2021



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 U.S. 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. Performance on the WIOA Primary Indicators of Performance is reported to the U.S. Department of Labor on a quarterly basis.

In 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 third quarter.

The PY 2020-2021 fourth quarter performance is a rolling one-year calculation representing four quarters of the most recent performance data available through June 30, 2021. The tables in this 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.

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 and Wagner-Peyser:** For these programs, this indicator captures the percentage of participants who are in unsubsidized employment during the 2nd quarter after exiting the program.
- **WIOA Youth:** For this program, 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 and Wagner-Peyser:** For these programs, this indicator captures the percentage of participants who are in unsubsidized employment during the 4th quarter after exit from the program.
- **WIOA Youth:** For this program, 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, WIOA Youth and Wagner-Peyser:** 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 and 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 and 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.

**PY 2020-2021 Statewide Performance on
WIOA's Primary Indicators of Performance**

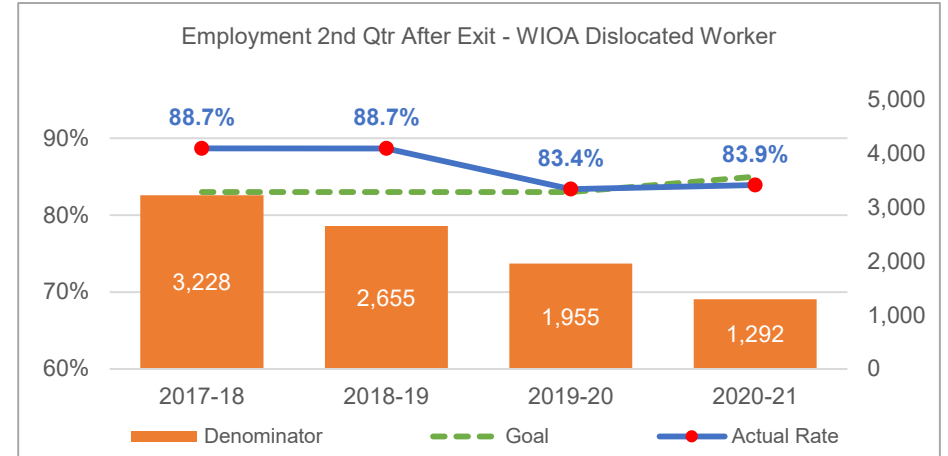
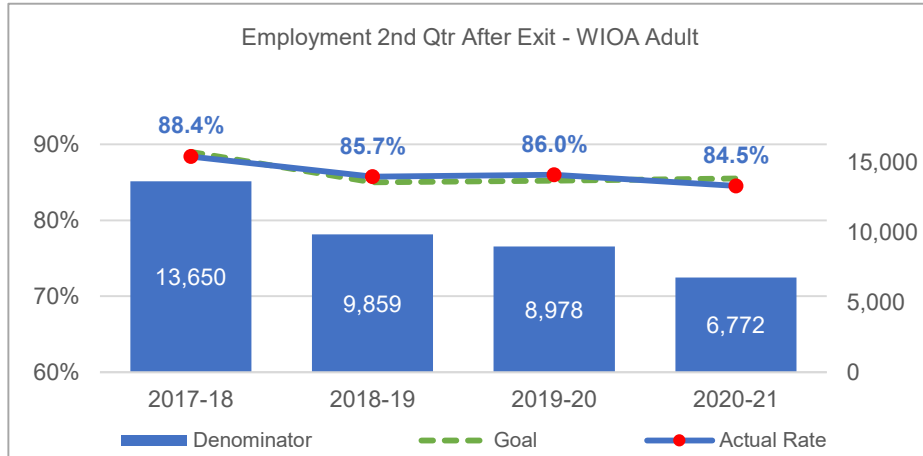
Measures	PY 2020-21 Performance	PY 2020-21 % of Performance Goal Met	PY 2020-21 Performance Goals
WIOA Adult			
Employed 2nd Qtr After Exit	84.50	98.83	85.50
Median Earnings 2nd Quarter After Exit	\$8,381	119.73	\$7,000
Employed 4th Qtr After Exit	82.80	98.57	84.00
Credential Attainment Rate	78.50	115.44	68.00
Measurable Skill Gains	80.70	171.70	47.00
WIOA Dislocated Worker			
Employed 2nd Qtr After Exit	83.90	98.71	85.00
Median Earnings 2nd Quarter After Exit	\$10,666	152.37	\$7,000
Employed 4th Qtr After Exit	76.60	96.96	79.00
Credential Attainment Rate	82.50	117.86	70.00
Measurable Skill Gains	83.20	177.02	47.00
WIOA Youth			
Employed 2nd Qtr After Exit	79.50	100.63	79.00
Median Earnings 2nd Quarter After Exit	\$3,900	121.88	\$3,200
Employed 4th Qtr After Exit	76.60	104.93	73.00
Credential Attainment Rate	80.50	105.23	76.50
Measurable Skill Gains	53.00	116.48	45.50
Wagner-Peyser			
Employed 2nd Qtr After Exit	62.30	95.85	65.00
Median Earnings 2nd Quarter After Exit	\$5,510	110.20	\$5,000
Employed 4th Qtr After Exit	62.20	96.88	64.20

