

CareerSource Polk

Local Workforce Development Area 17

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Date Submitted: April 22, 2016

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INTRODUCTION

The Polk County Workforce Development Board's service area is Polk County. Polk County is larger than the state of Rhode Island and equal in size to Delaware. The total area of the county is approximately 2,010 square miles which makes it the fourth largest county in Florida, exceeded only by Dade, Palm Beach, and Collier counties. The total land area of Polk County is approximately 1,875 square miles.

Polk County has an estimated population of 634,638 as of July 2014. Based on the US Census Bureau Polk County Quick Facts, the county population is distributed as follows: 79.7% white, 15.7% black, Hispanic or Latino 19.6%, 2.0% reporting two or more races, 1.9% Asian, 0.6% native persons, 0.1% Pacific Islander.

Notable strengths for the region include the fact that logistically Polk County is the only Southeast location which offers two international airports within an hour's drive – Orlando and Tampa. It is intersected by Interstate 4, the Polk County Parkway, State Road 60 and Highway 27, and has easy access to Interstate 75 on the west and 95 on the east. Metropolitan Orlando-Kissimmee and Tampa-St. Petersburg, Clearwater located in adjacent counties, each have a cost of living index of 96, while metropolitan Lakeland has a cost of living index of 91.

Opportunities for improvement include the fact that among adults aged 25 or older, 13.6% do not have a high school diploma or equivalent. Polk County has the third highest single-year dropout rate in Florida, 4.2% in 2010-2011. While single-year drop-out rates have been declining in Florida since 2007, dropping down to 1.9% in 2010-2011, they've increased in Polk County during the same time period. Those holding a Bachelor's degree or higher comprise only 18.6% of the region's population versus the state average of 29.3%.

As the entire workforce system undergoes necessary changes to keep pace with new federal laws and the changing economy, CareerSource Polk will keep a close watch on the pulse of Polk to ensure that our residents' needs are met through employment, transportation and education. Increased unemployment rates among our youth, veterans, long-term unemployed, individuals with disabilities and ex-offenders continue to be a challenge for the region. CareerSource Polk will continue to form partnerships that will ensure service to these underserved populations so that we may enable members of these special populations to gain and retain full and sustainable employment.

We will continue to stay abreast of the legislative changes to maintain the status of Florida's Workforce System and remain competitive and business-driven.

Our focus remains the same: to ensure accountability for the work we do and the services we provide, while monitoring progress and performance, integrity and service delivery strategies that ensure the success of our workforce.

Over the 2016 year, CareerSource Polk will continue our primary focus of putting our citizens back to work. Expanded partnerships with employers and increased employer market penetration to ensure more businesses become aware of and use the workforce system is our #1 goal.

PROCESS FOR PLAN SUBMITTAL

All plans must be submitted no later than 5:00 p.m. (EST) on April 30, 2016 by emailing the completed plan to both WIOA-LocalPlans@deo.myflorida.com and FloridaWIOA@careersourceflorida.com.

Prior to plan submission, please ensure:

- The local board has reviewed and approved the plan;
- The board chair and the chief elected official have signed the signature page , with an original submitted to CareerSource Florida by mail and a scanned copy sent to both WIOA-LocalPlans@deo.myflorida.com and FloridaWIOA@careersourceflorida.com;
- The structure and numbering follows the plan instructions format;
- The plan is one continuous and searchable PDF document that includes all attachments;
- Responses to all questions are informative and concise;
- The name of the region, the page number and plan submission date are listed in the footer of the document;
- A table of contents with page numbers is included and each page of the plan is numbered; and
- Text typed with a font size of 11 or greater.

Please send an email to both WIOA-LocalPlans@deo.myflorida.com and FloridaWIOA@careersourceflorida.com to confirm plan submission and begin its official Department of Economic Opportunity (DEO) review. Upon submission, all plans will be reviewed immediately for completeness and adherence to plan formatting requirements. If there are questions or concerns, LWDBs will be notified. The content of plans will be reviewed by both DEO and CSF staff with a recommendation for approval/disapproval provided to the CSF Board of Directors at its meeting scheduled for May 26, 2016. A recommendation for approval will be made unless the staff review indicates that: (1) there are deficiencies in local workforce investment activities that have not been addressed, or (2) the plan is determined inconsistent with WIOA and the regulations of WIOA, including required public comment provisions.

KEY DATES

Task	Deadline
Post Draft Plan on CSP Website Send notice to stakeholders/partners/Board/LEOs	March 1, 2016
Full Board Approves Draft Plan	April 7, 2016
Board of County Commissioners Approve Plan	April 19, 2016
Submit Plan to CareerSource Florida	April 22, 2016

FLORIDA'S VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

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

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

ORGANIZATIONAL STRUCTURE

(1) Chief Elected Official(s) (CEO)

- A. Identify the chief elected official(s) by name, title, mailing address, phone number and email address.

John E. Hall

Commissioner and Chairman

Polk County Board of County Commissioners

330 W Church St, Bartow, FL 33830

Mailing Address: Drawer BC01, P.O. Box 9005, Bartow, FL 33891-9005

Email: johnhall@polk-county.net

Phone: (863) 534-6049

- B. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the agreement that has been executed to define how the parties will carry out the roles and responsibilities of the chief elected official.

N/A

- C. Attach a copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board.

A copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board is attached.

- D. Describe the by-laws established by the CEO to address the criteria contained in §679.310(g) of the proposed WIOA regulations:

- i. The nomination process used by the CEO to elect the local board chair and members;

All members are nominated by the appropriate bodies as outlined in the Workforce Innovation and Opportunity Act. Members are then approved by the CareerSource Polk Board of Directors. After approval by the CareerSource Polk Board of Directors, nominations are then submitted to the Board of County Commissioners for final appointment.

At least forty five (45) days prior to the date of the end of the fiscal year, all Councils shall propose names of persons as candidates for election to the Board of Directors.

The Board Chair shall only be selected from among the private-sector members of the Board. The Chair must also have a minimum of one year's experience on the Board. Officers shall be elected by majority vote of the membership of the Board from the proposed slate of the nominating committee appointed by the Current Board Chair. Each of the officers shall be from the private sector.

The membership of the Board of Directors shall be elected by those present each year at the spring meeting of the members of the organization.

The Board's membership shall be generally representative of the population of the service area. The membership shall be based on the diversity of the economic and demographic composition of the county to assure equitable representation of both private and non-private sector members. No less than fifty-one percent (51%) of the Board's membership shall be from the private sector category of membership.

The membership of the Board of Directors shall be elected by those present each year at the spring meeting of the members of the organization and so that approximately one-third shall be elected each year to a three year term. A new board member can be nominated and elected with approval of two-thirds of the board members present. Final appointment must be by the Board of County Commissioners.

- All members of the Board must be appointed by the Board of County Commissioners.
 - Private sector appointments shall be made from among nominees solicited from general purpose business organizations in the county (e.g. Chambers of Commerce, the Central Florida Development Council).
 - All Labor representatives shall be nominated by local labor federations.
 - Non-private sector appointments shall be made from among nominees solicited from interested organizations within the county.
 - The Superintendent of Polk County Public Schools and the President of Polk State College shall have permanent appointment by virtue of their positions.
- ii. Appointments to replace members or to fill vacancies shall be made in the same manner as the initial appointments. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year;
- Members are appointed for fixed terms and shall serve until their successors are appointed. All appointments shall be for three years each.
 - All non-mandated members whose terms expire must be reappointed by the Board of County Commissioners in order to serve an additional term, except in

the case where that member is serving as an officer or chair of a committee and the term for that chairmanship has not expired.

- Board members may be reappointed for a maximum of two (2) additional terms. Members service shall not exceed a total of three terms.

- iii. The process to notify the CEO of a board member vacancy to ensure a prompt nominee; The Local Workforce Development Board notifies the CEO of vacancies or changes to the Board of Directors as they occur, and submits and updated Board Membership Directory for their records.

CEO works with the Local Board to initiate the process to fill vacancies promptly.

All appointments to fill vacancies must follow the same process that is used to initially fill the appointment. All vacancies shall be filled by the Board of County Commissioners through the same process followed for all appointments.

New members must be appointed to fill the same category of membership as that in which the vacancy occurred.

- iv. The proxy and alternative designee process that will be used when a board member is unable to attend a meeting and assigns a designee as per the requirements at §679.110(d)(4) of the proposed WIOA regulations;

In keeping with the spirit of the Government in the Sunshine Law, Board members shall not be able to vote at any meetings by proxy, nor shall alternates be permitted to serve or sit as voting members at any meetings.

- v. The use of technology, such as phone and Web-based meetings, that will be used to promote board member participation;

Face-to-face meeting attendance is highly encouraged. However, LWDA makes available technology, such as conference calling, to promote board member participation.

- vi. The process to ensure board members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities;

CareerSource Polk recruits, educates and engages board members who are willing to invest the time necessary to understand the workforce system and clearly envision the alignment of workforce, education and economic development for the sole purpose of

ensuring a qualified workforce. CareerSource Polk's Board of Directors is a business-led, goal oriented board. Board members are actively engaged serving on various committees and taskforces throughout the county, including a local functional committee. Through this engagement board members are encouraged to utilize workforce services and provide feedback regarding any opportunities for improvement needed in our system delivery. Board members work with other community partners to solicit grant opportunities as a means of increasing overall workforce development services in Polk County. Functional committees include:

- Workforce Performance Council

A board member working with the Workforce Performance Council addresses the workforce needs of business and industry as well as the needs of job seekers. It recommends policies and strategies to improve both the skill levels of the workforce and the availability of higher-skilled jobs. The Council reviews labor market information to address training related to high skills/high wage issues and reviews and makes recommendations about contract awards for service and training providers. It also provides oversight of CareerSource Polk career centers; recommends policies and strategies to improve the quality of jobs filled by the underemployed, including researching, addressing and improving the types of training and delivery systems available to incumbent workers. It devises strategies to deliver and then oversee employer efforts to improve employee recruitment and retention and designs strategies to divert individuals from receipt of public assistance through employment activities.

- Youth Council

A board member working with the Youth Council designs and recommends the delivery of service strategies that address the need to prepare young people and others new to the workforce for employment or transition to additional education beyond high school. The council's main purpose is to oversee youth initiatives and monitor performance of all youth development strategies.

- Finance/Audit Committee

Board members working with the Finance/Audit committee oversee the development of the budget and ensure accurate tracking, monitoring and accountability for funds. The committee also ensures that adequate financial controls are in place.

- vii. Any other conditions governing appointments or membership on the local board.

Business members must hold a majority of the positions on the Board and the Board Chair along with the Chair of each Council must be selected from the business community.

- E. Provide a description of how the CEO was involved in the development, review and approval of the plan.

CareerSource Polk maintains a partnership with the local elected officials to jointly and severally carry out the requirements of the Workforce Innovation and Opportunity Act. A draft of the Plan was approved by CareerSource Polk’s Board of Directors on April 7, 2016 and submitted to the local elected officials for review, recommendations and approval according to the established timeline. Key members of CareerSource Polk’s leadership team attended CEO briefing meeting. Final approval was awarded on April 19, 2016.

(2) Local Workforce Development Board (LWDB)

- A. Identify the chairperson of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business that the chair represents.

Katrina L. Lunsford, Board Chair
 Senior Vice President
 Fifth Third Bank
 1011 E. County Rd. 540A
 Lakeland, FL 33812

- B. Provide a description of how the LWDB was involved in the development, review, and approval of the plan.

The Local Workforce Development Board worked cohesively with local workforce stakeholders, local elected officials, local workforce development board members, and partners. Board members and partners were engaged in detailed discussion during the month of February Council meetings and partner’s meeting. The Local Workforce Development Board followed these steps to develop the plan:

Date Due	Task
February 1 – 5	Presentation and discussion with Board members at the Youth Council and Workforce Performance Council
February 4	Meeting with Partners

March 1 - 31	Plan posted on CareerSource Polk's Website for public comment Notice sent to Stakeholders/ Partners/Board/LEOs
April 7	CSP Board of Directors Approved Plan
April 19	Board of County Commissioners Approved Plan
April 22	Submit Plan to CareerSource Florida

(3) Local Grant Subrecipient (local fiscal agent or administrative entity)

- A. Identify the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief elected official. WIOA section 107(d)(12)(B)(1)(iii); 20 CFR 679.420

The local fiscal agent is Polk County Workforce Development Board, Inc., dba CareerSource Polk.

- B. Identify the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist it in carrying out its responsibilities as a board organized under WIOA. (May be the same as the fiscal agent). 20 CFR 679.430

The administrative entity and fiscal agent is Polk County Workforce Development Board, Inc., dba CareerSource Polk.

- C. If a single entity has been selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services, attach the agreement that describes how the entity will carry out its multiple responsibilities including how it will develop appropriate firewalls to guard against any conflict of interest. CareerSource Polk operates as a local fiscal agent and as a local board staff. The documents that outline how we carry out our multiple responsibilities are: Financial Procedures Manual, Internal Control Questionnaire and Assessment, Cost Allocation Plan, and the Indirect Cost Rate Plan (attached).

(4) One-Stop System

- A. Provide a description of the local one-stop system (including the number, type and location of full-service and other service delivery points).

CareerSource Polk operates two full service One-Stop career centers. Both centers provide WIOA, TAA, WT, SNAP, Veterans, Wagner-Peyser, and RESEA. CareerSource Polk contracts with a Service Provider as the One-Stop Operator. AARP, Vocational Rehabilitation, Polk County School Board GED Program and Job Corps provide services at the One-Stop career centers. Full Service One-Stop career centers are located at:

- 500 E. Lake Howard Drive, Winter Haven, FL 33880
- 309 N. Ingraham Avenue, Lakeland, FL 33801

All other partners are located at their own facilities. CareerSource Polk also provides the rural community with services on the Mobile One-Stop Unit three or more times per month.

- B. 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 center.

CareerSource Polk operates its career centers from Monday through Friday, 8 am to 4:00 pm.

- C. Identify the entity or entities selected to operate the local one-stop center(s).

Currently, the entity contracted to operate the local one-stop centers is Arbor E&T, LLC. dba ResCare Workforce Services. Services were procured on November 2014. The funding period for this contract is from July 1, 2015 through June 30, 2016 with an option to renew for up to two additional one-year periods contingent upon successful performance.

- D. Identify the entity or entities selected to provide career services within the local one-stop system.

The entity selected to provide career services within the local one-stop system is Arbor E&T, LLC. dba ResCare Workforce Services.

- E. Identify and describe what career services will be provided by the selected one-stop operator and what career services, if any, will be contracted out to service providers.

CareerSource Polk partners with providers of secondary and postsecondary education programs to develop and implement career pathways by aligning the employment, training, education, and supportive services that are needed for adult and dislocated workers through the one-stop delivery system.

CareerSource Polk contracts with a service provider to operate the One-Stop career centers. The One-Stop career center delivery system fully integrates all programs covered under this local plan into the full range of available workforce development services supporting the use of career pathways for the purpose of providing individuals with barriers to employment with workforce activities, education and supportive services to enter or retain employment.

Starting with determination of eligibility for assistance and orientation of all the services available through the one-stop delivery system, the region does a detailed assessment, regardless of entry point into the One-Stop delivery system, which allows the staff to best gauge the level and types of assistance the participants will need. This assessment allows the case managers to customize and personalize a plan of action to remove as many barriers the participant may have. The region firmly believes that each customer and situation is unique and when possible individualized attention and services are best delivered. Aside from the basic assistance available to our "global" participants such as, resume preparation assistance, job search and referrals, job readiness workshops, access to internet, fax and copiers; there are specific options available to hard to serve populations.

Some of the services are:

- Comprehensive and specialized assessment of skill levels, and service needs
- Job search and placement assistance including workshops and referrals
- Provision of workforce and labor market information on in demand industry sectors and occupations, and provision of information on nontraditional employment
- Provision of referrals and coordination of activities with other programs and services
- Individual Employment Plan to identify goals, achievement objectives and services needed
- Short term pre-vocational services
- Internships and work experiences that are linked to careers
- Workforce preparation activities
- Financial literacy services
- Case Management for those seeking training
- Entrepreneurship
- Follow up services

DVOP staffs are responsible for veterans' service delivery to those with significant barriers and where feasible, will support one-stop delivery system staff in the provision of priority services for veteran customers.

The Board assures that One-Stop career center system operators will coordinate with local Rapid Response staff related to outreach, intake and registration of workers covered by a certification under the Trade Adjustment Assistance Act.

- F. Pursuant to the CareerSource Florida Administrative Policy for One-Stop Certification, please provide the required attestation that at least one comprehensive one-stop center in your local area meets the certification requirements.

CareerSource Polk attests that our local area one-stop career centers meet the certification requirements.

Full Service One-Stop career centers are located at:

- 500 E. Lake Howard Drive, Winter Haven, FL 33880
- 309 N. Ingraham Avenue, Lakeland, FL 33801

ANALYSIS OF NEED AND AVAILABLE RESOURCES

(1) Please provide an analysis (or existing analysis pursuant to WIOA section 108(c)) of the regional economic conditions, which must include:

A. Information on existing and emerging in-demand industry sectors and occupations

CareerSource Polk is committed to ensuring that the services we provide properly and appropriately align with the needs of the business community. It is clearly understood that the best way to recognize and fulfill the needs of business is to know the characteristics of the local area and listen to the business community regarding what they are looking for in their workforce.

Polk County has an estimated population of 634,638 as of July 2014. Based on the US Census Bureau Polk County Quick Facts, the county population is distributed as follows: 79.7% white, 15.7% black, Hispanic or Latino 19.6%, 2.0% reporting two or more races, 1.9% Asian, 0.6% native persons, 0.1% Pacific Islander.

Foreign born persons comprise 10.1% of the region's population.

Polk County's economy has been historically based on three primary industries: phosphate mining, agriculture and tourism. Today, phosphate mining, agriculture and tourism still play vital roles in the local economy. However, the county has successfully expanded and diversified its economic base in recent years. Polk County's central location within the large Florida marketplace has attracted numerous manufacturers and distribution centers in recent years. There are more than 440 manufacturers in the county, manufacturing a broad line of products – including food products, chemicals, paper and building materials and benefit from Polk County's logistics and distribution advantages.