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

Entered Employment Rate - 2nd Quarter After Exit

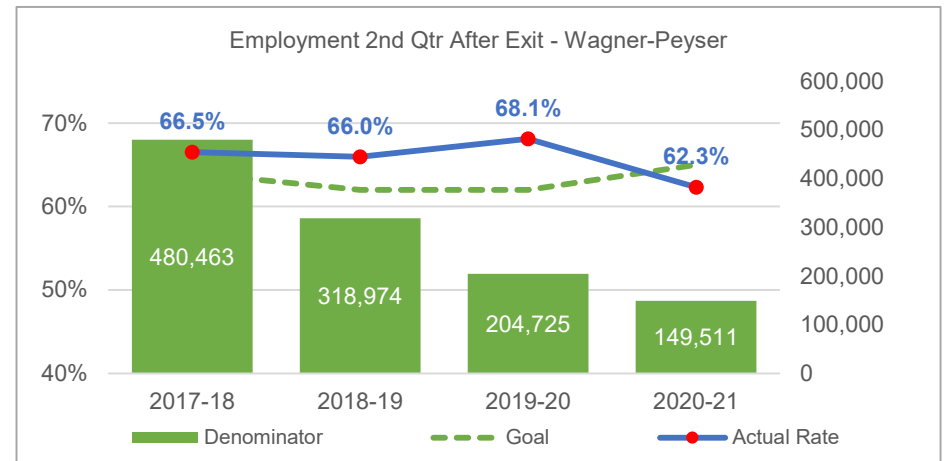
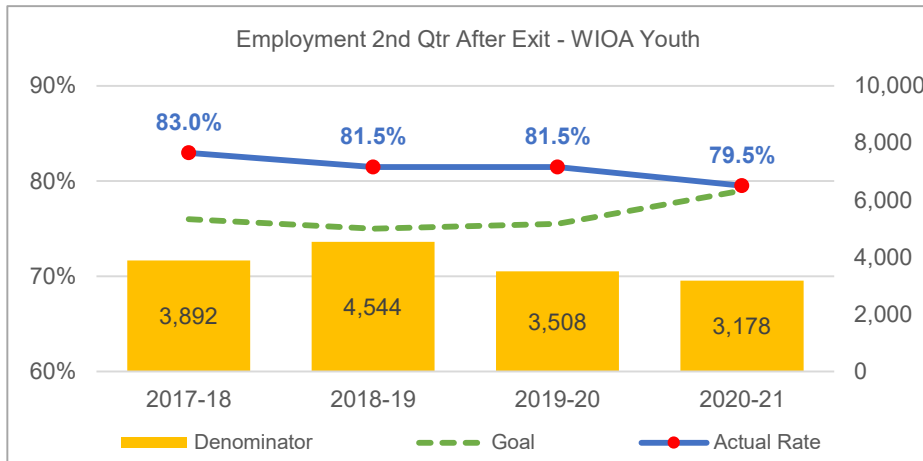
Program Year (PY) 2020-2021 Report

PY (July 1 - June 30)



PY	2017-18	2018-19	2019-20	2020-21
Numerator	12,065	8,453	7,721	5,724
Denominator	13,650	9,859	8,978	6,772
Actual Rate	88.4%	85.7%	86.0%	84.5%
Success (>=90% of Goal)	80.1%	76.5%	76.7%	77.0%

PY	2017-18	2018-19	2019-20	2020-21
Numerator	2,862	2,354	1,630	1,084
Denominator	3,228	2,655	1,955	1,292
Actual Rate	88.7%	88.7%	83.4%	83.9%
Success (>=90% of Goal)	74.7%	74.7%	74.7%	76.5%



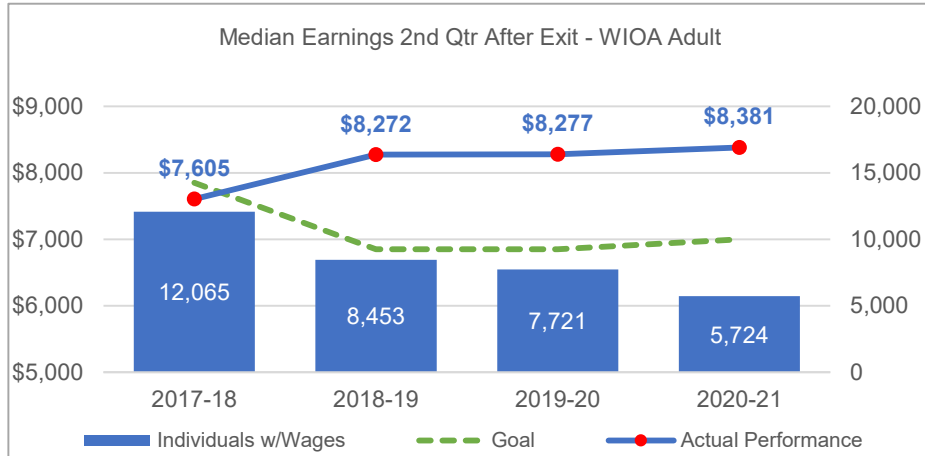
PY	2017-18	2018-19	2019-20	2020-21
Numerator	3,229	3,703	2,858	2,527
Denominator	3,892	4,544	3,508	3,178
Actual Rate	83.0%	81.5%	81.5%	79.5%
Success (>=90% of Goal)	68.4%	67.5%	68.0%	71.1%

PY	2017-18	2018-19	2019-20	2020-21
Numerator	319,687	210,397	139,458	93,177
Denominator	480,463	318,974	204,725	149,511
Actual Rate	66.5%	66.0%	68.1%	62.3%
Success (>=90% of Goal)	57.6%	55.8%	55.8%	58.5%

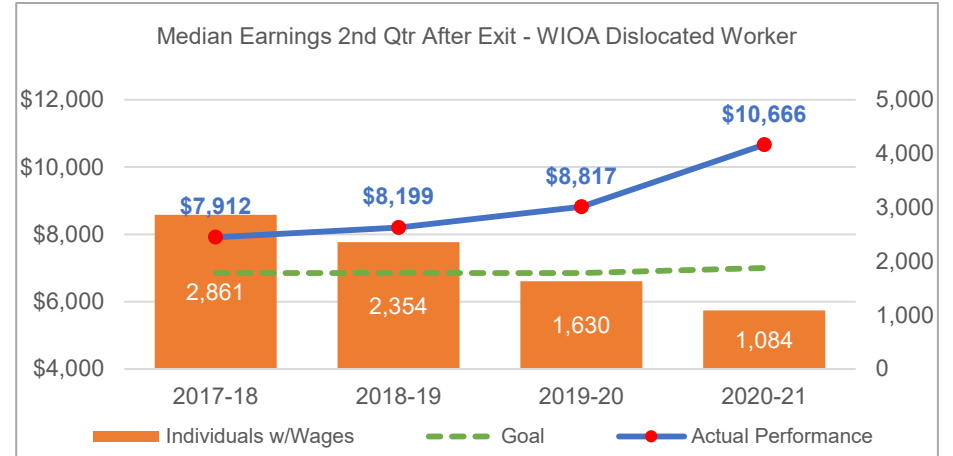
Median Earnings - 2nd Quarter After Exit

Program Year (PY) 2020-2021 Report

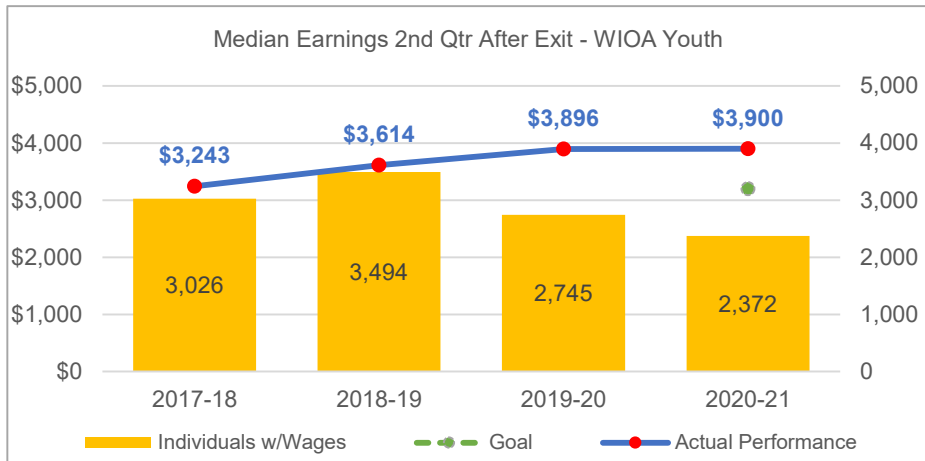
PY (July 1 - June 30)