Existing Demand Occupations

The majority of the top 15 existing demand occupations in our County are low-skill occupations characterized by relatively low wages and high rate of worker turnover.

The top five existing demand occupations are related to customer service and hospitality or involve manual work.

Combined food preparation and serving workers, including fast food is the top existing demand occupation, with 3,513 projected total job openings between 2015 and 2023.

Registered nurses are the only top 15 existing demand occupations that require significant technical training. The other occupations emphasize customer service or manual/clerical work.

Two of the top 15 existing demand occupations are the healthcare occupations registered nurses and nursing assistants, which have a relatively high turnover rate and will continue to experience employment growth as a result of the increasing demand for healthcare services, driven by population growth and aging, expanding insurance coverage, and technological change.

TOP 15 EXISTING DEMAND OCCUPATIONS
(ranked by total job openings)

Workforce Development Area 17 - Polk County

Rank	Occupation		2015 - 2023			2015 Hourly Wage (\$)				
	Code	Title	Employment 2015	Employment 2023	Level Change	Percent Change	Total Job Openings*	Median	Entry**	Exp**
1	353021	Combined Food Preparation and Serving Workers, Including Fast Food	7,751	8,746	995	12.8	3,513	9.00	8.79	9.50
2	412031	Retail Salespersons	7,958	8,786	828	10.4	3,047	10.35	8.80	14.53
3	412011	Cashiers	6,727	7,028	301	4.5	2,769	9.32	8.82	10.63
4	537062	Laborers and Freight, Stock, and Material Movers, Hand	4,921	5,483	562	11.4	1,790	12.72	9.34	14.91
5	353031	Waiters and Waitresses	3,779	4,008	229	6.1	1,712	8.99	8.78	10.15
6	434051	Customer Service Representatives	5,236	5,783	547	10.5	1,677	13.76	10.40	16.34
7	533032	Heavy and Tractor-Trailer Truck Drivers	5,947	6,717	770	13.0	1,522	17.86	13.16	20.44
8	291141	Registered Nurses	4,374	5,116	742	17.0	1,399	28.14	24.14	30.58
9	413021	Insurance Sales Agents	5,360	5,624	264	4.9	1,266	21.50	16.91	30.03
10	436014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	5,018	5,617	599	11.9	1,081	13.94	10.17	16.62
11	373011	Landscaping and Groundskeeping Workers	2,775	3,136	361	13.0	921	10.11	8.73	11.85
12	439061	Office Clerks, General	3,807	4,025	218	5.7	854	11.71	9.24	14.32
13	311014	Nursing Assistants	2,791	3,211	420	15.1	836	10.83	9.13	12.24
14	435081	Stock Clerks and Order Fillers	3,112	3,126	14	0.5	776	11.51	9.50	13.30
15	411011	First-Line Supervisors of Retail Sales Workers	3,317	3,500	183	5.5	757	18.78	13.87	23.32

* Job openings result from economic growth and from replacement needs. For declining occupations, all job openings result from replacement needs.

** Entry Wage - The wage an entry-level worker might expect to make. It is defined as the average (mean) wage earned by the lowest third of all workers in a given occupation.

*** Experienced Wage - The wage an experienced worker might expect to make. It is defined as the average (mean) wage earned by the upper two-thirds of all workers in a given occupation.

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

Emerging Industries

Health care, professional and personal services industries top the lists of emerging industries. Emerging industries tend to employ a higher percentage in professional occupations.

Top Emerging Industries

Workforce Development Area 17 - Polk County

Industry		Employment		2015 - 2023 Change	
		2015	2023	Total	Percent
Code	Title				
5415	Computer Systems Design and Related Services	560	774	214	38.2
6215	Medical and Diagnostic Laboratories	192	248	56	29.2
5416	Management, Scientific, and Technical Consulting Services	1,116	1,429	313	28.0
6111	Private Elementary and Secondary Schools	1,495	1,895	400	26.8
6117	Educational Support Services	57	71	14	24.6
6219	Other Ambulatory Health Care Services	236	287	51	21.6
5239	Other Financial Investment Activities	233	281	48	20.6
6214	Outpatient Care Centers	1,272	1,532	260	20.4
5417	Scientific Research and Development Services	34	40	6	17.6
6113	Private Universities	2,127	2,499	372	17.5
5419	Other Professional, Scientific, and Technical Services	1,049	1,223	174	16.6
5413	Architectural, Engineering, and Related Services	1,368	1,578	210	15.4
6213	Offices of Other Health Practitioners	905	1,038	133	14.7
6112	Private Junior Colleges	100	114	14	14.0
4889	Other Support Activities for Transport	24	27	3	12.5
5414	Specialized Design Services	189	207	18	9.5
6114	Business Schools and Computer and Management Training	21	23	2	9.5
8129	Other Personal Services	289	316	27	9.3

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

Emerging Occupations

Knowing which occupations within industries are the gaining the most new jobs and those that are the fastest growing helps workforce officials stay focused on training residents for jobs that will not only be available, but will assist economic developers in supporting growing businesses. If area employers cannot find the trained people needed to fuel their growth, there could be an adverse effect on the area economy. At the same time, occupational analysis assists CareerSource Polk and its educational partners in planning for the types of programs needed.

The majority of top emerging occupations occur in the healthcare (six of top 15) and professional services (four of top 15) industry sectors, which follows the overall Florida statewide distribution of top emerging occupations.

One of the healthcare industry sector top emerging occupations is neurodiagnostic technologists, who are imaging and scanning specialists responsible for obtaining recordings of patients' brain and nervous system function by use of complex diagnostic equipment.

One of the professional services industry sector top emerging occupations is biochemical engineers, which a broadly-gauged occupation that involves developing new chemical products that can be used by a multitude of companies and the public at large.

Cargo and freight agents and transportation, storage, and distribution managers are the top two emerging occupations in the logistics and distribution industry sector. Cargo and freight agents expedite movement of incoming and outgoing cargo and freight shipments in airline, train, and trucking terminals, and shipping docks. Transportation, storage, and distribution managers plan, direct, or coordinate logistical activities in accordance with organizational policies.

The growth in the construction industry sector of the emerging occupation first-line supervisors of construction and extraction workers is related to increasing residential and commercial use of solar photovoltaic or thermal systems.

Energy-related sales representatives and geothermal technicians are the top two emerging occupations in the clean tech industry sector. Energy sales representatives buy or sell energy products on behalf of residential or commercial customers or utilities and negotiate and oversee contracts for energy sales. Geothermal technicians perform technical activities necessary for the generation of power from geothermal energy sources. In Florida, geothermal technicians are primarily involved with the installation, testing, and maintenance of residential and commercial geothermal heat pumps.

Top 15 Emerging Occupations
(ranked by percent growth)

Workforce Development Area 17 - Polk County

Rank	SOC Code	Title	Employment		2015 - 2023		Industry Sector Linkage	2015 Hourly Wage (\$)		
			2015	2023	Level Change	Percent Change		Median	Entry*	Exp**
1	291071	Physician Assistants	59	78	19	32.2	Healthcare	46.47	38.49	50.70
2	131081	Logisticians	69	86	17	24.6	Professional Services	26.61	19.15	33.86
3	291122	Occupational Therapists	95	115	20	21.1	Healthcare	33.56	22.42	40.29
4	292099	Neurodiagnostic and Ophthalmic Technologists, Surgical Assistants	343	409	66	19.2	Healthcare	16.72	13.09	19.77
5	291069	Hospitalists, Nuclear and Preventive Medicine Physicians	271	321	50	18.5	Healthcare	93.93	47.26	122.64
6	435011	Cargo and Freight Agents	197	232	35	17.8	Logistics and Distribution	21.72	13.34	26.16
7	151121	Computer Systems Analysts	775	912	137	17.7	Professional Services	39.11	28.23	45.85
8	291141	Registered Nurses	4,374	5,116	742	17.0	Healthcare	28.14	24.14	30.58
9	172051	Civil Engineers	437	511	74	16.9	Professional Services	35.40	24.20	42.31
10	471011	First-Line Superv. of Construction and Extraction Workers	931	1,086	155	16.7	Construction	24.14	20.02	27.81
11	172199	Biochemical, Nanosystems, Photonics, and Robotics Engineers	75	87	12	16.0	Professional Services	29.58	20.87	36.57
12	499099	Geothermal Technicians	567	652	85	15.0	Clean Tech	15.02	8.95	20.18
13	413099	Sales Representatives, Energy-Related	1,780	2,039	259	14.6	Clean Tech	21.77	14.60	30.03
14	292011	Medical and Clinical Laboratory Technologists	301	343	42	14.0	Healthcare	27.89	23.48	30.77
15	113071	Transportation, Storage, and Distribution Managers	171	194	23	13.5	Logistics and Distribution	50.37	33.05	64.69

* Entry Wage - The wage an entry-level worker might expect to make. It is defined as the average (mean) wage earned by the lowest third of all workers in a given occupation.

** Experienced Wage - The wage an experienced worker might expect to make. It is defined as the average (mean) wage earned by the upper two-thirds of all workers in a given occupation.

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

B. The employment needs of employers in those industry sectors and occupations. WIOA §108(b)(1)(A)

Of the fastest growing occupations and the occupations gaining the most new jobs, more than 50% of the occupations require education beyond a high school diploma. CareerSource Polk uses a variety of methods to identify needed job skills. We work with employers and industry related organizations to identify worker shortages in specific occupations as well as identifying challenges facing businesses in filling jobs. Work readiness skills are the number one concern for

area businesses. To address those concerns, the information is communicated to our education and training partners in order to aid them in crafting curriculum and developing programs that meet the current and future business needs.

Workforce needs of the businesses are also identified through staff and Board involvement on various committees and taskforces throughout the county. Through this engagement, board members are encouraged to utilize workforce services and provide constructive feedback regarding any opportunities for improvement needed in our system delivery.

Through the use of the Regional Targeted Occupations List (RTOL), employers, local economic development and educational partners, and other industry representatives have the opportunity to review, comment and make recommendations for changes at any time. Requested changes are then presented to the Workforce Performance Council (WPC) for review, including local and state economic development priorities and linkage to local job opportunities. Additionally, the WPC considers the region's projected employment and earnings outcomes. The WPC then generates its' recommendations for the final RTOL.

Priority for training is given to occupations in the regionally identified Targeted Industry Sectors:

- Healthcare and Life Sciences
- Logistics and Distribution
- Bio-fuels and Renewable Energy
- Niche Manufacturing [Aviation, Food and Beverage, Plastics, and Building Component Design]
- Agriculture and Information Technology
- Florida's targeted and infrastructure industries area also considered.

(2) Please provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations. WIOA §108(b)(1)(B)

Of the fastest growing occupations and the occupations gaining the most new jobs, more than 50% of the occupations require education beyond a high school diploma. Per labor market statistics, in 2014, the educational attainment level of Polk County workforce participants from 25 years and older with a high school diploma or higher was at 83.1 percent.

We are seeing a trend of employers in the area of healthcare and education which are extending their recruitment efforts outside of the County, looking for specific skills, education and experience not available in Polk.

CareerSource Polk partners with employers to identify the skills and competencies necessary to attain self-sustaining employment and to offer high quality training to individuals to obtain those skills.

Some of the skills needed in the Healthcare industry are:

- Writing technical health or medical documents
- Reading and comprehension of medical data, patient records, etc.
- Knowledge of medical terminology
- Understanding properties or composition of drugs
- Maintaining records of medication or equipment dispensed to patient
- Ability to follow institutional procedures
- Geriatrics
- Critical Care

Some of the skills needed in the Educational Area

- Reading and comprehension
- Writing skills
- Ability to assess educational potential or need of students
- Ability to adapt activities to meet participant needs
- Advise/intervention families with household problems
- Knowledge of other languages (other than English)
- Quality Assurance
- Customer Relationship Management
- Technical Support
- Food Preparation
- Structured Query Language (SQL)
- Preventative Maintenance
- Java

Top Certifications required by Online Ads

Top Certifications By Online Ads	Online Ads December 2015
Driver's License	26,865
Certified Registered Nurse (RN)	15,154
Basic Life Support (BLS)	10,577
Advanced Cardiac Life Support (ACLS)	5,232
Certification in Cardiopulmonary Resuscitation (CPR)	5,166
Continuing Education (CE)	4,596
Commercial Driver's License (CDL)	4,590
Occupational Safety & Health Administration Certification (OSHA)	3,696
HAZMAT	3,481
Food Safety Programs (HACCP)	3,474
Licensed Practical Nurse (LPN)	3,160
Certified in Nursing Administration (CNA)	2,211
Board Certified (BC)	2,050

Source: The Conference Board, Help Wanted On-Line, prepared by the Florida Department of Economic Opportunity, Bureau of Labor Market Statistics

- (3) Please provide an analysis of the workforce in the region, including current labor force employment (and unemployment) data, information on labor market trends, and the educational and skill levels of the workforce in the region, including individuals with barriers to employment. WIOA §108(b)(1)(C)

Labor Force and Unemployment

The unemployment rate has declined by 0.9 percentage points over the year to 5.3 percent in December 2015. Since the trough of the Great Recession (unemployment rate = 11.3 percent), the unemployment rate has decreased by 6.0 percentage points. The labor force has been increasing in recent years (September 2015 labor force = 283,242). In addition, the number of unemployed persons has been declining in recent years (September 2015 unemployed persons = 17,335) and the number of employed persons has been increasing (September 2015 employed persons = 265,907).

Mining, Logging, and Construction

In September 2015, the employment was 12,300. The over the year change in September 2015 (+700 jobs, +6 percent) was 200 more when compared to September 2014 (+500 jobs, +4.5 percent). The number of jobs in this sector has been trending upward over the past three years.

Manufacturing

In September 2015, the employment was 16,900. The over the year change in September 2015 (+500 jobs, +3.1 percent) was 400 more when compared to September 2014 (+100 jobs, +0.6 percent). The number of jobs in this sector has been trending upward over the past three years.

Trade, Transportation, and Utilities

In September 2015, the employment was 51,500. The over the year change in September 2015 (+2,200 jobs, +4.5 percent) was 600 more when compared to September 2014 (+1,600 jobs, +3.4 percent). The number of jobs in this sector has been trending upward over the past six years.

Information

In September 2015, the employment was 1,600. The over the year change in September 2015 (+0 jobs, +0 percent) was equal to September 2014 (+0 jobs, +0 percent). The number of jobs in this sector has been fairly constant for over four years.

Financial Activities

In September 2015, the employment was 11,700. The over the year change in September 2015 (+0 jobs, +0 percent) was 100 less when compared to September 2014 (+100 jobs, +0.9 percent). The number of jobs in this sector has been fairly constant for over six years.

Professional and Business Services

In September 2015, the employment was 28,000. The over the year change in September 2015 (+1,300 jobs, +4.9 percent) was 500 less when compared to September 2014 (+1,800 jobs, +7.2 percent). The number of jobs in this sector has been fairly constant for almost a year.

Education and Health Services

In September 2015, the employment was 32,600. The over the year change in September 2015 (+2,000 jobs, +6.5 percent) was 1,600 more when compared to September 2014 (+400 jobs, +1.3 percent). The number of jobs in this sector has been trending upward for over two decades.

Leisure and Hospitality

In September 2015, the employment was 21,000. The over the year change in September 2015 (+700 jobs, +3.4 percent) was 100 less when compared to September 2014 (+800 jobs, +4.1 percent). The number of jobs in this sector has been trending upward for over five years.

Other Services

In September 2015, the employment was 5,500. The over the year change in September 2015 (+0 jobs, +0 percent) percent) was 200 less when compared to September 2014 (+200 jobs, +3.8 percent). The number of jobs in this sector has been fairly constant for over a year.

Government

In September 2015, the employment was 27,600. The over the year change in September 2015 (+400 jobs, +1.5 percent) was 1,400 more when compared to September 2014 (-1,000 jobs, -3.5 percent). The number of jobs in this sector has been trending downward over the past five years.

Education of the Workforce

In 2014, the educational attainment level of Polk County workforce participants from 25 years and older with a high school diploma or higher was at 83.1 percent, followed by those with a bachelor's degree or higher at 18.6 percent. Only 13.6 percent of workforce participants had attained less than a high school diploma.

Overall, the county faces a skills mismatch. High skill/high wage positions are difficult to fill, while the county unemployment continues to go down. With 13.6% of the population without a high school diploma, employment opportunities are limited, and meeting pre-requisites for educational/training programs can seem unattainable.

Individuals with criminal backgrounds have found it harder than most other sub-groups in finding employment, even when they're qualifications meet the employers' needs. Because a prison record or felony greatly reduces prospects in the job market, even individuals with in demand skills seem to

have fewer opportunities to interview with a prospective employer whether or not the charges legally or illegally make them ineligible for a job opening.

Top Emerging Industries

Workforce Development Area 17 - Polk County

Industry		Employment		2015 - 2023 Change	
		2015	2023	Total	Percent
5415	Computer Systems Design and Related Services	560	774	214	38.2
6215	Medical and Diagnostic Laboratories	192	248	56	29.2
5416	Management, Scientific, and Technical Consulting Services	1,116	1,429	313	28.0
6111	Private Elementary and Secondary Schools	1,495	1,895	400	26.8
6117	Educational Support Services	57	71	14	24.6
6219	Other Ambulatory Health Care Services	236	287	51	21.6
5239	Other Financial Investment Activities	233	281	48	20.6
6214	Outpatient Care Centers	1,272	1,532	260	20.4
5417	Scientific Research and Development Services	34	40	6	17.6
6113	Private Universities	2,127	2,499	372	17.5
5419	Other Professional, Scientific, and Technical Services	1,049	1,223	174	16.6
5413	Architectural, Engineering, and Related Services	1,368	1,578	210	15.4
6213	Offices of Other Health Practitioners	905	1,038	133	14.7
6112	Private Junior Colleges	100	114	14	14.0
4889	Other Support Activities for Transport	24	27	3	12.5
5414	Specialized Design Services	189	207	18	9.5
6114	Business Schools and Computer and Management Training	21	23	2	9.5
8129	Other Personal Services	289	316	27	9.3

Source: Florida Department of Economic Opportunity, Bureau of Labor Market Statistics, October 2015

Persons with Barriers to Employment

The most recent information on unemployment rates for persons with barriers to employment is for 2013. Polk County 2013 unemployment rate was 24.2 for disabled persons, 18.7 percent for American Indians and Alaska Natives, 0.0 percent for Native Hawaiians and Other Pacific Islanders, and 8.8 percent for persons 55 and older.