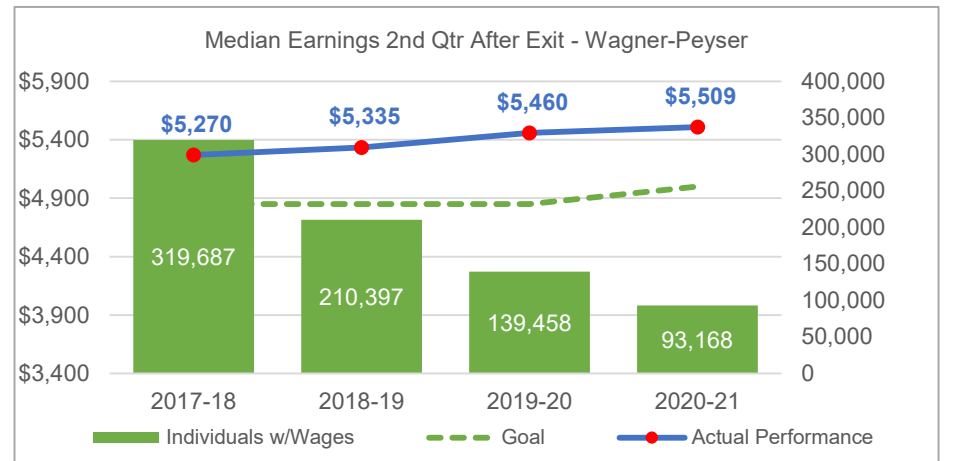
PY	2017-18	2018-19	2019-20	2020-21
Individuals with Wages	12,065	8,453	7,721	5,724
Actual Performance	\$7,065	\$6,165	\$6,165	\$6,300
Success (>=90% of Goal)	\$7,065	\$6,165	\$6,165	\$6,300



PY	2017-18	2018-19	2019-20	2020-21
Individuals with Wages	2,861	2,354	1,630	1,084
Actual Performance	\$7,912	\$8,199	\$8,817	\$10,666
Success (>=90% of Goal)	\$6,165	\$6,165	\$6,165	\$6,300



PY	2017-18	2018-19	2019-20	2020-21
Individuals with Wages	3,026	3,494	2,745	2,372
Actual Performance	\$3,243	\$3,614	\$3,896	\$3,900
Success (>=90% of Goal) *	N/A	N/A	N/A	\$2,880



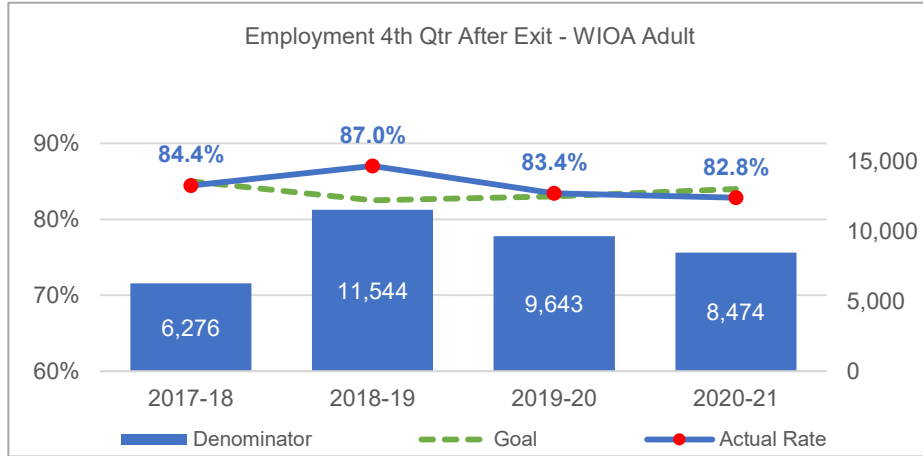
PY	2017-18	2018-19	2019-20	2020-21
Individuals with Wages	319,687	210,397	139,458	93,168
Actual Performance	\$5,270	\$5,335	\$5,460	\$5,509
Success (>=90% of Goal) *	\$4,365	\$4,365	\$4,365	\$4,500

* Goal setting for the Median Earnings 2nd Quarter After Exit metric for WIOA Youth began in PY 2020-2021.

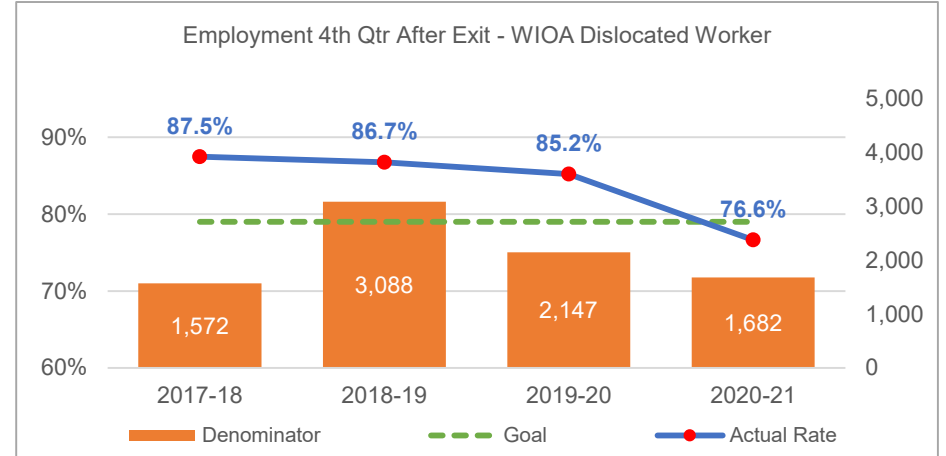
Entered Employment Rate - 4th Quarter After Exit

Program Year (PY) 2020-2021 Report

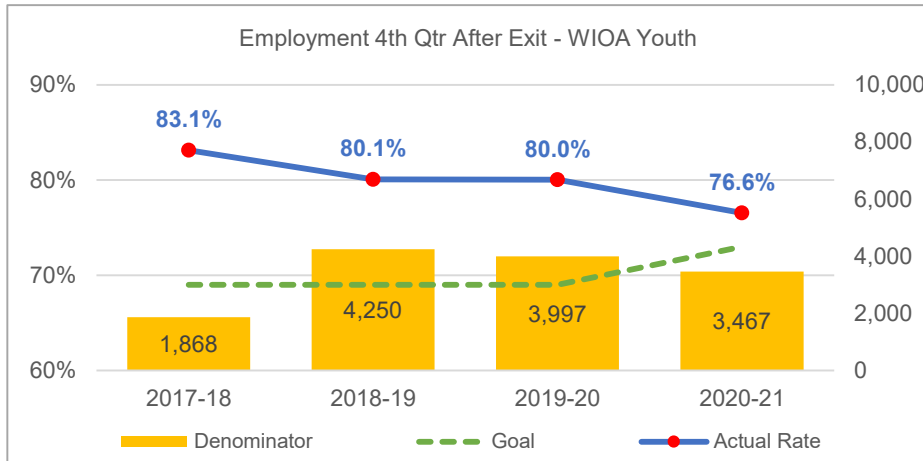
PY (July 1 - June 30)



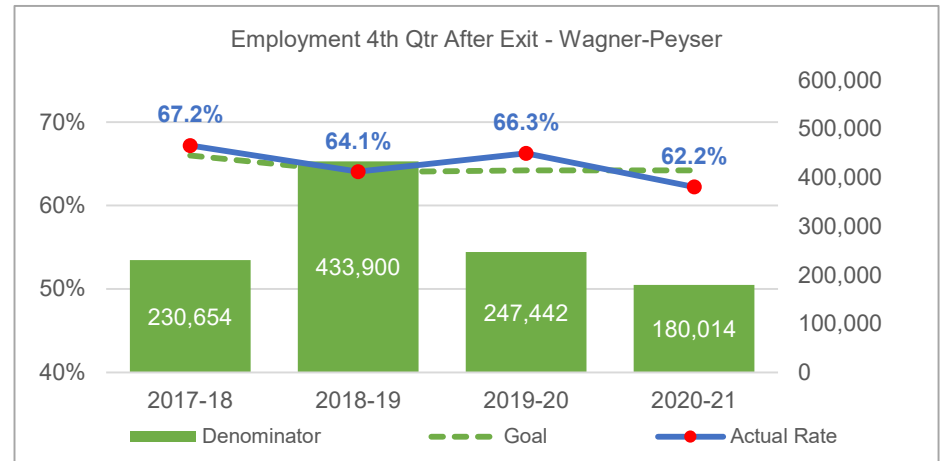
PY	2017-18	2018-19	2019-20	2020-21
Numerator	5,299	10,046	8,045	7,020
Denominator	6,276	11,544	9,643	8,474
Actual Rate	84.4%	87.0%	83.4%	82.8%
Success (>=90% of Goal)	76.5%	74.3%	74.7%	75.6%



PY	2017-18	2018-19	2019-20	2020-21
Numerator	1,375	2,678	1,829	1,289
Denominator	1,572	3,088	2,147	1,682
Actual Rate	87.5%	86.7%	85.2%	76.6%
Success (>=90% of Goal)	71.1%	71.1%	71.1%	71.1%



PY	2017-18	2018-19	2019-20	2020-21
Numerator	1,553	3,403	3,199	2,654
Denominator	1,868	4,250	3,997	3,467
Actual Rate	83.1%	80.1%	80.0%	76.6%
Success (>=90% of Goal)	62.1%	62.1%	62.1%	65.7%

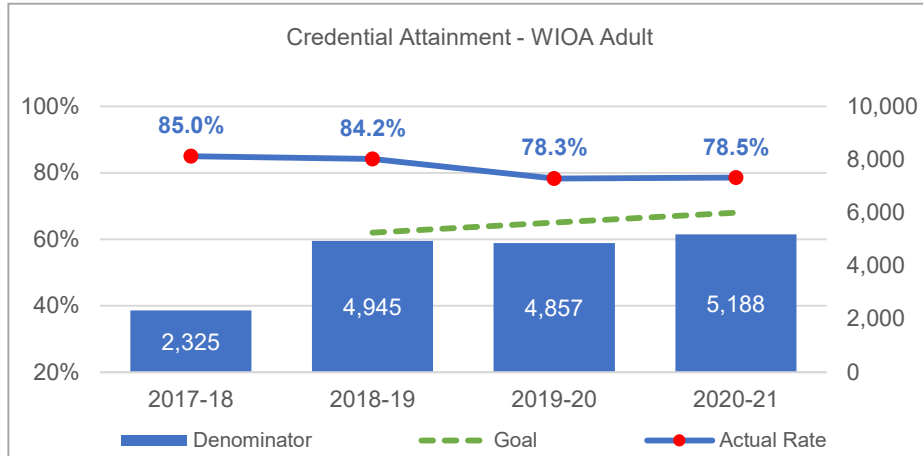


PY	2017-18	2018-19	2019-20	2020-21
Numerator	155,007	277,966	163,990	112,022
Denominator	230,654	433,900	247,442	180,014
Actual Rate	67.2%	64.1%	66.3%	62.2%
Success (>=90% of Goal)	59.4%	57.6%	57.8%	57.8%