- (4) Please provide an analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and skill needs of the workforce and employment needs of employers in the region. WIOA §108(b)(1)(D) and §108(b)(7)

The implementation of WIOA provided a new opportunity to fully evaluate the workforce development system, policies, procedures and strategies to better meet the skill needs of the workforce and the talent needs of employers. The evaluation also allowed for the identification of strengths and weaknesses as listed below:

Identified areas of strengths include:

- a. Strong relationships among board executive leadership allowing for collaboration on numerous initiatives and grant applications and frequent sharing of information and best practices.
- b. Diverse secondary and postsecondary training opportunities in the State.
- c. Logistically, Polk County is the only Southeast location which offers two international airports within an hour's drive – Orlando and Tampa. It is intersected by Interstate 4, the Polk County Parkway, State Road 60 and Highway 27, and has easy access to Interstate 75 on the west and 95 on the east. Metropolitan Orlando-Kissimmee and Tampa-St. Petersburg, Clearwater located in adjacent counties, each have a cost of living index of 96, while metropolitan Lakeland has a cost of living index of 91. Our Central Location is advantageous for the creation of distribution centers, call centers and other businesses allowing quick access to all areas in the state, i.e. Amazon, Wal-Mart Distribution Center.
- d. Two fully integrated one-stop career centers to serve a wide variety of customers including specific populations and programs (WIOA, WT, SNAP, RESEA). A service model to ensure a true seamless service that allows for staff to serve any customer who walks through the door in a more effective, comprehensive and efficient manner.
- e. CareerSource Polk encourages and promotes the attainment of high skill/high wage jobs through the Individual Training Account System, designed to equip eligible individuals to enter the workforce and retain employment. The use of the Regional Targeted Occupations List (RTOL) serves as the catalyst for establishing approved occupational training programs in the County, emphasizing “in demand” occupations.

Opportunities for improvement include:

- a. The fact that among adults aged 25 or older, 13.6% do not have a high school diploma or equivalent. Polk County has the third highest single-year dropout rate in Florida, 4.2% in 2010-2011. While single-year drop-out rates have been declining in Florida since 2007, dropping down to 1.9% in 2010-2011, they've increased in Polk County during the same time period. Those holding a Bachelor's degree or higher comprise only 18.6% of the region's population versus the state average of 29.3%.
- b. Increasing the share of working-age adults who have postsecondary education or industry-recognized credentials.
- c. Development and utilization of contextualized literacy programs are crucial to helping TANF/SNAP Able Bodied Adults without Dependents (ABAWD) clients and will be a component of alignment of educational services.

- d. Population is growing older. The number of Polk county residents age 65 and over was 123,755 in 2014 (19.5%). The state's percentage of those aged 65 and over is (19.1 percent); this is largely a by-product of the aging of the Baby Boomers population.
- e. Workers from the front-end of the baby-boom generation are moving into their 60s and, beginning in 2011, were expected to retire from the workforce in large numbers. Due to the recent economic conditions, many chose to remain employed, thus complicating job opportunities for younger workers. Inevitably, baby-boomers will leave the workforce in large numbers very soon, taking with them knowledge and experience that kept industry growing and prosperous.
- f. Growing immigrant population with language barriers.

Workforce strategies must also take into account the skills and abilities of individuals with barriers to employment, including individuals with disabilities, veterans, ex-offenders, Temporary Assistance for Needy Families (TANF) recipients and those who do not speak English well or at all, to meet present workforce needs and future demand.

Workforce development activities include:

Activity	Description	Strength(s)	Weaknesses
Orientation/Intake	Information about all the services available through the One-Stop career center for all service seekers	<ul style="list-style-type: none"> ▪ Assist in determining need for supportive services including childcare ▪ transportation available in Polk and referral to such services; ▪ Allows staff to establish eligibility and determination for all programs and provide follow up services for individuals as applicable. 	<ul style="list-style-type: none"> ▪ Multi-step process, may frustrate customer
Resume Assistance/Quality Job Referral	Review or assistance to create a resume to be posted on EFM	<ul style="list-style-type: none"> ▪ Ensure resume is professional and reflects the specific knowledge, skills and abilities of the customer ▪ Facilitates job matching and quality referrals 	<ul style="list-style-type: none"> ▪ Time consuming, depends on customer having all information immediately available
Assessment of skill levels and service needs	Testing to determine skills levels, interest, aptitudes	<ul style="list-style-type: none"> ▪ Assists in the determination of customer's job readiness 	<ul style="list-style-type: none"> ▪ May frustrate customer
Job Readiness Workshops	Intensive workshop with the latest techniques in resume writing, Dress for success, Interviewing techniques Mock interviews	<ul style="list-style-type: none"> ▪ 2-Weeks of intensive training to assist customers stand out from other candidates. ▪ Customers are more confident upon completion of training. 	<ul style="list-style-type: none"> ▪ Long training ▪ Face-to-face ▪ Attendance only offered at the One-Stop career centers. ▪ Requires individual to travel to the career

			centers.
Labor Market Information	Statistical information related to occupations in demand, earnings and skill requirements.	<ul style="list-style-type: none"> ▪ Information readily available on job skills necessary to obtain the jobs described in the statistics and information relating to local occupations in demand and the earnings and skill requirements for such occupations 	
Individual Employment Plan	Establishes customer's employment goals, achievement objectives, combination of services.	<ul style="list-style-type: none"> ▪ Developed with customer, provides guidance on how to achieve their goals and the list of available services to assist them with their goals 	<ul style="list-style-type: none"> ▪ Requires face-to-face meeting with Case Manager, one step of the multiple steps required for program participation.
Case Management	Provides customers with counseling, assistance, follow up	<ul style="list-style-type: none"> ▪ Case Manager provides on-going support through the process ▪ Removes barriers to employment 	<ul style="list-style-type: none"> ▪ Difficult to keep contact information.
Individual Training Accounts	Provides eligible customers with a scholarship account to access training programs through approved training providers in a demand occupation.	<ul style="list-style-type: none"> ▪ Encourage and promote attainment of high skill/high wages; ▪ Based on customer choice; 	<ul style="list-style-type: none"> ▪ Issued only for qualified programs at qualified schools
Employer services	(Assisted process for job posting, recruiting events, job referrals, grants, labor market information)	<ul style="list-style-type: none"> ▪ On-going support through the process of job postings, job referrals, recruiting qualified individuals; ▪ Employer gets tuition reimbursement for employee training 	<ul style="list-style-type: none"> ▪ Cumbersome process to obtain placement results in a timely manner.
Supportive Services	Services such as transportation, child care, dependent care, housing, etc. that are necessary to enable an individual to participate in activities authorized under the Act.	<ul style="list-style-type: none"> ▪ Assists individuals with necessary services while participating in a program. 	<ul style="list-style-type: none"> ▪ Limited funds.

(5) Please provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area. WIOA §108(b)(7)

Employment and training activities available for adult and dislocated worker customers include but are not limited to:

- Orientation to the services available through the One-Stop career center for all service seekers
- Outreach, recruitment and intake
- Initial assessment of skill levels, aptitudes and abilities in order to determine job readiness
- Matching of employer job requirements and screening for supportive service needs

- Job search and placement assistance, including job workshops, job referrals and job development
- Job preparation class: our free workshops on interview techniques, resume writing, dressing for success and other topics that will help customers stand out from other candidates
- Provision of employment statistics information which includes job vacancy listings in the local, regional and national labor market areas
- Information on job skills necessary to obtain the jobs described in the statistics and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of accurate information relating to the availability of supportive services, including childcare and transportation available in Polk County, and referral to such services, as appropriate
- Assistance in establishing eligibility and determination for all programs and provide follow up services for individuals as applicable.
- Referral to other services – customer may be referred for other services as needed, i.e. Welfare Transition, Ticket-To-Work, Professional Services, SNAP, Veterans, Youth Services, Migrant Seasonal Farm Worker.
- Development of an Individual Employment Plan via EFM System to identify the employment goals, appropriate achievement objectives, and appropriate combination of services.
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality and professional conduct to prepare individuals for unsubsidized employment or training;
- Assistance in filing for training financial aid
- Individual, group and career counseling
- Individual training accounts for up to \$7,500: workers who are either unemployed or working in low-wage jobs may be eligible for tuition assistance up to \$7,500 including instructional costs, books, materials, fees (such as application costs, registration, and laboratory fees) and academic supportive services. The primary focus is on the attainment of certificates or degrees of value in the labor market leading to a job in high demand occupations, and emerging industries.
- On-the-job-training (OJT) – training for customers that are new employees may receive paid training and their employers are reimbursed for training costs if their business is located in Polk County and meet all federal guidelines.
- Customized Training – customer may receive paid training to meet specific requirements of an employer who is committed to employ the individual upon successful completion of the training. Employers are reimbursed for a significant portion of the training costs if their business is located in Polk County and meet all federal guidelines

- Internships – paid work experience to bridge the gap between the educational and professional worlds, making it easier to transition from academic life into a career.

TRAINING ACTIVITIES

Training services are designed to equip eligible individuals with the skills to enter the workforce and retain employment. These services will be provided by Board approved providers or other special grant programs and includes:

- Services provided to individuals who meet eligibility requirements: are unemployed, unable to obtain employment; or are employed, but are determined in need of additional services in order to obtain or retain employment that allows for self-sufficiency. Customers are interviewed; evaluated and assessed by the case manager who determines customer is in need of training services and has the qualifications to successfully participate (appropriate TABE scores, interest and aptitude) in the selected program or training services.
- Selection of programs for training services that are directly linked to Polk County high skill/high wage employment opportunities or similar opportunities in other geographic areas for which the individual is willing to relocate.

Once customer eligibility is established, the ITA will be used as the primary funding source;

- Customer has to apply for financial aid from the Pell Grant and other available financial sources, to use as the secondary funding source for other training related costs not covered through the ITA
- Customers are determined to be eligible in accordance with the priority system or are determined to be a candidate directed to other special programs.

(6) Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities. WIOA §108(b)(9)

The Local Board provides high-quality services for all youth and young adults, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations. Services are provided to youth ages 16 to 24 who reside in Polk County. We qualify and assist youth in gaining academic and employability skills needed to become successful as they transition into adulthood.

CSP will conduct training for youth staff, to better understand the different types of disabilities, how to handle issues of disclosure and disability identification with sensitivity at program intake, and how to determine the most effective mix of services and referrals to make when a disability is identified. These trainings will be presented by subject matter experts and include such topics as: federal, state, and local disability policies; identifying barriers/hidden disabilities; disability awareness and etiquette; website accessibility; providing reasonable accommodations; assistive technology accommodations and resources; Section 503 for federal contractors; and simulation training. VR, Mental Health Centers, and the Department of Correction will also be invited to attend these events and asked to present on relevant topics.

Within the youth facilities, staff will be trained to follow established procedures to ensure inclusion and compliance. Starting with intake, customers should be asked if any assistance is needed and if they have a disability, once they are assured that their response is voluntary and will be kept confidential. Customer orientations should include a discussion of Equal Opportunity (EO) and the right to file a complaint. Following orientation, services should be reviewed with the client by determining the client's eligibility and need of services in an integrated setting. For example, not all customers should be automatically referred to VR; only those that appear to be eligible and in need of VR services. Ongoing training will need to occur to educate staff on the services, funding, and the resources available to determine when it is appropriate to refer to partner agencies and possibly blend funding. Agency partners will seek to coordinate efforts and leverage funding between partner agencies to meet the employment and training needs of the customer. Memorandums of Understanding may be developed or reviewed, as necessary, to outline the responsibilities of each partner.

WDBs, through the IN-DEI grant, may continue to operate as Employment Networks (EN) and either offer benefits counseling in-house or work with their local Work Incentives Planning and Assistance (WIPA) representative to provide benefits counseling to Social Security beneficiaries receiving SSI/SSDI. WDBs not currently operating as an EN will receive information and training about the benefits of the Ticket to Work Program and how to become an active EN.

Staff will also be trained to use multiple resources and tools to ensure accessibility to services. One such resource that staff will be encouraged to use is the Guidepost for Success, which is a set of key educational and intervention strategies for youth, including those with disabilities. Additionally, One-stop assessments, Individual Education Program (IEPs), and Academic and Career Planning (ACPs) tools will continue to be utilized to identify career paths, barriers to employment, training or service needs, and employability skills. These assessments will also assist with identifying hidden disabilities and the potential need for accommodations.

CSP will implement policies to support accessibility to services throughout the state. Development of a Reasonable Accommodation Policy will be explored that requires the WDBs to formally track when a reasonable accommodation is requested and whether it is approved or denied. This policy may include, but will not be limited to: the process for handling and tracking reasonable accommodation requests; examples of reasonable accommodations (i.e., frequent breaks, ensuring a quiet testing environment, reading the test aloud); providing training and information regarding One-stop procedures; and a process for notifying the state regarding the approval/denial of the request(s). The state will track both informal and formal complaints received in the One-stop offices through the State's Quarterly Customer Service Record Log, This will help the state identify any patterns for alleged discrimination of individuals with disabilities.

LOCAL WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS

- (1) Please provide a description of the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment) including goals relating to primary indicators of performance described in WIOA section 116(b)(2)(A) in order to support regional economic growth and economic self-sufficiency. WIOA §108(b)(1)(E)

CareerSource Polk's strategic vision and goals for preparing an educated and skilled workforce seek to engage not only our business, education and economic development partners, but to also recognize value and necessity recruiting and retaining a qualified team of workforce professionals who are willing and capable of carrying out our mission. Our primary mission and vision at CareerSource Polk is to be the innovative leader to ensure and sustain a quality workforce for today and the future. The realization of this mission begins with the level and caliber of staff we employ. With that mission in mind, our strategic goals include the following:

- **Staff Engagement Goal:**

To recruit, effectively train, and retain a team of workforce professionals who are aware of, clearly understand and are motivated to embrace our mission by demonstrating a commitment to such. To accomplish this mission, training and development is our number one priority. A critical component of staff development and training includes not only understanding the importance of meeting the negotiated performance measures, but also recognizing the importance of quality performance as it relates to servicing each and every customer we encounter and helping them to meet their individual employment goals.

We place a significant amount of emphasis on assessing staff needs, training to address any gaps, evaluating the effectiveness of training, and conducting quality assurance reviews that include the review of every single customer's case to ensure quality touch points and service levels that seek to get each customer to their final destination of self-sufficient employment.

We believe that a well-qualified and appropriately trained workforce for our very own workforce system has a direct impact on (1) the types of goals set by and with our clients and, (2) each client's motivation to achieve a greater level of education and/or training that will result in higher wage jobs. Helping clients reach their full potential through education and training will also strengthen employability skills, increase placement rates and yield higher levels of job retention.

- **Board Engagement Goal:**

To recruit, educate, and engage board members who are willing to invest the time necessary to understand the workforce system and clearly envision the alignment of workforce, education and economic development for the sole purpose of ensuring a qualified workforce. Board members

engage by bringing their expertise to the table to develop strategies and policies that are designed to aid workforce clients in meeting their full potential with regard to career pathways, education and training opportunities to realize those pathways, and career guidance that supports their efforts to obtain and retain employment that will ensure job satisfaction, retention, and self-sufficiency.

- **Economic Development Partners Engagement Goal:**

Our primary focus with regard to engaging and being engaged with our economic development partners is to ensure that expanding and new businesses are fully aware of the talent pool within our region and the surrounding areas so that they are able to make well informed choices about their recruitment needs and the labor market variables that impact their recruitment and retention efforts. As a single county region with 17 municipalities, our goal is to be involved with all of our chambers of commerce and economic development organizations via our workforce system leadership staff and/or board members so that we know firsthand the skills and talent needed to fulfill our businesses workforce needs and convey those needs to appropriate partners so that our missions are aligned.

- **Education & Training Partners Engagement Goal:**

Our education and training partners are essential to the success of our mission. The Board is fully aware of the value of our education partners and the need to ensure that training and education are closely aligned with the workforce needs of our business partners. As stated in our mission, one of our primary goals is to ensure an educated (qualified) workforce. Our board works diligently with our education partners to increase the level of graduates who obtain their high school diploma or GED in order to expand workforce and training opportunities. We partner with both education and economic development partners to enhance placement efforts of our local college graduates into careers that align with their education and goals, all the while, fulfilling the talent needs for our business community. The board works to ensure ongoing planning, communication, and strategic alliances with our education and training partners that will result in the successful placement of job seekers into jobs that are a good match for the business needs, thereby yielding greater levels of employer and employee satisfaction and retention.

- **Business Partners Engagement Goal:**

Our goal to fully engage business partners in our planning and training efforts seeks to ensure that our business' needs are being met. Through the ongoing surveillance of business needs, we continuously align our programs and service delivery strategies and policies to ensure that our system is business-friendly and demand-driven.

Current challenges and strategies include

CHALLENGE	STRATEGY
The Business Services Division must maintain knowledgeable staff to communicate the value of CareerSource Polk's workforce services to businesses and community organizations.	Business Services staff will receive ongoing training in business services related topics and will further identify and develop relationships with business and community organizations.
Using technology effectively to advance sector strategies.	Business Services staff will receive ongoing training on the use of customer relationship management databases, such as: <ul style="list-style-type: none"> • www.salesforce.com • Florida Occupational Supply Demand System • www.employflorida.com • Infogroup Employer Database
The perception that the Business Services Division primarily provides services related to entry level and lower-wage occupations.	Through the use of databases and customer relationship management, further develop the relationship with high skill/high wage employers and those whose employment opportunities are on the career path to high skill/high wage jobs.

We will continue to identify and address any challenges employers note in accessing workforce services; work to enhance employer satisfaction, and measure effectiveness of employer outreach programs.

(2) Please describe the local area's strategy to work with entities that carry out the core programs to align resources available to the local area to achieve the strategic vision and goals established by the local board.

CareerSource Polk staff, in collaboration with the Board of Directors and its Councils, service providers and partners, will work together to analyze and interpret Labor Market Information in developing programs and opportunities that will align the best interests of job seekers and employers with the economic future of the county.