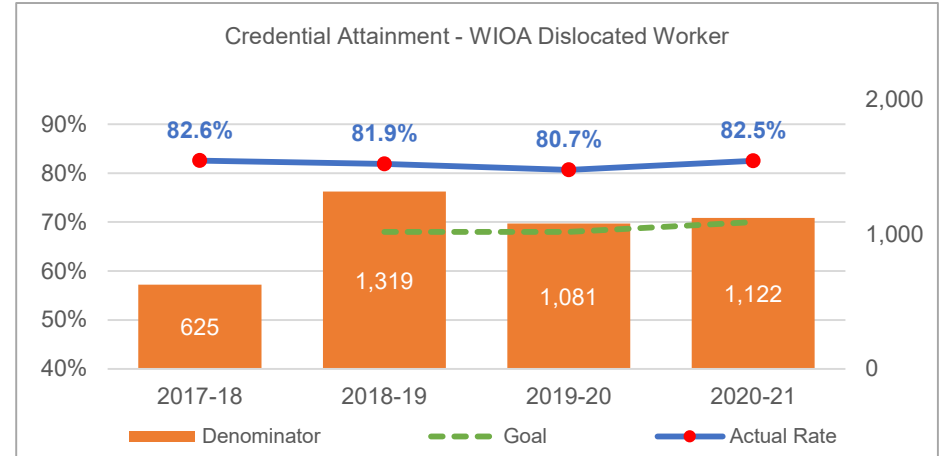
Credential Attainment Rate

Program Year (PY) 2020-2021 Report

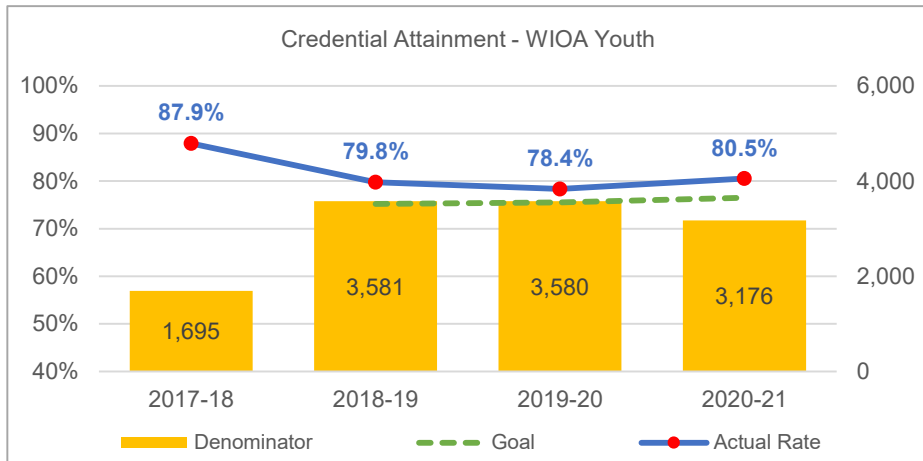
PY (July 1 - June 30)



PY	2017-18	2018-19	2019-20	2020-21
Numerator	1,976	4,164	3,802	4,074
Denominator	2,325	4,945	4,857	5,188
Actual Rate	85.0%	84.2%	78.3%	78.5%
Success (>=90% of Goal) *	N/A	55.8%	58.5%	61.2%



PY	2017-18	2018-19	2019-20	2020-21
Numerator	516	1,080	872	926
Denominator	625	1,319	1,081	1,122
Actual Rate	82.6%	81.9%	80.7%	82.5%
Success (>=90% of Goal) *	N/A	61.2%	61.2%	63.0%



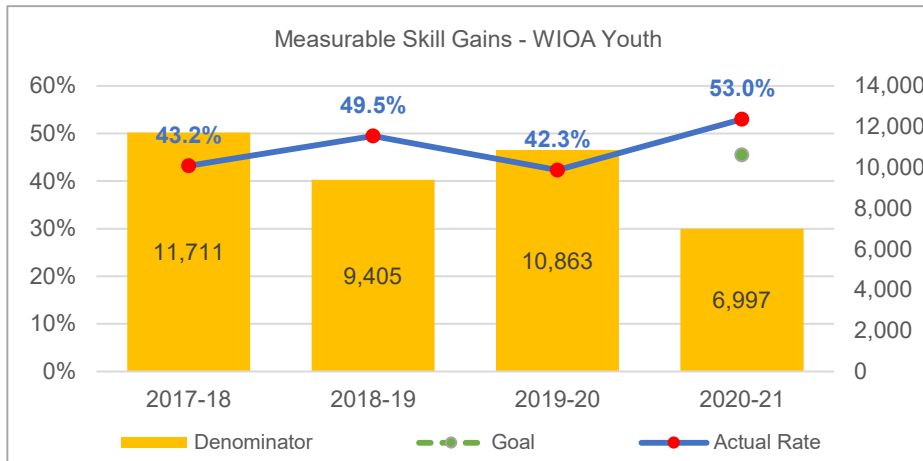
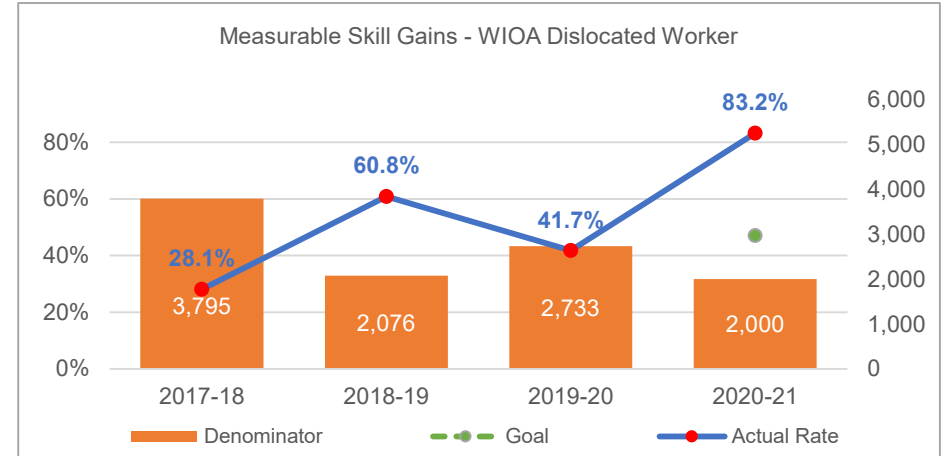
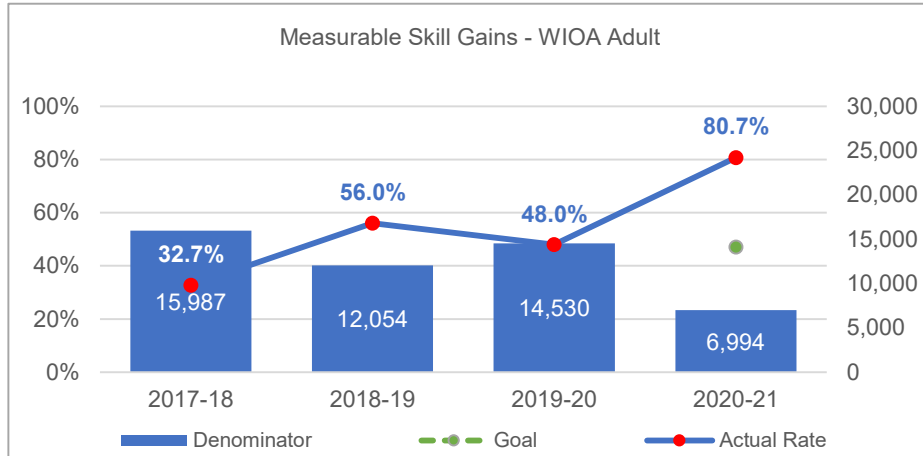
PY	2017-18	2018-19	2019-20	2020-21
Numerator	1,490	2,857	2,805	2,557
Denominator	1,695	3,581	3,580	3,176
Actual Rate	87.9%	79.8%	78.4%	80.5%
Success (>=90% of Goal) *	N/A	67.7%	68.0%	68.9%

* Goal setting for the Credential Attainment metric for all programs began in PY 2018-2019.

Measurable Skill Gains

Program Year (PY) 2020-2021 Report

PY (July 1 - June 30)



PY	2017-18	2018-19	2019-20	2020-21
Numerator	5,063	4,654	4,597	3,708
Denominator	11,711	9,405	10,863	6,997
Actual Rate	43.2%	49.5%	42.3%	53.0%
Success (>=90% of Goal) *	N/A	N/A	N/A	41.0%

* Goal setting for the Measurable Skill Gains metric for all programs began in PY 2020-2021.

Summary of Recent Administrative Policies, Guidance and Memoranda

As described in [Strategic Policy 2021.06.09.A.1 – Statewide Workforce Development Board Policymaking Authority and Delegation](#) approved by the Board of Directors on June 9, 2021, it is the responsibility of the CareerSource Florida Professional Team to notify the state workforce development board of all administrative policies issued.

The Department of Economic Opportunity (DEO), in coordination with the CareerSource Florida professional team, continues its work to develop and enhance administrative policies that guide the accountability and transparency of Florida's workforce development system. These policies are intended to operationalize the state workforce development board's strategic plan and vision while establishing a consistent service delivery standard across all 24 local workforce development boards.