The Workforce Performance Council will continue to recommend policies and strategies to improve the quality of jobs filled by the under employed, including researching, addressing and improving the types of training and delivery systems available to incumbent workers. The Council will continue to review the Labor Market Information and other pertinent information in the process of designing strategies to address training related to high skill/high wage issues.

The Youth Development Council will continue to design and recommend the delivery of service strategies that address the need to prepare young people and others new to the workforce for employment or transition to additional education beyond high school.

CareerSource Polk partners with the Department of Vocational Rehabilitation and refers individuals with disabilities that otherwise cannot be assisted at the One-Stop career center.

- (3)** Please describe the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.

CareerSource Polk has engaged in a comprehensive accountability model that aims to ensure a service delivery strategy that positions the customer at the forefront of all we do. We will continue to seek innovative approaches to service delivery that align with the rapid growth, generational and technological changes in our workforce.

A monitoring plan is in place to review Board policies, practices, and fiscal and programmatic operations, which is conducted by a third party on a quarterly basis every fiscal year. Monitoring reports, along with the Corrective Action Plans are provided to the Board, through the appropriate Council for full review and comment. The Councils review the reports and address concerns to the Board staff and Service Provider staff on a quarterly basis.

Once each program year, we are also monitored by the DEO which conducts a fiscal and programmatic review. Results are shared with the Board of Directors through the appropriate Councils for full review and comment. The Councils review the reports and address concerns to the Board staff and Service Provider staff on a quarterly basis.

A Financial Audit is performed by a third party audit firm annually, which is shared with the Board of Directors.

CareerSource Polk's Workforce Performance Council reviews, on quarterly basis, all customer concerns and addresses those concerns with the One-Stop operator. The goal of this process is ensure that customer concerns are being addressed timely and effectively and to determine if any workforce policy or procedure is impeding staff's ability to deliver quality customer service to our customers.

- (4)** Please describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part §38.

CareerSource Polk career centers strive to be physically and programmatically accessible to all customers, including individuals with disabilities. All of CareerSource Polk's facilities are ADA compliant providing necessary accommodations, adequate space for the use of assistive devices or personal assistants, allowing individuals to participate in the full range of programs.

CareerSource Polk supports individuals with limited English proficiency, employing bilingual staff and providing printed material in several languages. We will continue collaborating with partners to provide services, resources and referrals to limited English speaking jobseekers. Local Adult Education programs offer Adult English for Speakers of Other Languages (ESOL) instruction for adults to improve their English speaking and writing skills but also to improve their academic skills so they can earn a high school credential and enter postsecondary education to improve their career options.

Equal Opportunity evaluates each CareerSource Polk facility at least every three years to ensure compliance with ADA standards.

CareerSource Polk staff members receive training on disability awareness, sensitivity and etiquette; and outreach for employers and federal contractors that are required to comply with Section 503 of the Rehabilitation Act. In addition, select staff is trained to enroll SSA beneficiaries in the Ticket to Work program. Individuals requiring additional services may be referred by staff to other agencies. In addition, Vocational Rehabilitation is co-located in our one-stop service delivery system.

CareerSource Polk offers a variety of resources and information on services available to persons with disabilities including: information on training opportunities and links to online training; technology guides for using screen enlargement software, screen reading software, Windows Accessibility features, American Sign Language interpreters, referral to the Abilities work portal on www.employflorida.com, and the Text Telephone or Teletypewriter for the Deaf (TTY); information on the ADA and accessibility; links to service providers and resources to assist persons with disabilities in removing barriers to employment; and links to information for employers interested in hiring a person with a disability including tax benefits, the ADA and accommodations.

- (5)** Describe the process used to develop your area's vision and goals, including a description of the participants in the process.

The CareerSource Polk Board of Directors in collaboration with the CEO established the vision and goals through ongoing dialogue about the critical components needed to meet customer needs through collaborative partnerships. Each council of the Board contributed to the discussion during

council meetings based on the analysis of changing markets, prior performance and the necessity for emphasized accountability to ensure customer success.

- (6)** Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support economic growth and self-sufficiency. WIOA §108(b)(1)(E)

CareerSource Polk's strategic vision and goals for preparing an educated and skilled workforce seek to engage not only our business, education and economic development partners, but to also recognize value and necessity recruiting and retaining a qualified team of workforce professionals who are willing and capable of carrying out our mission. Our primary mission and vision at CareerSource Polk is to be the innovative leader to ensure and sustain a quality workforce for today and the future.

The LWDB's goals are consistent with the State goals. LWDB will follow the lead of the State in negotiating performance for the performance accountability measures for the Region based on previous performance, local economic indicators and labor market data for the area.

- (7)** Please indicate the negotiated local levels of performance for the federal measures. WIOA §108(b)(17)

Please refer to table on next page.

2014 - 2015 FLORIDA WORKFORCE COMMON		
PY 2014-2015: July 1, 2014 - December 31, 2014		
Common Measures	PY 2015-2016 Final Negotiated Performance Goals	% of Proposed Goals Met
Adults:		
Entered Employment Rate	81.60%	94.83%
Employment Retention Rate	86.60%	103.10%
Average 6-Months Earnings	\$ 20,000.00	96.65%
Dislocated Workers:		
Entered Employment Rate	85.00%	88.68%
Employment Retention Rate	90.50%	98.66%
Average 6-Months Earnings	\$ 15,201.52	88.32%
Youth Common Measures:		
Placement in Employment or Education	68.88%	88.13%
Attainment of a Degree or Certificate	85.00%	79.66%
Literacy and Numeracy Gains	55.00%	68.64%
Wagner-Peyser:		
Entered Employment Rate	62.00%	91.34%
Employment Retention Rate	74.50%	108.20%
Average 6-Months Earnings	\$ 11,150.00	100.53%
	Not Met (less than 80% of negotiated)	
	Met (80-100% of negotiated)	
	Exceeded (greater than 100% of negotiated)	

(8) Please describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers, and the one-stop delivery system in the local area. WIOA §108(b) (17).

Local levels of performance and effectiveness of the fiscal agent is measured by comparing the actual level of activities provided under the different programs against state negotiated goals. It is also measured by program efficiencies and maximization of financial and human resources. Programs included are: youth program, adult and dislocated worker programs, adult education and literacy activities, employment services program, other services provided under title I of the Rehabilitation Act of 1973. Primary indicators of performance are described below:

- The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program
- The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program
- The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program
- The percentage of program participants who obtained a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program
- The percentage of program participants who, during a program year, are in education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- The indicators of effectiveness in serving employers established.

(9) Please describe the definition of “self-sufficiency” utilized by your local area. WIOA §108(b) (1)

LWDA’s self-sufficiency definition is based on whether the individual at the time of application is employed. The LWDA provides a separate self-sufficiency definition for dislocated workers. The Region also uses the self-sufficient wage to measure performance outcomes.

- The definition of self-sufficiency for adult-employed workers is the local LLSIL as annually published by the Department of Economic Opportunity for eligible adults.
- The self-sufficient wage for dislocated workers is the LLSIL as annually published by the Department of Economic Opportunity or 80% of the layoff wage, whichever is greater.

Self Sufficiency for recipients of public assistance, and people with disabilities and other barriers to employment:

WT/TANF programs are defined as follows:

- ✓ For WT/TANF – 69% of the LLSIL
- ✓ For SNAP – 67% of the LLSIL

COORDINATION OF SERVICES

- (1) Coordination of programs/partners:** Please describe how individualized career services will be coordinated across programs/partners in the one-stop centers, including Vocational Rehabilitation, TANF and Adult Education and Literacy activities. Specify how the local area will coordinate with these programs to prevent duplication and improve services to customers. TEGL 3-15

Partnerships provide the framework necessary to carry out the strategic imperatives. CareerSource Polk will continue to work with core and partner programs to leverage resources by developing and maintaining key partnerships with the Polk County School Board – Adult Education, Vocational Rehabilitation, Health Department offices, Department of Juvenile Justice, representatives of targeted industries, chambers of commerce, trade associations; and economic development entities, public and private educational institutions, community and faith based organizations; organized labor; the area's local elected officials; and state agencies, including Department of Children and Families.

We work with partners through Memorandum of Understanding (MOU) which sets forth the terms for cooperation and consultation between the partner and the Board with regard to the workforce program services to be delivered by staff in a coordinated, seamless and customer friendly manner within the local one-stop career centers.

A partner's work group is established and meets on a regular basis to consider ideas, discuss agency initiatives and goals and how partner agencies can help in achieving them. The group's main focus will be to maximize the quality of supported employment service delivery, ensure a comprehensive, efficient and effective referral process and the coordination of intensive vocational services. We will continue to work to ensure career centers are available to serve all job seekers regardless of obstacles to employment, level of need or degree of career development.

CareerSource Polk provides a common service flow for customers starting when a jobseeker visits our website, utilizes the Mobile Unit, or enters one of the sites. Each location, physical and virtual, provides information on the various services offered, delivers an orientation, and gives the jobseeker an opportunity to take advantage of services through registration. Once a jobseeker visits CareerSource Polk's website or a physical location, they start benefiting from our services including those provided by our local staff and partner staff (DEO, School Board, AARP, Job Corps, etc.) Orientations and intake services can begin online or at the center or mobile unit. On occasion, we bring WIOA services to our training providers to save customers an additional stop at one of our centers.

A jobseeker may fall into one or more categories (e.g., WIOA, WT, Veteran, MSFW, Dislocated Worker, etc. Regardless of how the jobseeker is classified in terms of service or funding needs, our fully integrated staff is available to assist the customer with all the services. A staff member is assigned to work with the customer throughout the process, including referral to a one-stop partner if needed. The staff member is responsible for delivery of career services and the coordination of trainings, OJT, paid and unpaid work experience, etc., through programs like WT and WIOA. They are also responsible for job placement and retention. Our customers rely on this integrated model to create a seamless, easy-to-use experience that actually delivers on its promise to ensure and sustain a quality workforce for today and in the future.

We coordinate with Local Education Agencies (LEAs), adult education agencies, county human service offices, juvenile justice and local law enforcement agencies, local housing authorities, Vocational Rehabilitation, economic development entities and other community and faith-based organizations to ensure all customers have access to all the services they need to be successful in training activities and find employment.

Adult Basic Education

Adult basic education is a critical partner in establishing career pathways for adults who are deficient in basic skills. CareerSource Polk partners with the Polk County School Board who provides a full range of adult basic education services from beginning level literacy through high adult secondary and transition activities to support college and career readiness; these services include English language acquisition activities where needed. Programs provide basic skills instruction in the context of work readiness and incorporate workplace preparation activities and career awareness and planning in instruction and services. Programs provide case management services to their students in two key areas: 1) helping students address barriers to participation in adult basic education programming and 2) helping students prepare and plan for entry onto a career pathway through employment and/or postsecondary education/training.

Through our partnership with the Polk County School Board, we are able to refer customers with language barriers to the ESOL program. The program is designed to meet the diverse needs of English language learners who come from home environments in which the native language is other than English. The program has six levels of ESOL classes. Customers are placed in a level based on their current ability to read, write, and understand English

CareerSource Polk also partners with READ Lakeland, a nonprofit 501(c) (3) organization dedicated to improving the quality of life in our community. More than 100 volunteers offer free services to

those who want to better their skills. Whether it's reading, writing or math, tutors are trained accordingly to provide one-on-one or small group instruction.

READ Lakeland, Inc. recruits, assesses, matches, tutors, and reassesses motivated adult learners, until they reach their literacy goals and/or transition into a higher level program such as GED preparation, a vocational school, or even Polk State College. They provide the instructional materials used by tutors and students, basic and continuing training for tutors, and personal contact to support students in reaching their educational goals.

Vocational Rehabilitation

The Department of Vocational Rehabilitation (VOR) provides vocational rehabilitation services to help persons with disabilities prepare for, obtain, or maintain employment. VOR provides services to eligible individuals with disabilities, both directly and through a network of approved vendors. Services are provided on an individualized basis. The VOR counselor, during face-to-face interviews, assists customers in selecting their choice of vocational goals, services and service providers. An Individualized Plan for Employment (IPE) is developed, outlining a vocational objective, services, providers and responsibilities. Counseling and guidance, diagnostic services, assessments, information and referral, job development and placement, and personal services such as readers or sign language interpreters are provided at no cost to the individual. VOR will collaborate with partners in the workforce and education systems to develop strategies for streamlining and enhancing service planning and delivery.

Division of Blind Services

CareerSource Polk provides customers with universal services at the One-Stop career centers, including screen reading adaptive technology (JAWS) in both the resource room and the assessment centers, and documents in an accessible format upon request. Additional services are coordinated through partnerships with the Vocational Rehabilitation, Florida Division of Blind Services, and Lighthouse for the Blind. CareerSource Polk will continue to work to connect individuals with disabilities with employers. We encourage employers to use the EFM portal, Abilities Work, a resource to support the linkage of employers to qualified job seekers with disabilities.

CareerSource Polk is an employment network under the Ticket to Work program. While participation in the program is voluntary, staff assists individuals that are Ticket eligible regardless of whether or not their ticket is assigned to CareerSource Polk.

(2) Coordination with Economic Development Activities: Please provide a description of how the local board will coordinate workforce investment activities carried out in the local areas with economic development activities carried out in the region (or planning region) in which the local area is located, and promote entrepreneurial training and microenterprise services. WIOA §108(b)(4)(iii)

CareerSource Polk works closely with all of the various economic development organizations in the region including, the Central Florida Development Council, Lakeland Economic Development Council, Bartow Committee of 100, Winter Haven Economic Development Council, Chambers of Commerce located throughout the county and the Small Business Development Center.

The Business Services Division and economic development organizations meet with businesses that want to move to or expand their operations in Polk County, and work collaboratively to increase the diversity of job opportunities in the region. Staff regularly attend chamber of commerce functions, and are guest speakers as a means of publicizing our services and activities. The Region also provides entrepreneurial training and works with the Small Business Development Center, which is funded in part by the U.S. Small Business Administration (SBA), Defense Logistics Agency, State of Florida and other private and public partners. Staff from the SBDC has provided training to Business Services Division staff, Business Services Division staff refers employers to the SBDC office for assistance, and the SBDC staff has been guest speakers and exhibitors at CareerSource Polk events. In addition, all Individual Work Plans developed for Social Security Ticket to Work participants include information on how to contact the SBDC for assistance in starting a business.

(3) Coordination of education and workforce investment activities: Please describe how the local board will coordinate education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services. WIOA §108(b)(10)

Coordination of education and workforce investment activities must be linked to employment opportunities in the local area. The local area contracts with education and training providers whose measurable performance qualifies them to receive WIOA funds to offer a wide variety of training programs and occupational choices to eligible customers. The Regional Targeted Occupations List (RTOL) is the document that determines the occupations for which training may be sponsored. The targeted occupations list identifies the labor market needs of Florida's business community and encourages job training based on those needs, with emphasis on jobs that are both high demand and high skill/high wages.

CareerSource Polk's workforce development strategy is intricately tied to education, starting with the secondary school system to include career and technical schools and continuing through

postsecondary education to include community colleges, and public and private colleges and universities. All core programs have a history of engaging with the education system, in particular the career and technical schools and community colleges, and will continue to develop those relationships.

CareerSource Polk partners with Polk County School Board in providing services to individuals enrolled in the GED program. Our mobile unit travels to specific locations removing the transportation barrier for some while providing immediate access to technology to other customers. We also host GED classes in both career centers and assist with funding GED tests.

CareerSource Polk partners with post-secondary educational institutions allowing them to make presentations to our customers about their various training programs.

Some of our staff is out stationed at the various post-secondary educational institutions which allows students for immediate access to program and services information provided by CareerSource Polk.

There has also been significant collaboration between CareerSource Polk and Polk State College which has been the recipient of two TAACCCT grants. The grant was used to develop curriculum and customize programs to re-train dislocated workers in the Advanced Manufacturing. The grant helped prepare dislocated workers and other unemployed individuals for careers in advanced manufacturing. CareerSource Polk will analyze the results of the projects and utilize best practices and lessons learned to help improve the broader workforce development system.

In serving individuals with disabilities, CareerSource Polk will continue to work collaboratively with local community colleges, career and technical schools to explore the development of training programs that are implemented with universal design to train individuals with disabilities for competitive, integrated employment in jobs that meet local labor market demand.

(4) Coordination of transportation and other supportive services: Please describe how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area. WIOA §108(b) (10).

CareerSource Polk provides funded support services to those who are eligible under governing rules and regulations for the type of funding deemed appropriate and allowable. Limitations on funds will not affect the amount that we provide as the limit is already relatively low. Therefore, CareerSource Polk funded support services will be provided to those who are eligible until funds are exhausted.

Supportive Services may be provided for Welfare Transition, WIOA Adults, and WIOA Dislocated customers who are participating in authorized program activities and who otherwise are unable to obtain such supportive services.

The Local Board will consider payment for customer support needs that will remove barriers, enable the customer to attend and/or to remain in training, prepare for and actively participate in work related activities that will allow them to attain and remain in full-time permanent employment, including but not limited to job search, post placement employment and community work experience.

Services are coordinated for customers to receive, based on need, support services in an amount up to \$1,250 for transportation needs, inclusive of gas referrals, fuel cards, bus passes and limited vehicle repairs. Other supportive services may include ABE/GED classes, clothing, medical services and child care services.

CareerSource Polk is actively engaged with Polk County Transportation Disadvantage Local Coordinating Board, which addresses issues related to transportation for the disable, elderly, disadvantaged and blind services.

(5) Coordination of Wagner-Peyser Services: Please provide a description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C 49 et seq.) and services provided in the local area through the one-stop delivery system to improve service delivery and avoid duplication of services. WIOA §108(b)(10)

CareerSource Polk maximizes the labor exchange services provided by Wagner Peyser staff in many ways, starting as the initial point of contact with individuals who are seeking employment and employers who are seeking employees. We present the delivery of services as a seamless system to all individuals. In striving to provide the best services to customers, we train our staff to assist customers and make their participation experience an effective one, meeting their needs and providing excellent customer services during their participation in one-stop activities.

We provide orientation to the services available through the One-Stop career center and assess customer's skills levels and abilities to determine job readiness and provide immediate assistance with job matching of employer job requirements and screening for supportive service needs. Career Services are provided to all customers who are primarily seeking employment assistance, both self-service and assisted, including customers seeking veteran's services that have no identified significant barriers. Customers are registered in Employ Florida Marketplace (EFM).

In order to improve the service delivery and avoid duplication of services, CareerSource Polk maximizes its resources by working cohesively with partners. Partner's staff participates in cross training sessions related to customer service, eligibility, resources, referrals and performance issues, which empowers them to effectively identify and assist customers according to their needs.

- AARP Senior Citizen Supported Employment Program- staff is co-located in the career center and assist customers with Resource Room services. Our partnership with AARP allows us to enhance the participation and performance of customers served through the system. AARP staff is fully integrated to the service delivery system and works cohesively with one-stop staff.
- Polk County Drug Court – CareerSource Polk provides the mobile unit services as well as staff to assist individuals referred by the Drug Court system with job search activities.
- PCSB - CareerSource Polk partners with Polk County School Board in providing services to individuals enrolled in the GED program. Our mobile unit travels to specific locations removing the transportation barrier for some while providing immediate access to technology. We also host GED classes in our career centers, and fund GED tests.

(6) Coordination of Adult Education and Literacy: Please describe how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under Title II in the local area, including a description of how the local board will carry out, consistent with subparagraphs (A) and (B) (i) of section 107(d) (11) and section 232, the review of local applications submitted under Title II. WIOA §108(b)(10)

CareerSource Polk partners with the Polk County School Board Adult Education and with Alternative School Opportunities to offer a variety of alternative learning opportunities for adults and youth customers to engage into academics through non-traditional methods.

We continuously meet with the Polk County School Board Adult Education to strengthen partnership and to collaborate on various grant opportunities.

At the local level, some adult education providers have developed relationships with postsecondary education providers. Students who do not earn a high enough score on placement tests at the postsecondary institution are referred to a local adult basic education program for remedial work. After the student has demonstrated sufficient academic progress at the local adult education program,

as determined by an approved standardized test, the student is referred back to the postsecondary institution.

In accordance with Section 231 under Title II Adult Education and Literacy Act of WIOA, the local board will fund eligible local training providers for the provision of adult education services through a “continued eligibility” process for 2016-2017. If approved, the provider will be eligible for two (2) years and must re-apply for “continued eligibility” three months before eligibility expires. Applicants must provide verification of license to provide training services programs in Florida and the program requirements as established in Section 231, included in the application.

New training providers are required to apply for “initial eligibility”. If approved, the provider will be on the eligible training providers list (ETPL) for one (1) full year, and must perform successfully to be considered for “continued eligibility”.

All training providers are selected through a Board review process. A team of Board staff and the Workforce Performance Council will review the applications ensuring compliance with federal requirements, including past performance of the program(s) proposed, local minimum performance targets, and submit a recommendation for final Board approval. The review may include a site visit to determine the adequacy of equipment, facilities, level of staff knowledge, and ability to provide training services to our customers. All applicants will be notified (in writing) of the result of the review. Decisions on approvals are guided by our commitment to provide quality services and maintain high levels of customer choice and satisfaction.

The Board reserves the right to accept, reject, or accept with modifications any application for training services submitted.

All applications submitted to the Board will be given fair and unbiased consideration. If an applicant contends that his/her application review was flawed, the applicant may protest the staff’s decision to the President/CEO of the Board. The President/CEO will attempt to resolve all such disputes in a reasonable manner. If the dispute cannot be resolved, the protesting applicant can appeal to the Executive Committee of the Board. Applicants denied inclusion on the eligible training provider list after appeal to the Executive Committee will be permitted to file a grievance pursuant to Chapter 120, Florida’s Administrative Procedures Act, and the state’s grievance policy, WDP 99-104.

1. After proper evaluation, the Workforce Performance Council will make a recommendation for Full Board approval.
2. After Full Board approval, training provider will receive an Individual Training Account (ITA) agreement including contract provisions, certifications and assurances.
3. Upon receipt of a properly executed ITA agreement and approval of training providers’ programs, approved training provider will be placed on the ETPL.

All training providers approved by the Board are included in the local ETPL, which includes the training programs approved for each provider, the cost and performance information to help participants make an informed decision. Information will be provided through the local one-stop delivery system and electronically on the Board's website.

The Board will refer training providers approved on the local ETPL for inclusion in the Florida statewide Eligible Training Provider List in order to facilitate and assist participants in choosing providers of training services programs.

- (7) Cooperative Agreements:** Please provide a description of the replicated cooperative agreements (as defined in WIOA section 107(d)(11)) between the local board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.

CareerSource Polk maintains an Inter-local agreement in partnership with CEO. The inter-local agreement is developed by the CEO (Polk County Board of County Commissioners) staff in cooperation with the Local Workforce Development Area staff to document the partnership between the two in an effort to meet the requirements of the Workforce Innovation and Opportunity Act, Laws of Florida and any future state and federal workforce initiatives and laws. The agreement is signed by the Board Chair and the Chairman of the Polk County Board of Commissioners.

CareerSource Polk has cooperative agreements (Memorandum of Understanding) between the board and other entities to enhance the provision of services to individuals with disabilities and other individuals. CareerSource Polk currently partners with the Department of Vocational Rehabilitation, which is co-located in one of our career centers. As stated in the MOU, CareerSource Polk will eliminate unwarranted duplication of services through a seamless process, reduce administrative costs, and facilitate joint planning, and facilitate staff development and training to enhance participation and performance for individuals with disabilities. Vocational Rehabilitation will be familiar with the services provided by the one-stop delivery system and participate on the Partner Management Team and provide for front line participate in Continuous Quality Improvement efforts.

CareerSource Polk also partners with the Polk County School Board through a Memorandum of Understanding to facilitate development and training and the implementation of career pathways

through the integrated education and training model. The agreement includes the provision of the full array of workforce services provided by CareerSource Polk one-stop delivery system.

AARP – will provide a mutually agreed number of qualified part time staff to provide the services outlined in the MOU. The local board provides appropriate office space for the AARP representatives, including office furniture, office supplies and computer equipment.

Division of Blind Services (DBS) – DBS partners with career centers and other agencies to support individuals with visual disabilities in achieving employment and independence within the community. DBS district staff provides information such as brochures, website, district contacts, etc., to assist career center staff in referring potential clients to Blind Services. Similarly, DBS may refer clients to the Career centers to support their VR goals in addition to Blind Services. Some clients use the services offered by the career centers, such as job searches, resume building, and other employment training activities. The Division of Blind Services will provide information and referral to clients who may benefit from these services. When clients' vision is medically restored, they may be referred to the career center for job matching and placement services (if unemployed). DBS staff may also work with career center staff to identify ways to improve accessibility and customer service for individuals with blindness and low vision.

In light of the WIOA amendments, discussion has been initiated to enhance the provision of the services provided to individuals with disabilities partnering with other agencies.

DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM

(1) General System Description: Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners. WIOA §108(b)(6)

CareerSource Polk's delivery of services is carried out through its comprehensive one-Stop delivery system, which integrates the provision of services for unemployed, underemployed and employed workers including WT/TANF and SNAP customers. For WT/TANF customers and others who may require additional education and training, including job readiness, and adult basic education skills training, etc., referrals are made to other partners including, school districts, community-based programs, and faith-based organizations.

CareerSource Polk operates two full service one-Stop career centers. Both centers provide WIOA, TAA, WT, SNAP, Veterans, Wagner-Peyser, and RESEA services. Upon entering a full service career center, job seekers find integrated case management approach to assist these individuals to become competitive for employment. CareerSource Polk contracts with a Service Provider as the One-Stop Operator. Partners co-located at the one-stop career center include: AARP, DOE-PCSB. DOE-Vocational Rehabilitation is located within the same premises, on the third floor.

Services provided include:

Workforce Innovation and Opportunity Act (WIOA)

(WIOA) program provides Individualized Services intended to help job seekers return to the workforce by utilizing general, individual, and if determined eligible, for training services. Career Development Program (WIOA) provides one-on-one assistance for job seekers with resumes, interviewing, job search, and career planning. Workers who are either unemployed or working in low-wage jobs may be eligible for supportive services while seeking employment, interviewing or attending training. The primary focus of training is to obtain a certificate or degree of value to the labor market, leading to a job in high demand occupations and emerging industries. As funding allows, participants may be eligible to receive tuition assistance which may include instructional costs, books, materials, and fees (such as application costs, registration, and laboratory fees).

Target population for WIOA services consist of workers who have lost their jobs through no fault of their own (dislocated workers); Homemakers who have lost their financial support from a family member; recipients of public assistance and other low-income individuals when funds are limited; employed workers that need skills upgrading or retraining.

WIOA Youth:

The Youth program is designed to serve eligible youth and young adults through high-quality case management support toward educational attainment that includes career guidance and exploration, the provision of summer and/or year-round work experience opportunities such as internships and pre-apprenticeships, and skills training along a career pathway for in-demand industries and occupations, along with any necessary supportive services. The ultimate goal for program participants is either advancement into post-secondary education or the attainment of employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OSY) and youth with significant barriers to success, such as youth with a disability, pregnant or parenting youth, or those youth subject to the juvenile/adult justice system.

Wagner Peyser

Wagner Peyser provides labor exchange bringing together individuals who are seeking employment and employers who are seeking employees. Through WP labor exchange, we have the capacity to assist job seekers to find employment; assist employers in filling jobs, and facilitate the match between job seekers and employers.

Welfare Transition/TANF

The Welfare Transition Program (WTP) provides emphasis on work, self-sufficiency, and personal responsibility; as well as opportunities for welfare recipients to move from welfare to work. The support structure includes the programs and services such as: employment programs, job training, child care and transportation assistance; diversion programs to reduce domestic violence and child abuse; diversions to prevent families from going on welfare and relocation assistance.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program emphasizes work, self-sufficiency, and personal responsibility. Program participants gain valuable skills, training, and work experience in an effort to reach total self-sufficiency.

Reemployment Services and Eligibility Assessment (RESEA)

The program provides re-employment services to pre-selected UC claimants that are most likely to exhaust their unemployment benefits. The services provided include, but are not limited to:

- Orientation and Assessment
- Labor market information unique to area of work experience
- Developing an employability development plan
- Job and additional services referrals

- Follow-up to further assist in their employment efforts

Migrant Seasonal Farmworker:

CareerSource Polk is committed to serving farmworkers who work in the Polk County service area. The MFSW Outreach Specialist assigned to our Region is bi-lingual and is accustomed to serving the farm worker population and employers located within Polk County. Our MSFW Outreach Specialist works jointly with the agricultural employers and directly with the farmworkers to deliver available employment services and knowledge of services available in our One Stop Center and other agencies available to the farmworkers to promote quality of the labor exchange and quality of life for farmworkers in our service area.

TAA

Trade Adjustment Assistance (TAA) helps workers who are adversely affected by foreign imports or job shifts to a foreign country. Assistance is provided to eligible workers in the form of reemployment services, training, job search, relocation, and support benefits in the form of Trade Readjustment Allowances (TRA) and/or Alternative/Reemployment Trade Adjustment Assistance (ATAA/RTAA) for older workers

DEO Merit Staff maintain familiarity with TAA requirements, screening and determination applicability. As part of the TAA Information Meeting, and in any subsequent contact, the local TAA Coordinator will emphasize the importance of receiving an assessment prior to their enrolled in training deadline. Any affected workers requesting TAA assistance that may be coming from outside the region are referred to the local designated TAA staff.

VETERAN SERVICES

Our region utilizes an electronic tracking system for all customers that enter the One-Stop Career Center. Veterans are identified in a prominent manner on this system which allows all Wagner Peyser staff to see the next available customer. Those identified by the VET status will be provided service before non-VETs by Wagner Peyser staff.

Veterans and their families have priority of service in the Resource Room and for all programs operated by the Region and are seen immediately. Veterans are offered the full range of One-Stop services to include job counseling, job search/referral, resume services, as well as specialized assistance on Veterans rights and benefits as well as assistance and interface with the Veteran's Administration (VA) programs.

- A. Is each of the required WIOA partners included in your one-stop delivery system? Describe how they contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason.

CareerSource Polk enjoys strong partnerships with required and non-required One-Stop partners. Through these partnerships, attempts are made to minimize duplication of services and leverage resources to ensure efficient use of funds in our region. All partners are allowed, encouraged and applauded for participation in our quarterly Partner Management Team meetings which allow full disclosure of each agencies services, successes and concerns. Discussions at meetings include full engagement of partners with various agency plans, participation on task forces and/or committees and collaboration on grant opportunities that will benefit the region.

All partners are allowed and encouraged to become Tier 1 certified, providing access to EFM and allowing partner agencies to make job referrals.

AARP, Vocational Rehabilitation, Polk County School Board GED Program and Job Corps provide services at the One-Stop career centers. All other partners are located at their own facilities. CareerSource Polk also provides the rural community with services on the Mobile One-Stop Unit three or more times per month.

Several of our strategic partners serve on the CareerSource Polk Board and/or the Youth Council.

CareerSource Polk maintains an electronic distribution list of partners and uses it regularly to inform partners of workforce activities, including job fairs, grant opportunities, recruitment events, equipment availability through our disposal process, etc.

Partners are essential to CareerSource Polk's planning and implementation efforts, as they contribute to our goal of providing seamless and integrated employment services for our customers through the One-Stop delivery system.

- B. Identify any non-required partners included in the local one-stop delivery system.

Only required partners are co-located in the local one-stop delivery system.

- C. The LWDB, with the agreement of the chief elected official, shall develop and enter into a memorandum of understanding between the local board and the one-stop partners. Please provide a copy of any executed MOUs. WIOA §108(b) (6) (D).

Attached MOUs with the following one-stop partners:

(2) Customer Access: Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and individual customers.

- A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, will comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. WIOA §108(b)(6)(C).

CareerSource Polk utilizes the EEO monitoring tool to inspect site operations and services, and ensure ADA compliance. Hearing impaired customers are assisted through American Sign Language interpreters, the TTY system and a current staff member with conversational sign language skills. Individuals with visual impairments are assisted through the use of JAWS in the resource room and assessment labs, large print copies and electronic copies of documents. In addition, assistance and referrals may be made through Lighthouse for the Blind or the Division of Blind Services. Individuals with disabilities are referred to the Florida Abilities Work portal on www.employflorida.com. The Disability Program Navigator facilitates staff training on providing services, and resources available to, individuals with disabilities.

- B. Please describe how entities within the one-stop delivery system are utilizing principles of universal design in their operation.

The Board assures that the local career center delivery system provides services to all customers consistent with the principles of universal access and in accordance with all relevant laws and regulations, state policies and procedures. The Board also assures that applicable career services will be provided in at least one physical career center in the workforce area. In the event a facility requires changes to its lay-out, equipment or furniture, a designer may be contracted to ensure the facility remains ADA compliant and is accessible to everyone, regardless of their age, ability, or status in life.

Universal access principles include:

1. Equitable use
2. Flexibility in use
3. Simple and intuitive use
4. Perceptible information

5. Tolerance for Error
6. Low physical effort
7. Size and space for approach and use

- C. Please describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, through the use of technology and through other means. WIOA §108(b)(6)(B)

Our local delivery system provides ADA compliant facilities in our Winter Haven and Lakeland career centers. Annual reviews by the CareerSource Polk Facilities Manager and the EEO ensure ADA compliance and access to services.

Remote areas are served through our website and social media, the mobile unit, a partnership with members of the Polk County Library Cooperative and other organizations, and co-locating staff at select sites throughout the county. CareerSourcePolk.com and social media (Twitter, Facebook, and LinkedIn) provide information on the services available to employers and job seekers. The mobile unit travels to municipalities, libraries, non-profit organizations and correctional probation offices throughout the county providing job seekers with access to computers with internet service, printers, copiers and fax machines and Career Specialists. CareerSource Polk staff has provided training to Polk County library staff and agency partners. And provide updates on new job postings, programs, recruiting events, job fairs and other activities via email.

Services are currently provided by stationing staff at different partner locations, i.e. Libraries, Traviss and Ridge Career Centers, Housing Authorities and Community Centers. Staff is currently developing agreements to co-locate staff at additional Polk County School Board locations effective July1, 2016.

- (3) Integration of Services:** Please describe how one-stop career centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop career center partners. WIOA §108(b)(21)

CareerSource Polk is in the process of implementing a paperless system that would enable intake and case management.

Customers are able to complete various program orientations online.

(4) Competitive Selection of OSO: Describe the steps taken or to be taken to ensure a competitive process for selection of the one-stop operator(s). WIOA §121(d)(2)(A)

The selection of the One-Stop Operator is procured in accordance with CareerSource Polk's adopted Procurement Policies and Procedures, which incorporates the methods of procurement provided for under 2 CFR 215. The One-Stop Operator facilitates services for workforce program, including; WIOA, TAA, WT, SNAP, Veterans, Wagner-Peyser, RESEA REA, UI, RES-EUC, PREP.

The policy states:

Competitive Proposals – the determination to seek competitive proposals may be made by the President & CEO or by the Board. The President & CEO or the Board will direct Board staff to prepare a Request for Proposals (RFP) to detail the goods or services being sought, the amount the Board intends to spend, the proposal content instructions and the proposal review and award criteria. In determining the amount anticipated to spend, the staff person responsible for preparing the RFP will prepare a cost estimate. This cost estimate will take into consideration such things as:

- What other workforce regions are paying for similar services
- What the Polk County Workforce Development Board is paying for similar services
- Historical data as to what has been paid in the past for similar services, adjusted for inflation and local conditions

Each RFP shall make clear to potential offerors that the issuance of the RFP does not commit the Board to award a contract, pay any costs associated with the preparation of a proposal, or to actually procure the requested service. Each RFP shall also reserve the right of the Board to accept and/or reject all proposals received and to negotiate with all qualified sources.

Once the RFP is fully developed, a legal notice detailing the scope of the RFP, how and when to propose, a contact person at the Board, and other pertinent information will be prepared and published, using the Purchase Order process described above. RFP's will also be advertised in Florida Administrative Weekly and posted at the Board's website, www.careersourcepolk.com.

Prior to the release of each RFP, the President & CEO will appoint a team of at least three (3) Board members and/or staff to review the proposals received. Staff and Board members will be selected based on their expertise in the services being sought and/or the procurement process. These staff will be provided with copies of the RFP and any related documents.