Administrative Policy Number 091, Local Workforce Development Board Composition and Certification

On July 2, 2021, DEO announced revisions to [Administrative Policy Number 091, Local Workforce Development Board Composition and Certification](#). This policy provides local workforce development boards with the requirements for local board membership composition under the federal Workforce Innovation and Opportunity Act (WIOA) and Chapter 445, Florida Statutes, and the process for certification of local boards.

This policy was revised to align with the requirements of the Reimagining Education and Career Help (REACH) Act establishing term limits for board members. The policy requires local boards to review their local processes, directives, procedures and other governance-related documents for alignment with the policy.

This policy went into effect on July 1, 2021.

Administrative Policy Number 110, Local Workforce Development Area and Board Governance

On July 2, DEO announced revisions to [Administrative Policy Number 110, Local Workforce Development Area and Board Governance](#). This policy provides guidance to chief local elected officials, fiscal agents, local workforce development boards, local workforce development board chairpersons, local workforce development board executive directors, local workforce development board staff, and workforce system partners on the requirements for local workforce development area and local workforce development board governance.

This policy was revised to align with the requirements of the REACH Act establishing requirements for disclosures which must be posted online. The policy requires local workforce development boards to review local processes, directives, procedures and other governance-related documents for alignment with the policy.

Contracts and Conflicts of Interest

On July 1, 2021, DEO sent a [Memorandum](#) to local workforce development boards on oversight, accountability and transparency measures for the workforce development system as described in the REACH Act. Effective July 1, 2021, the REACH Act serves as the authority for related party contract requirements and reconciles differences between current state policy and

agreements between DEO and local workforce development boards until applicable policies and agreements are updated to align with requirements in the REACH ACT.

Using the process and documentation requirements outlined in [CareerSource Florida Strategic Policy 2021.05.24.A.2 – State and Local Workforce Development Board Contracting Conflict of Interest Policy](#) and [Section 15 Related Parties in the Grantee Subgrantee Agreement](#), local boards are required to submit all related party contracts to DEO.

These requirements went into effect July 1, 2021.

Eligible Training Provider Performance Requirements

On July 26, DEO's Bureau of One-Stop and Program Support sent a [Memorandum](#) to local workforce development boards regarding the requirement in the REACH Act that DEO set minimum performance standards for training providers for inclusion on the state's Eligible Training Provider List (ETPL). This requirement includes consulting with the Department of Education to set minimum performance standards for programs eligible for enrollment by individuals receiving WIOA training scholarships for program year 2021-2022 and adopting rules to implement the requirements of initial and subsequent program eligibility criteria for program year 2022-2023. Rulemaking for initial and subsequent eligibility will be based on input from the state workforce development board, local workforce development boards, the Department of Education, and other WIOA stakeholders.

Beginning Program Year 2021- 2022, existing programs on the state and local ETPLs must meet the minimum performance criteria for all three performance measures to be approved for subsequent continued eligibility to remain on the state and local ETPLS. A program must have a minimum number of participants to determine if they performed successfully. Training programs with fewer than five participants will remain on the ETPL until there is sufficient data to determine performance outcomes. Local workforce development boards can adopt more stringent performance criteria for programs; however, programs meeting the minimum criteria may remain on the state ETPL.

This memorandum was sent to comply with the REACH Act and was effective July 1, 2021.

Supporting Unemployed Floridians

On August 3, 2021, CareerSource Florida President Michelle Dennard and Department of Economic Opportunity Secretary Dane Eagle issued a Memorandum to all local workforce development board executive directors. This memorandum and its attachments reaffirmed Governor Ron DeSantis' goal for Florida to become No. 1 in the nation for workforce education by 2030 and recognized the vital role local workforce development boards play in ensuring Floridians have access to the resources and services needed to obtain meaningful employment. The memorandum underscored the expectations of the Governor's Office, the Department of Economic Opportunity and CareerSource Florida as we all work collaboratively to achieve this important goal and vision for equitable access to exemplary workforce services and economic stability.

The memorandum reinforced the Governor's commitment to helping Floridians to return to the workforce, assisting employers in attracting job seekers, and continuing to fuel the state's economic growth. Through the "Return to Work" initiative, DEO encourages Floridians who are interested in learning a new career path or need assistance looking for employment to turn to their community's local workforce development board for assistance.

Local workforce development boards are responsible for formulating, leading and communicating the Governor's vision for the state's workforce system in support of the customers they serve.

Resources describing required hours of operation and emphasizing the importance of access to quality customer service, strategic and comprehensive communications and transparency were provided to local workforce development boards.

Administrative Policy 116: Employment and Advocacy Services

This policy provides guidance to Local Workforce Development Boards on the minimum requirements for providing employment and advocacy services to participants of the Jobs for Veterans' State Grant (JSVG) Program.

The policy went into effect on August 19, 2021