The Board also maintains a current listing of all agencies and organizations that may be potential providers of goods or services solicited. Agencies and organizations on that list will be direct mailed a

memorandum announcing the availability of the RFP and a general description of goods or services being sought. The announcement will direct them to call the Board or visit the Board's website to access the full RFP.

A proposer's conference will be held in conjunction with each RFP issued. The conduct of that conference is the responsibility of the staff person who developed the RFP. This responsibility includes a requirement for the production and distribution of conference minutes. Conference minutes made available to all attendees and any other interested parties through the Board's website and copied to the three (3) staff proposal reviewers.

Once an RFP is issued, designated Board staff will be available to answer technical questions only. All potential bidders are required to attend the proposer's conference as the primary venue to have questions addressed.

As proposals are received, they will be date and time stamped on the outside of the envelope/box in which they are received to ensure timely submission. On the specified date at the specified time and location, the Board will open the proposals received. Each proposal's receipt will be recorded on a log that provides the name of the RFP at the top and the name, address and contact person for each proposal opened. Originals will be filed with the Vice President of Operation's office. Copies will be distributed to each member of the review committee.

All proposals meeting the following criteria will be reviewed:

- Submittal on or before the deadline specified
- Submittal in the format specified
- Proposal is responsive to the RFP

Staff reviewers will read and rate each proposal independent of one another, using the objective rating criteria contained in the RFP. Rating criteria may include, but will not necessarily be limited to:

- Past performance of the proposer in the services solicited
- Fiscal accountability of the proposer
- Ability of the proposer to meet performance objectives
- Reasonableness of the proposed costs
- Quality of the services proposed
- Qualifications of staff to deliver the proposed services
- Proposer's demonstrated ability to serve targeted populations, if any

Once reviewers complete their independent scoring of the proposals, they will meet and finalize the proposal rating process. Based on their independent rating of each proposal, the team will formulate written recommendations to the President & CEO for presentation to the Board. The President & CEO will schedule the recommendations for consideration to the appropriate committee of the Board in a timely manner.

The Board Committee may elect to accept, accept with modifications or reject the staff recommendations. Where a recommendation to fund is made, the Committee Chair will request that the Executive Committee place the recommendation on the agenda of the next Board meeting. The Full Board then either accepts, or accepts with modifications, or rejects the committee recommendation. Board approval constitutes staff authorization to proceed with contract negotiations.

Actual funding of any proposal is contingent upon:

- Successful negotiation with the service provider
- Acceptance by the service provider of the Board's contract terms and conditions
- Reference checks, as required

In addition, prior to the execution of each contract, Board staff must determine that each service provider meets the following requirements:

- Has adequate financial resources or the ability to obtain such
- Has the ability to meet the performance goals, program specifications and conditions and to do so at a reasonable cost
- Has a satisfactory record of past performance
- Has a satisfactory record of business ethics and fiscal accountability
- Has the necessary organization, experience, accounting and operational controls, as well as the technical skills to perform the contracted work

The Board's Vice President of Operations or other designated staff person will proceed with contract negotiations as directed by the Board. Negotiations will include the establishment of performance standards and the conduct of a full price analysis. Where profit is allowable, it will be negotiated separately from the line-item budget. The amount of profit allowed will be associated with contractor risk and reasonableness considering the work being performed.

The final agreed-upon contract document will be presented to the President & CEO for review and approval. The President & CEO has signatory authority for all contracts. Once fully executed (signed and dated by both parties), the Vice President of Operations will issue an Authorization to Proceed memorandum to the contractor.

Competitive procurements will be fully documented. Procurement files will be established and maintained by the Planning and Contracting Office and will include, at a minimum:

- Solicitation (cost/price estimates, the RFP, legal advertisements and other announcements, bidder's list and proposer's conference minutes)
- Proposals submitted (full submission of each proposal, whether selected for funding or not, along with transmittal attachments, staff summaries of proposals, if any)
- Evaluation of Proposals (completed rating sheets – in ink and signed by each rater – summaries and tabulations of ratings and staff recommendations)
- Board actions (record of committee and/or full board actions, copies of letters sent to each proposer announcing Board actions; and
- Contract negotiations (documentation of the significant history of the negotiations, documentation of the cost/price analysis conducted)

The Board will maintain, for three (3) years, those written records specified above. This extension period will be extended until such time as all audits, claims and litigation, if any, have been fully resolved.

(5) System Improvement: The state's certification policy has not been finalized by the state workforce board. Following its completion and issuance, please describe any additional criteria or higher levels of service than required in order to respond to labor market, economic and demographic conditions and trends in the local area. WIOA §108(b)(6)(A)

The Board will continue to follow the state's certification policy.

DESCRIPTION OF PROGRAM SERVICES

(1) System description: Please describe the local workforce development system. Identify the programs that are included in the system and how the local board will work with the entities carrying out core programs and other workforce development programs to support alignment in provision of services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.), that support the strategy identified in the State Plan under WIOA section 102(b)(1)(E). WIOA §108(b)(2)

The Local Workforce Development Board provides the delivery of services through a One-Stop Operator. Workforce development programs included in the system are:

Career Services: provided to all individuals seeking employment assistance, both self-service and assisted. Individuals are registered in Employ Florida Marketplace (EFM). Services include:

- Orientation to the services available through the One-Stop Center for all service seekers
- Outreach, recruitment and intake
- Initial assessment of skill levels, aptitudes and abilities in order to determine job readiness
- Matching of employer job requirements and screening for supportive service needs
- Job search and placement assistance, including job workshops, job referrals and job development
- Provision of employment statistics information which includes job vacancy listings in the local, regional and national labor market areas
- Information on job skills necessary to obtain the jobs described in the statistics and information relating to local occupations in demand and the earnings and skill requirements for such occupations
- Provision of information regarding the performance of the Board in regards to the performance measures and any additional performance information with respect to the Board's One-Stop delivery system
- Provision of accurate information relating to the availability of supportive services, including childcare and transportation available in Polk County, and referral to such services, as appropriate
- Provision of information regarding filing claims for unemployment compensation
- Assistance in establishing eligibility and determination for all programs and provide follow up services for individuals as applicable.
- Development of an Individual Employment Plan via EFM System to identify the employment goals, appropriate achievement objectives, and appropriate combination of services.

- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality and professional conduct to prepare individuals for unsubsidized employment or training;
- Assistance in filing for training financial aid
- Work assignment where appropriate
- Case management for those seeking training and for all TANF and Welfare-to-Work participants
- Individual, group and career counseling
- Referrals to One-Stop partner agencies for needed services as determined by assessment
- Comprehensive and specialized assessment of the skill levels and service needs which may include but is not limited to diagnostic testing, use of appropriate assessment tools and in-depth interviewing.

Programs included in the local workforce development system:

Wagner Peyser

Wagner-Peyser is a labor exchange program that brings together individuals who are seeking employment and employers who are seeking employees. The State shall administer a labor exchange that has the capacity to assist job seekers to find employment; to assist employers in filling jobs; to facilitate the match between job seekers and employers; to participate in a system for clearing labor between the States, including the use of standardized classification systems issued by the Secretary of Labor under Section 15 of the Act; and to meet the work test requirement of the State Unemployment Compensation system.

Self-services are available to all job seekers and employers. Services may be accessed from computer workstations at One-Stop career centers and personal desktop computers through the Internet. In addition to accessing information electronically, customers can choose to receive information in more traditional forms such as printed material which will be available at One-Stop career centers.

Workforce Innovation and Opportunity Act (WIOA)

(WIOA) program provides Individualized Services intended to help job seekers return to the workforce by utilizing general, individual, and if determined eligible, for training services. Career Development Program (WIOA) provides one-on-one assistance for job seekers with resumes, interviewing, job search, and career planning. Workers who are either unemployed or working in low-wage jobs may be eligible for supportive services while seeking employment, interviewing or attending training. The primary focus of training is to obtain a certificate or degree of value to the labor market, leading to a job in high demand occupations and emerging industries. As funding allows, participants may be

eligible to receive tuition assistance which may include instructional costs, books, materials, and fees (such as application costs, registration, and laboratory fees).

Target population for WIOA services consist of workers who have lost their jobs through no fault of their own (dislocated workers); Homemakers who have lost their financial support from a family member; recipients of public assistance and other low-income individuals when funds are limited; employed workers that need skills upgrading or retraining.

WIOA Youth:

The Youth program is designed to serve eligible youth and young adults through high-quality case management support toward educational attainment that includes career guidance and exploration, the provision of summer and/or year-round work experience opportunities such as internships and pre-apprenticeships, and skills training along a career pathway for in-demand industries and occupations, along with any necessary supportive services. The ultimate goal for program participants is either advancement into post-secondary education or the attainment of employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OSY) and youth with significant barriers to success, such as youth with a disability, pregnant or parenting youth, or those youth subject to the juvenile/adult justice system

The CareerSource Polk Young Leaders Program connects youth ages 16 to 24 with employment and career development. Youth programs include activities that promote youth development and citizenship and target opportunities for youth living in high poverty areas.

We provide academic support and career coaching to youth ages 16 to 24 who reside in Polk County. The program is free to those who qualify and assists youth in gaining academic and employability skills needed to become successful as they transition into adulthood. Youth aged 18 to 24 may receive scholarships for specialized training in selected fields, based on aptitude and interests. Once they have completed these skill-building activities, staff will work one-on-one with students to assist in marketing their skills to the employer community. Youth also have the opportunity to earn cash incentives once they have achieved program milestones and participate in summer employment opportunities. September through May participating youth take part in activities throughout the county including:

- Company & College Tours
- Career Exploration
- Goal Based Financial Incentives
- Tutoring & GED Prep
- Community Service
- Interview Skills & Job Search

- Summer Employment
- Job Shadowing

Welfare Transition/TANF

The Welfare Transition Program (WTP) provides emphasis on work, self-sufficiency, and personal responsibility; as well as opportunities for welfare recipients to move from welfare to work. The support structure includes the programs and services such as: employment programs, job training, child care and transportation assistance; diversion programs to reduce domestic violence and child abuse; diversions to prevent families from going on welfare and relocation assistance.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program emphasizes work, self-sufficiency, and personal responsibility. Program participants gain valuable skills, training, and work experience in an effort to reach total self-sufficiency.

The purpose of the program is to help families in need while transitioning individuals to self-sufficiency. Effective January 1, 2016, able bodied adults without dependents (ABAWDs) must be engaged in work-related activities in order to receive SNAP benefits. ABAWDs can meet work requirements in a variety of ways, including: working 20 hours or more on average per week; participating in job search in combination with other allowable activities, occupational skills training, on-the-job training, adult education and literacy, vocational or technical training, or other educational programs; participating in work experience programs at public and private sector employers, or volunteering.

Reemployment Services and Eligibility Assessment (RESEA)

The program provides re-employment services to pre-selected UC claimants that are most likely to exhaust their unemployment benefits. The services provided include, but are not limited to:

- Orientation and Assessment
- Labor market information unique to area of work experience
- Developing an employability development plan
- Job and additional services referrals
- Follow-up to further assist in their employment efforts

Migrant Seasonal Farmworker:

CareerSource Polk has one MSFW Outreach Specialist assigned to cover the Polk County area. CareerSource Polk is committed to serving farmworkers who work in the Polk County service area. The MFSW Outreach Specialist assigned to our Region is bi-lingual and is accustomed to serving the

farm worker population and employers located within Polk County. Our MSFW Outreach Specialist works jointly with the agricultural employers and directly with the farmworkers to deliver available employment services and knowledge of services available in our One Stop Center and other agencies available to the farmworkers to promote quality of the labor exchange and quality of life for farmworkers in our service area.

The MSFW Outreach Specialist travels extensively within the region of Polk County and uses a network of community contacts and knowledge of the local agricultural employer seasonal cycles of activity to reach his goal of 7 quality contacts per staff day where he documents his contact with each MSFW and provides a reportable service. The MSFW Outreach Specialist is visible in the farmworker communities within our county and he assists in establishing strong working relationships with the farmworkers and employers to enhance the overall services available to migrant seasonal farmworkers in Polk County.

The agriculture in the region includes citrus, blueberries, watermelons, strawberries and peaches with the main growing/harvest cycle being November through June of the year.

The MSFW Outreach Specialist in conjunction with other One-Stop career center staff works to ensure that Migrant Seasonal Farmworkers in our county are aware of opportunities in employment, including both agricultural and non-agricultural jobs. CareerSource Polk is in partnership with the Farmworkers Jobs and Education Program located in Auburndale, Florida who provides GED classes, TABE testing, ESOL classes and other services to migrant farmworkers.

The main area of needs of the farm workers in our region range from assistance in paying utility bills, rental/housing assistance, food assistance, education on the farm labor program, supportive healthcare services, child care services, services at the One Stop, and information on other education services available in the State of Florida.

Trade Adjustment Assistance:

DEO Merit Staff maintain familiarity with TAA requirements, screening and determination applicability. As part of the TAA Information Meeting, and in any subsequent contact, the local TAA Coordinator will emphasize the importance of receiving an assessment prior to their enrolled in training deadline. Any affected workers requesting TAA assistance that may be coming from outside the region are referred to the local designated TAA staff.

CareerSource Polk distributes information about TAA services and the certification process in the career centers and through the Business Services Division. A local designated merit staff serves as

the initial point of contact for receipt of a TAA Certification. The designated staff makes initial contact with the employer to request an impacted worker list and advise them of the TAA Services. If the employer is not willing to provide a list of the impacted workers, the designated staff member works with the TAA State Coordinator to obtain a list of employees who are listed on the tax rolls during TAA Certification period. Upon obtaining the list of impacted workers the designated staff sends a TAA Certification Notification to all the impacted workers. The notification includes information about the services, next steps and deadlines related to the TAA benefits. TAA customers are invited to attend a group or one on one orientation sessions including information about:

- determination of eligibility for TAA services;
- unemployment compensation claims filing assistance;
- Information sessions for affected workers about the One-Stop's full array of services, employability skills, job seeking assistance, and resume preparation;
- Assessment of the needs of the affected workers through surveying and interviewing;
- Training, Job Search Allowances, Relocation Assistance, TRA payments;
- Documentation and benefit deadlines;
- Follow-up and follow-along with affected workers to ensure they are receiving services needed to become re-employed.

One-Stop partners are afforded the opportunity to participate in TAA Orientation sessions.

Veterans Program:

Veterans and their families have priority of service in the Resource Room and for all programs operated by the Region and are seen immediately. Veterans are offered the full range of One-Stop services to include job counseling, job search/referral, resume services, as well as specialized assistance on Veterans rights and benefits as well as assistance and interface with the Veteran's Administration (VA) programs.

The veterans program falls under the supervision of the One-Stop Service Provider and the DEO OMC II.

Upon their initial entry into the One-Stop career center, veterans and eligible persons with significant barriers to employment will be identified using the needs-based approach and then directed to the DVOP staff for assessment and intensive case management services. One-Stop partners and service providers will be trained to identify veterans and covered persons with barriers to employment and, in most instances, immediately refer these veterans to the DVOP staff for services.

DVOP staff will provide a wide range of workforce services to veterans and eligible persons with their primary focus being on identifying veterans with significant barriers to employment requiring intensive services. DVOP staff will facilitate services through the case management approach to veterans and eligible persons with barriers to employment and with special workforce needs. These services include but are not limited to the following:

- Assessment, including a documented plan of service (Individual Employment Plan) ;
- Counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Referral of veterans to job focused and outcome-driven training, certification, etc.
- Job development services;
- Development of VA funded Special Employer Incentive and On-the-Job training slots for VR&E participants;
- Refer veterans to employment opportunities found in EFM;
- Maintenance of an up-to-date Network Guide for veteran customers and One-Stop associates;
- Conduct outreach to locate veterans for intensive services and market services for veterans in VR&E, HVRP, VWIP, WIA, etc.; and
- Participate in TAP activities for transitioning service members and their spouses.

(2) Subgrants and contracts: Please provide a description of the competitive process to be used to award subgrants and contracts in the local area for WIOA-funded activities. WIOA §108(b)(16)

CareerSource Polk competitive procurement process used to award subgrants and contracts is described below:

The extent of competition will be consistent with the dollar amount but, in general, procurements will be conducted in an open manner, available to the public for response and all procurement decisions will be documented.

- a. Competitive procurement process must be used for purchases of \$50,000.00 and above. Process shall be publicly advertised and a formal request for bids, proposals, or quotations shall be issued. Where the services are for the purpose of implementing grant activities, and not for the day to day operations of the agency except as provided herein for On-the Job Training, GED Training and Employed/Incumbent Worker Training, the decision to let an RFP or a bid shall be made by the governing board, which is, the Polk County Workforce Development Board, Inc., for their approval.
 - i. CSP will maintain a list of previous and prospective proposers who have asked to be included on the proposer/bid list for various types of goods and services. CSP will ensure all

prequalified lists of persons, firms, or products which are used are current and potential bidders will not be precluded from qualifying during the solicitation period. When CSP issues a formal solicitation, these proposers will, if practicable, be notified that CSP is seeking goods or services.

- ii. Legal notices will be posted on the Board's website and shall appear in at least one newspaper, of general circulation for three (3) consecutive days whenever a formal bid/proposal is let. Potential bidders will be given at least ten (10) working days to respond to the advertisement if time permits.
- iii. Solicitations will provide for all of the following:
 - aa. Clear and accurate descriptions of the services being procured. The description must not contain features that restrict competition.
 - bb. All requirements that must be fulfilled and all other factors used in evaluation of bids or proposals.
 - cc. Technical requirements described in terms of functions to be performed or performance required, including a range of acceptable or minimum acceptable standards.
 - dd. Specific features of--brand name or equal descriptions, if included in the solicitation.
 - ee. If procuring goods or certain types of services, the acceptability of metric measurements.
 - ff. Preference for ecologically sound and energy-efficient products.
- iv. The Board will accept proposals based upon the terms and conditions of the RFP.
- v. Proposals / bids submitted are received by the Board staff and stamped with date and time of receipt.
- vi. Proposal/bid evaluation criteria are published with the RFP or bid. The rating criteria include but are not limited to the following elements:
 - aa. Proposer's financial capability. Proposer's books and records are kept in accordance with generally accepted accounting principles.
 - bb. Reasonableness of the cost.
 - cc. Proposer's ability to meet performance goals.
 - dd. Proposer's record of past performance in the delivery of services.
 - ee. Proposer's experience.

- vii. The Board may conduct pre-award surveys where indicated.
- viii. RFPs and bids shall be reviewed by staff for responsiveness. Non responsive proposers are notified in accordance with the RFP or bid.
- ix. The President/CEO shall assemble review committees to rate and rank proposals and bids. Generally review committees consist of board members and/or staff members who volunteer to serve in that capacity. They may on occasion consist of members of the community with a special applicable expertise.
- x. Proposals to serve Youth must be presented to the Youth Development Council which shall make recommendations as to funding in some cases to the Board of Directors.
- xi. Other proposals/bids for program services must generally be presented to the appropriate Committee/Council who provides oversight for that good or service. The committee then makes recommendations for funding and in some cases selection to the Board's Executive Committee for selection and approval.
- xii. Recommendations from the Board's committees are submitted for consideration to the Full Board of Directors which makes the final selection and approval determinations.
- xiii. All procurement contracts and other transactions between local workforce boards and units of state or local governments using WIOA funds must be conducted only on a cost reimbursement basis. No provision for profit is allowed.
- xiv. Any excess of revenue over costs incurred for services provided by a governmental or non-profit entity must be included in program income.
- xv. The type of agreement entered into by the local workforce board may be fixed price or cost reimbursement, depending on the method of procurement and services being procured. The "cost-plus-a-percentage-of-cost" or "percentage of construction cost" methods of contracting shall not be used.
- xvi. CSP will negotiate profit as a separate element of the price for each contract in which there is no price competition and in all cases where cost analysis is performed. Costs or prices based on estimated costs for contracts are negotiated using the Federal cost principles.

- xvii. When possible, CSP may enter into state and local intergovernmental agreements where appropriate for procurement or use of common or shared goods and services and may use Federal excess and surplus property in lieu of purchasing new equipment and property.
- xviii. For fixed amount sub awards prior approval from DEO will be obtained. Payments will be based on meeting specific requirements of the Federal award and accountability is based on performance and results. The award amount will be negotiated using the cost principles as the guide. CSP will use cost, historical cost, or unit pricing data to establish the fixed amount award with assurance the sub-recipient will realize no increment above actual cost. If the award is terminated before the completion of the project, the award amount will be adjusted. The sub-recipient will certify in writing to CSP at the end of the award that the project or activity was completed or the level of effort was expended. Prior written approval is required by the sub-recipient for changes in project leader or scope of effort.
- xix. Positive efforts shall be made by recipients to utilize small businesses, minority-owned firms, labor surplus area firms and women's business enterprises, whenever possible. Recipients of Federal awards shall take all of the steps outlined in xvii to further this goal.
- xx. Contracts shall be made only with responsible contractors who possess the potential ability to perform successfully under the terms and conditions of the proposed procurement. Consideration shall be given to such matters as contractor integrity, record of past performance, financial and technical resources or accessibility to other necessary resources. In certain circumstances, contracts with certain parties are restricted by agencies' implementation of E.O.s 12549 and 12689, "Debarment and Suspension."
- xxi. Awards will not be made to a debarred or suspended party. This is required to be verified for all sub-recipient contracts and for vendor contracts greater than or equal to \$25,000, or procurements of Federally-required audit services in any amount.

(3) Expanding access to employment: Please describe how the local board, working with entities carrying out core programs, will expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable). WIOA §108(b)(3)

CareerSource Polk will seek to strengthen the role of sectoral and industry partnerships as coordinating entities on the full range of workforce issues. Industry Partnerships can also address common workforce challenges related to entry-level workers, the recruitment of low-income and other targeted groups, and even, on occasion, the reemployment of dislocated workers. Apprenticeship programs are often thought of primarily as training new workers. However, they also serve a wide range of coordinating functions for their employers: incumbent worker training, supervisory training, sophisticated safety training and, in some cases, pre-apprenticeship programs for in-school and out-of-school youth, sometimes with community based partners.

CareerSource Polk's President & CEO has a long history of civic engagement in which she learned the importance of building partnerships and leveraging resources to get a project completed or the job done right. We will pursue partnerships from nonprofit foundations, businesses from the private-for-profit sector, etc. to make tax dollars stretch further.

- (4) Key Industry Sectors:** Identify how the LWDB plans to better align its resources to support and meet the training and employment needs of key industry sectors in the local area. Describe policies adopted or planned for aligning training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations. WIOA §134(c)(1)(A)(v)

CareerSource Polk encourages and promotes high skill/high wages through the Individual Training Account System.

The LWDB uses continually aligns its business programs to ensure that our business' needs are being met, among the many resources used is the Regional Demand Occupations List identifying occupations in the local area. Employers, local economic development and educational partners, and other industry representatives have the opportunity to review, comment and make recommendations for changes to the RTOL. Other resources that may be used include the Florida Occupational Supply Demand System, and direct feedback obtained from employers, either individually or through industry associations. Policies adopted for aligning training initiatives and ITAs include:

PY11-01 Mod. 1 On-the-Job Training: indicates that the preference that OJTs are for in demand occupations.

PY13-02 Regional Target Occupations List Mod 1: Lists the occupations for which WIOA funded ITAs may be generated.

PY07-03 Selection and Retention of Training Providers: Establishes procedures for the selection and retention of training providers.

Through the use of the RTOL, employers, local economic development and educational partners, and other industry representatives have the opportunity to review, comment and make recommendations for changes to address labor market needs of the local business community, including local and state economic development priorities and linkage to local job opportunities. Training is then encouraged based on those needs, with emphasis on jobs that are both high demand and high skill/high wage.

With this new approach we are able to analyze occupations and critical skill sets needed within the Area, identifying occupations that provide the best opportunities for investment to build different types of skills, identify gaps and build career ladders in high growth areas. This model also allow for the determination of variances and inconsistencies, occupations that are in decline and/or have an oversupply of trained workers which are first to be recommended for elimination or not to offer training for those occupations.

- (5) Industry Partnerships:** Describe how the LWDB will identify and work with key industry partnerships where they exist within the local area, and coordinate and invest in partnership infrastructure where they are not yet developed. WIOA §134(c)(1)(A)(iv)

CareerSource Polk identifies key industry partnership opportunities through inquiries and feedback from professional organizations, such as the Society for Human Resources Management, and serves on several local Boards charged with policy development for workforce and education programs.

As a member of the Employ Florida Banner Center for Advanced Manufacturing, CareerSource Polk's CEO helps to strategically direct employment and training initiatives that are aligned with current supply and demand trends of the workforce. Ensuring that the skills of Florida manufacturing workers keep pace with new technology is the chief goal of the Employ Florida Banner Center for Advanced Manufacturing. The Banner Center – located at Polk State College – is a consortium of academic, workforce, economic development and industry partners.

The President & CEO also serves on the Board of Directors of Central Florida Development Council as well as the Lakeland Area Chamber of Commerce, enabling CareerSource Polk to strategically assist with business development and retention efforts.

- (6) In-demand training:** Describe the process utilized by the local board to ensure that training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate. WIOA §134(c)(G)(iii)

CareerSource Polk uses the Regional Targeted Occupations List (RTOL) as the catalyst for establishing approved occupational training programs in the County, emphasizing on “in demand” occupations. Every year all eligible training providers are required to submit a matrix to include a program they wish to offer during the program year. In order for training programs to be eligible for

consideration, they must be contained in the RTOL for the current program year. Only programs that are linked to an in-demand industry sectors or occupations in the local area and/or leading to a certificate or an associate degree, or that provide the skills or competencies needed for an in-demand occupation are approved.

(7) Employer Engagement: Please describe the strategies and services that will be used in the local area to:

A. facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs;

The Business Services Division utilizes the Regional Demand Occupations List, its relationships attained through business related organizations (Chamber of Commerce, Society for Human Resources Management, EDCs, etc.) and lists of employers as the basis for identifying and initiating contact with small and large employers throughout the region. The Division works directly with employers in identifying and addressing their employment and training needs. This is done through monthly newsletters, e-mail blasts, social media, online surveys, employer-site visits, job fairs, recruiting events, human resources roundtables and an annual Workforce Summit.

Customer Relationship Management is conducted through employflorida.com as well as Salesforce.com. Activities and case notes in EFM provide required documentation of the services provided, while Salesforce.com interfaces with the employer registrations and provides an opportunity to improve feedback on the services provided through employer surveys.

B. support a local workforce development system that meets the needs of businesses in the local area;

Meeting the needs of businesses in the local area can be evaluated through the Salesforce-based Customer Satisfaction Surveys. Following some of the events and services, employers are provided with an electronic survey. Since employers can only complete one survey per quarter, they may also be provided with hard copy surveys at some of the events, such as job fairs, recruitment events, and the Workforce Summit.

Business Service Division staffs are members of local, regional or statewide business forums and attend meetings to stay abreast of current and emerging workforce needs. These include Chamber of Commerce, Mid-Florida Society for Human Resources Management, Economic Development Organizations, the Polk Manufacturer's Association, Career Academies, etc.

C. better coordinate workforce development programs and economic development;

The Business Services Division closely collaborates with the economic development organizations in the region including, the Central Florida Development Council, Lakeland Economic Development Council, Bartow Committee of 100, Winter Haven Economic Development Council and the various Chambers of Commerce in order to share information and collaborate to better serve the region's employers.

- D. Strengthen linkages between the one-stop delivery system and unemployment insurance programs. WIOA §134(c)

CareerSource Polk provides staff with access to the various MIS systems to include: Employ Florida Marketplace (EFM), One Stop Service Tracking (OSST), CONNECT (Reemployment Assistance) and SUNTAX which provides workforce program data and wage records for customers under the TANF, SNAP, and RA programs.

- (8) Priority for Services:** Describe the local policy and procedures that have been established to give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services in the Adult program.

Our local policy and procedures establish that in the event WIOA funds allocated are limited, career centers shall provide priority for career services and training services as detailed below: (If an individual does not meet the priority guidelines, the Case Manager will provide information on alternative funding).

- a. Recipients of public assistance;
- b. Other low-income individuals; and
- c. Individuals who are basic skills deficient.

The first priority of service will be for an adult who is at least one of the following:

- a. A veteran.
- b. An individual who is receiving or, at any time in the prior six months, was eligible to receive food stamps.
- c. An individual who has received or is a member of a family which has received, a total family income (exclusive of unemployment compensation, child support payments, and welfare payments) for the six month period prior to his/her application for services, which in relation to the family size when annualized, is less than 125% of the Poverty Level as established by the Department of Health and Human Services.

- d. An individual who was a Job Corps participant at any time in the six month period prior to his/her application.
- e. An individual who is eligible to receive welfare transitional benefits.

The next highest priority for service will be for an adult with one or more of the following barriers to employment regardless of income:

- a. Homeless individual
- b. Offender
- c. Older Worker
- d. Physically or mentally disabled
- e. Single parent with one or more children under the age of 18 living in the applicant's household
- f. Substantial language or cultural barriers

The lowest priority of service will be for an adult who does not have any of the above characteristics.

(9) Training Services: Please describe how training services will be provided, including, if contracts for training services are to be used, how such contracts will be coordinated with the use of ITAs. WIOA §134(c)(1)(A)(v)

The CareerSource Polk Business Services Division provides employer services based on the needs of the employer.

Our Business Services Team is made up of three Business Service Consultants each covering a specific geographic area based on population density. The assigned areas include the Northeast quadrant of Polk County, the Lakeland area in the western quadrant and the entire southern area of the county. Our Business Service Consultants schedule visits to new and existing employers in order to educate them on the full range of services available to them including training grants.

The Business Services staff will assist the employer in identifying the appropriate grant for which to apply and assist the employer in the application process. Availability of training grants will be expanded in as much as the budget allows.

Customized Training, On-the-Job Training (OJT), and Employed Worker Training (EWT) are provided on a case-by-case basis as requested by employers. The Workforce Performance Council must approve all training grants valued over \$50,000.

Employed Worker Training opportunities will be offered to eligible WIOA participants and promoted to employers through the Business Services Division. Individuals selected for training opportunities may be full-time or part-time workers, or underemployed participants. Individual career plans are developed to guide the participant toward employment and career goals. CareerSource Polk routinely seeks other funding sources to assist employers in meeting the needs of the workforce including assisting them with CareerSource Florida grant applications.

For customized employed worker the individual must be at or below the wage of 200% of poverty for a family of three as shown by USDOL LLSIL and must be in need of training to avoid lay-off to upgrade his/her skill level to increase their wage within the company. The Case Manager will contact the potential employee and/or employer to arrange an eligibility intake and inform him/her of the necessary documentation he/she will need to provide. After the intake process is completed the Case Manager will notify the Business Services Division that the customer has been determined eligible and data entered into the MIS system.

The Board has no other providers of WIOA services beyond OJT and customized training.

(10)Customer choice process: Describe processes utilized by the local board to ensure customer choice in the selection of training programs, regardless of how the training services are to be provided. WIOA §108(B)(19)

Our policy emphasizes that all training services will be provided in a manner that maximizes customer choice. Eligible customers receiving an ITA will be provided with a link to an online list of all eligible training providers locally and in the State, which may provide instruction in the occupational areas that he/she has chosen to pursue. The list will include the provider's name, information including cost, and other appropriate information for each program. After this process, the customer will select the training provider.

(11) Individual training accounts: Describe the process and criteria for issuing Individual Training Accounts. WIOA §108(b)(19)

Authorized staff at the one-stop delivery system or youth programs to issue ITAs, must follow the criteria and process described below:

- Establish customer's ITA eligibility as indicated below. ITA recipients must be:
 - ✓ WIOA customers who are eligible to work in the United States;
 - ✓ WIOA Adult or WIOA Older Youth customers who are residents of Polk County;
 - ✓ TANF or SNAP service eligible customers served by Polk County;

- ✓ Have successfully completed all the required remedial classes as determined necessary by the qualifying school;
 - ✓ Be unable to find suitable employment with existing skills and/or academic credentials as evidenced through unsuccessful placement while actively participating in career services offered through CareerSource Polk centers service system. Suitable employment is defined as an occupation which pays at least the state's Lower Living Standard Income Level (LLSIL) per hour for Adults or 80% layoff wage replacement for Dislocated Workers;
 - ✓ Through assessment be determined to be appropriate for and able to complete the chosen training program unless recipient proves to have completed a higher education degree;
 - ✓ Select a training program that is linked to a demand occupation in the RTOL and make a commitment to seek employment in the field once trained;
 - ✓ Select a training provider from the approved CSP ETPL;
 - ✓ Provide evidence that they have the financial resources to cover all other living expenses while completing the training period
- For training education that are Pell eligible programs:
 - ✓ Agree to apply for and bring proof of Pell grant application eligibility determination to the case manager as soon as possible; but not later than the beginning of the next term.
 - ✓ If ITA approved, the customer must acknowledge and agree to the use of Pell Grant funds to pay for other training related costs not covered through the ITA, such as rent, utilities, fuel, etc.
 - ✓ If Pell ineligible, the customer must provide proof of ineligibility to the case manager prior to being considered for ITA for the next term.

Note: If the customer is a late enrollee and Pell is not possible for the first term, the ITA will pay during that period while Pell is pending. The customer must still apply for and bring to the career center staff the proof of Pell application eligibility as soon as possible but not later than the beginning of the next term.

A. Describe any ITA limitations established by the board

- The maximum CSP approved cost for an ITA (CAP) is \$7,500.
- All ITAs will be categorized using a fair market value based on potential earnings upon entering employment. Training programs with the potential of higher earnings will have a larger amount of allowable investment than those earning less. The thresholds for allowable investment will be as follows:

Tiers	Average Entry Wage	Maximum Investment
Entry Tier	\$8.78 or less	\$5,000
Bridge Tier	\$8.79 - \$14.49	\$6,000
High Wage Tier	\$14.50 and up	\$7,500

B. Describe any exceptions to the use of ITA

The customer is expected to complete training within the amount of funding approved at the beginning of training; however, CSP recognizes that this may not always be possible due to acts of nature, i.e., hurricanes, or uncontrollable circumstances, i.e., major illness of self or immediate family, suffered loss due to fire, death of immediate family. In extraordinary circumstances, the customer prepares a written justification fully detailing the circumstances that made it impossible to complete training under the initial approved funding and submits for LWDA's CEO review and/or approval through the appropriate line of communication.

(12) Microenterprise and Entrepreneurial Training: Please describe mechanisms that are currently in place or will be in place to provide microenterprise and entrepreneurial training, and support programs and co-enrollment, where appropriate, in core programs as described in WIOA section 134(a)(3)(A)(i). WIOA §108(b)(5)

Entrepreneurial training is provided through the career centers. In addition, the Business Services Division has a working relationship with the local staff of the US Small Business Development Center (SBDC). Job seekers and employers are referred to the SBDC for assistance in establishing new businesses, or expanding existing businesses. Upon request, the SBDC also provides staff to facilitate training sessions which may provide continuing educational credits through the Human Resources Certification Institute.

(13) Enhancing Apprenticeships: Please describe how the LWDB enhances the use of apprenticeships to support the local economy and individuals' career advancement. Describe how job seekers are made aware of apprenticeship opportunities in the area's career centers. TEG 3-15

CareerSource Polk is constantly working with the educational partners to ensure apprenticeship programs are included as part of our extensive offering of training programs. Apprenticeship programs are included on our Eligible Training Providers List (ETPL), which is available to all customers emphasizing customer choice. The list is available on our website, and a copy is also offered to the customers when working with the Case Managers in the ITA process.

(14) Other Program Initiatives: Describe the services to be provided that may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies career pathway initiatives, utilization of effective business intermediaries, and other initiatives in the support of the board's vision and strategic goals described in Section III. WIOA §134(c)

In support of the board's vision and strategic goals, the Business Services Division of CareerSource Polk carries out the initiatives to address employer's engagement. The Business Services Division coordinates monthly roundtables and community forums as well as our annual Workforce Summit and CareerSource Polk's Annual Meeting in which employer's participation is outstanding. They also readily participate in hosting many of our summer youth participants and provide work and mentoring opportunities to ensure proper guidance is being provided to their future workforce.

Our Business Services Consultants conduct daily visits to businesses within their territory in an effort to inform them of workforce programs such as job postings, recruitment events and job fairs, workforce training grants and other workforce services.

Other program initiatives include:

- Referral to state funded Incumbent Worker Training program
- Funding of Employed Worker and On-the-Job Training grants
- Eight roundtables and a Workforce Summit scheduled annually, all of which provide CEU credits towards Human Resources Certification Institute certifications
- Best Places to Work Awards presented at the CareerSource Polk Annual Meeting
- Opportunity to be a worksite for our Summer Youth Employment, Welfare Transition or SNAP programs.
- Recruitment events at the career centers, employers sites or other locations
- Labor Market Information
- Assistance during transitions, such as layoffs or mass hiring
- Pre-employment testing and employee skills assessment
- Employee bonding

(15) Service Provider Continuous Improvement: Describe the local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted services providers and providers on the eligible training provider list, through the system and ensure that such providers meet the needs of local employers, workers and jobseekers. WIOA §108(b)(6)(A).

In an effort to ensure the continuous improvement of contracted service providers and other eligible providers of services, we will continue to monitor and assess the services provided to determine areas of opportunity to improve our service delivery. With the implementation of WIOA, it presents a

great opportunity to review the services, programs, and policies and procedures to align resources, correct deficiencies and ensure compliance with the new law.

We are moving towards an increased system wide accountability and continuous improvement for the workforce system in general, including training providers. Several methods are currently being implemented at the state level to monitor and assess performance on a quarterly and annual basis through the core partners' submission of data to FETPIP for data validation and compliance with WIOA requirements and subsequent reporting to USDOL and USDOE.

The state and local boards' Eligible Training Providers List" and the related eligibility procedures ensure the accountability, quality and labor-market-relevance of the training services programs that receive funds through WIOA Title I-B. Training providers will be subject to the initial eligibility pursuant to WIOA, which grants eligibility for only one full fiscal year, after which they make seek continued eligibility, based on performance and compliance with other requirements as established by the local board.

To ensure the continuous improvement of the services provided by local contracted service providers, CareerSource Polk assigns a Contract Manager who is responsible for providing direct oversight and technical support for the execution of workforce programs. The Contract Manager monitors performance through the appropriate MIS system (i.e. EFM, OSST) as well as through monthly meetings with the Service Provider's management. In addition to monthly "one-on-ones" with the Contract Manager and the Service Provider manager, a quarterly performance meeting is conducted with the Contract Manager and the Service Providers' top local manager and their area manager to discuss successes, concerns and questions that have surfaced during the quarter.

The CareerSource Polk Board is also structured to provide oversight of program activities. The top management of each Service Provider (One-Stop Operator, Youth Services, and Business Services) is required to attend the appropriate Board Council/Committee and report on performance over the quarter. The Youth Development Council receives and reviews the quarterly performance report of the Youth Leaders program. The Workforce Performance Council receives and reviews the quarterly performance report of the One-Stop Operator and reviews the quarterly performance report of the Business Services.

CareerSource Polk contracts with a third party qualified firm that provides programmatic and fiscal monitoring of workforce programs. The contracted monitors conduct monitoring visits at least 4 times during the fiscal year. Monitoring reports, along with the Corrective Action Plans are provided to the Board, through the appropriate Council for full review and comment. The Councils review the reports and address concerns to the Board staff and Service Provider staff on a quarterly basis.

The continuous improvement of the eligible training providers must include:

- Information specifying the levels of performance achieved with respect to the number of individuals engaging in the program of study. The total number of individuals exiting from the program of study
- The total number of participants who received training services through each of the adult programs and the dislocated worker program
- Average cost per participant for the participants who received training services
- The number of individuals with barriers to employment served by each of the adult programs and dislocated workers

(16) Youth Program Design: Describe the design framework for youth programs in the local area, and how the 14 program elements required in §681.460 of the proposed WIOA regulations are to be made available within that framework. WIOA §129(c)(1)

CareerSource Polk's Youth Program design is structured to ensure effective service delivery to maximize the level and participation of as many eligible youth as possible, with a primary focus on service delivery strategies that increase participation of out-of-school, older youth as well as those young people who are most at risk of not acquiring the necessary skills and abilities to attain meaningful employment.

The success of a solid youth program that fulfills the intent of WIOA largely depends on the compliance of program requirements which include:

- ✓ the expenditure of a minimum of 75 percent of funding on services to out-of-school youth;
- ✓ the expenditure of 20 percent of funding on the provision of work experiences for youth, including those with significant barriers to employment;
- ✓ the development of strong career pathways for youth;
- ✓ the co-enrollment of eligible youth into appropriate partner programs and activities, including TANF;
- ✓ the provision of the 14 required youth program design elements;
- ✓ the provider's past record of success with the retention of youth participants in education, training activities, or unsubsidized employment during the second and fourth quarters after program exit; and
- ✓ a detailed description of the local board's negotiated performance goals with the commonwealth for which the provider has a role in meeting and/or exceeding

Youth programming is designed to serve eligible youth and young adults through high-quality case management support toward educational attainment that includes career guidance and exploration, the provision of summer and/or year-round work experience opportunities such as internships and pre-apprenticeships, and skills training along a career pathway for in-demand industries and occupations, along with any necessary supportive services. The ultimate goal for program participants is either advancement into post-secondary education or the attainment of employment with a family-sustaining or self-sustaining wage. Youth program services are prioritized for out-of-school youth (OSY) and youth with significant barriers to success, such as youth with a disability, pregnant or parenting youth, or those youth subject to the juvenile/adult justice system.

At the beginning of program year 2013-2014, the Local Workforce Development Board was authorized by DEO to provide direct services to the youth in Polk County. The framework of our youth program is in compliance with the 14 program elements required on §681.460 of the proposed WIOA regulations.

The funds allocated to our local area are allocated to serve eligible in-school and out-of-school youth. While in transition to WIOA, our primary goal is to serve out-of-school youth. Understanding that the work experience is a critical WIOA youth program element, the Local Area has placed significant emphasis in providing work experience for OSY, in addition to the Summer Youth Employment Program.

In-house services provided through state waiver include:

- Recruitment and Outreach. Conduct activities, including outreach to local government facilities, non-profit and faith-based organizations that provide support services to disconnected youth and young adults; including the use of word-of-mouth referrals, and social media platforms. Other suggested recruitment strategies may include: Visiting low-income communities and neighborhoods, knocking on doors, and speaking to friends, families, and young adults about available services and opportunities.
- Designing a program application process that is easy to complete by removing as many of the administrative hurdles as possible.
- Creating an online youth friendly orientation that is accessible through CareerSource Polk website

Objective assessment of academic level, skills level, and service needs of each participant would include:

- Test of Adult Basic Education – is designed to effectively assess both the knowledge and skills of adult learners
- CareerScope – is a computerized career assessment reporting system that measures both aptitude and career interest to help adults begin the career or educational planning process

Development of service strategies for each participant to include:

- Customized career pathway plan
- Addressing barriers
- Setting goals and activities
- Documenting achievements / credentials
- Notating academic progress

Engagement: Many disconnected young adults face challenges and life obstacles that result in the cycling in and out of program services. Such challenges may include: periods of homelessness, issues with the criminal justice system, pressures to provide for their families, and substance abuse, among others.

- Recognizing the unique hardships of each individual and working to establish trust between participants and staff, we must create an atmosphere where participants feel staff is invested in their success.
- Once a participant is enrolled staff must communicate regularly and effectively. Explain the program's available services and activities, the expectations of the participant, and any available support services that may be necessary.
- Set achievable goals with the participant early in the process and communicate the status of progress towards meeting those goals often.
- Placing young adults in cohorts allows individuals to move through the program and receive services with others. Participants often become friends and gain a sense of togetherness and accountability within the cohort. Such engagement may also open the door for young adults to take a leadership role, such as tutoring other participants, giving presentations, etc.
- Ensure that supportive services are made available to participants to help remove barriers that would prevent them from continuing with the program.
- If an individual leaves the program, the career coach will remain in contact with that individual and encourage re-engagement through phone calls, texts, social media, or in-person visits at their 'hangouts' or homes.

Participants will have an opportunity to take advantage of work experience or community service activities which will encourage the following:

- practical experience
- workplace skills
- increase self confidence
- increase their understanding of the work involved in a particular field
- develop a greater understanding of work life issues.

CareerSource Polk’s Youth program ensures compliance with the 14 program elements through partnerships with qualified organizations and agencies whose missions align with our own. The table below outlines each program element and how our program is structured to ensure the provision of services are acquired to deliver each element successfully and efficiently:

Program Element	CareerSource Polk	Services Outsourced (MOUs)
1. Tutoring, study skills training, and instruction leading to completion of secondary school, including dropout prevention strategies.		East Area Adult School West Area Adult School Ridge Career Center Traviss Career Center Lake Wales Charter School Fresh Start Polk County School Board
2. Alternative secondary school services, as appropriate		Ridge Career Center Travis Career Center Fresh Start Lakeland Fresh Start Davenport
3. Paid and unpaid work experiences directly linked to academic and occupational learning	Summer Youth Employment Program Youth Employment Program	
4. Occupational skills training, leading to recognized post-secondary credentials aligned with in-demand industry sectors		Ridge Career Center Travis Career Center Board-Approved Eligible Training Providers (through Individual Training Accounts (ITAs))
5. Education offered concurrently with workforce preparation activities and training for a specific occupation or occupational cluster		Opportunities to earn a Credential are encouraged throughout the program and incorporated in the paid-work experience component.
6. Leadership development opportunities,		Talbot House

which may include community service and peer centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate.		Planned Parenthood Peace River Center The Dream Center CareerTalks of Polk County Fellowship of Christian Athletes Healthy Start Coalition
7. Supportive services	Polk County Transit (bus passes)	
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months		Boys & Girls Club At Risk Club
9. Follow up services for not less than 12 months after the completion of participation, as appropriate	CareerSource Polk's Career Coaches	
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.		Teen Pregnancy Prevention Alliance Healthy Start Coalition Peace River Center Florida Department of Health in Polk County (tobacco free initiative)
11. Financial Literacy education		Wells Fargo
12. Entrepreneurial skills training		Polk State College and Tampa Area Electrical JATC
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area (career awareness, career counseling, career exploration)	CareerSource Polk's Career Coaches and Wagner-Peyser Staff	
14. Activities that help youth prepare for and transition to postsecondary education and training.	CareerSource Polk's Career Coaches	

A. **Definition of the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.”** Describe how the local board defines whether a youth is unable to demonstrate these skills well enough to function on the job, in their family, or in society and what assessment instruments are used to make this determination. 20 C.F.R. §681.290

As part of the program eligibility, students are assessed through TABE tests to determine level of knowledge and comprehension of the English language. Through this assessment, a student is considered basic skills deficient if he/she scores at or below the 8th grade level on the math, reading and language arts.

Nearly one-fifth of Polk County's population speaks a language other than English in the home. To assist individuals with limited English proficiency, bilingual staff is available, partnerships are developed with organizations which provide multi-lingual services and staff receives training in cultural awareness. Program materials printed in multiple languages are also available for distribution.

The region partners with organizations such as Heart to Heart Community Enrichment (Creole) and Farmworkers Program (Spanish) that have staff that can assist in translating or providing services. Also the region is currently translating program FACT sheets in Spanish and Creole.

The region will also take into consideration the recommendation to seek for an interpreter to provide services to customers that speaks a language other than Spanish or Creole.

B. Definition of “requires additional assistance.” Describe how the local board defines the term “requires additional assistance” used in determining eligibility for WIOA-funded youth programs. 20 CFR §681.300

- CareerSource Polk has identified the following definition for youth needing additional assistance:
 - as defined by USDOL to include: juvenile offender, pregnant or parenting teen, high school dropout, youth currently out of school, homeless; and/or
 - is disabled; and/or
 - An individual who has no work experience or limited work experience; or
 - Is at risk of dropping out of high school (school districts recommends to place this youth into dropout prevention programs conducted within their schools. Based upon a youth's age, he/she should be at a certain grade or grade level. As an example, if the youth is not in the 11th grade based upon his age, but is in the 9th grade, he/she could be deemed as “at-risk of dropping out of high school”. If the youth is not at a reading or math grade level consistent with his actual grade enrollment, than he/she could be in need of “additional assistance” and at-risk of dropping out of school.

Documentation may include, but are not limited to, legal records (for the offender), medical records (for the pregnant teen and the disabled), and school records (for the high school dropout and the disabled). For homeless youth, documentation could include written verification from an

individual or agency providing temporary assistance, written statement from Social Security Agency, or an applicant statement/self-attestation, in limited cases.

REGIONAL PLANNING ANALYSIS

The Workforce Innovation and Opportunity Act (WIOA) provides for a new regional planning process designed to promote alignment with economic development and education, improved services to employers, workers and job seekers, improved performance in the delivery of workforce services and more efficient delivery of services through coordinated administrative arrangements. The CareerSource Florida Network and its partners have a unique opportunity to engage in regional planning in order to meet the goals of both WIOA and, more importantly, Florida's vision for talent development.

Please describe your strategy toward analyzing potential WIOA planning regions as defined in WIOA section 106(a)(2). Such strategy should include, but not be limited to:

- An analysis of the regional economy, labor market areas, and industry sectors in a region that include your local area

The Polk County Workforce Development Board's service area is Polk County. Polk County is larger than the state of Rhode Island and equal in size to Delaware. The total area of the county is approximately 2,010 square miles which makes it the fourth largest county in Florida, exceeded only by Dade, Palm Beach, and Collier counties. The total land area of Polk County is approximately 1,875 square miles. Polk County has an estimated population of 634,638 as of July 2014. Based on the US Census Bureau Polk County Quick Facts, the county population is distributed as follows: 79.7% white, 15.7% black, Hispanic or Latino 19.6%, 2.0% reporting two or more races, 1.9% Asian, 0.6% native persons, 0.1% Pacific Islander.

Notable strengths for the region include the fact that logistically Polk County is the only Southeast location which offers two international airports within an hour's drive – Orlando and Tampa. It is intersected by Interstate 4, the Polk County Parkway, State Road 60 and Highway 27, and has easy access to Interstate 75 on the west and 95 on the east. Metropolitan Orlando-Kissimmee and Tampa-St. Petersburg, Clearwater located in adjacent counties, each have a cost of living index of 96, while metropolitan Lakeland has a cost of living index of 91.

CareerSource Polk is in a prime location to ensure that our jobseekers and employers reap the maximum benefits from regional collaboration, resource sharing, and consistent service delivery strategies. Our designated regional planning area includes CareerSource Polk (WDA17), CareerSource Pasco Hernando (WDA16), CareerSource Heartland (WDA19), and CareerSource Southwest Florida (WDA24). Each of these regions complement and enhance the regional planning area based on the unique strengths that offer greater latitude for cross boundary access to job, training, and workforce service opportunities.

Collectively, this regional planning area will boast of a labor force slightly over 2 million with an educational attainment of a Bachelor's degree or higher averaging 23%. Each of the areas share healthcare and professional services as emerging occupations that fall among the top major industry sectors.

- Specific milestones and timelines for consultation with:

- A. Other local workforce development boards

CareerSource Polk has collaborated and formed an alliance with WDAs 16, 19 and 23 to address the needs of residents and employers in our respective areas. Quarterly meetings have been established to have ongoing dialogue regarding regional needs, as well as opportunities for collaborative innovations that lead to the enhancement of an educated and skilled workforce and thriving regional economies through the expansion of business and job creation. Initial meetings have led to collective goals that will promote regional planning, shared resources and, as much as possible, consistent approaches to service delivery. These goals include:

- Shared responsibility to transfer anticipated unused funds among our regional planning area with the goal of ensuring that the jobseeker and employer needs for the planning area are met and not hindered due to lack of funds availability. If it is discovered that the regional planning area cannot realized the full utilization of allocated funds, the planning area will return the funds to DEO to offer to other planning areas.
- Review cap rates for various training to determine the necessity of merging structure if appropriate.
- Collaborate to establish a Regional Targeted Occupations List and Eligible Training Providers
- Review opportunities to cost share/bulk order supplies for maximum efficiency and benefit
- Collaborate on workforce supply for new and expanding business.

- B. Local elected officials

Discussions with local elected officials within each area will take place prior to plan submission.

- C. Economic development organizations

Dialogue with each areas respective economic development organizations will take place prior to plan submission.

- D. Core and mandatory one-stop partners for potential regional implications;

Each area has analyzed the potential for regional implications among core and mandatory one-stop partners prior to plan submission.

- E. Analysis of coordination of services with potential regional implications.

An initial analysis of coordination of services has been discussed and has resulted in the goals outlined in section A above. Ongoing discussion may yield additional analyses and implementation. As such, the members of the regional planning area remain open to any possibilities that aid to leverage resources and recognize efficiencies.

PUBLIC COMMENT PROCESS

Please describe the process used, in accordance with the five criteria below, to provide an opportunity for public comment and input into the development of the local plan:

- (1)** Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media. WIOA §108(d)(1)

An electronic copy of the plan will be posted on CareerSource Polk's website by March 1, 2016. Notice will also be sent to Stakeholders/Partners/Board/LEOs.

- (2)** Provide no more than a 30-day period for comment on the plan before its submission to the Governor, beginning on the date on which the proposed plan is made available, prior to its submission to the Governor. WIOA §108(d)(2)

The plan will be available for public comment during a 30-day period before its submission to the Governor.

- (3)** Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan. WIOA §108(d)(2)

- Local elected officials

The Plan is on the agenda for the Board of County Commissioners meeting on April 19, 2016 for approval.

- Workforce Investment Board

The CareerSource Polk Board of Directors was notified that the plan is online from March 1st through March 31, 2016 and that the plan is on the agenda for approval by the Full Board of Directors at their meeting on April 7, 2016.

- Members of the Public

The public was able to view the Plan online at www.careersourcepolk.com. The Plan will be posted from March 1st through March 31, 2016.

- Partners

Partners were notified via e-mail on March 1st, 2016 of the availability and location of the plan for review and comment.

Date Due	Task
March 1st – March 31, 2016	Post Plan on CareerSource Polk's Website
March 1st, 2016	Notice to Stakeholders/ Partners/Board/LEOs
March 1 st – March 31, 2016	Public Comment Period
April 7, 2016	Full Board Approves Plan
April 19, 2016	Board of County Commissioners Approves Plan
April 22, 2016	Submit Plan to CareerSource Florida

- (4) Describe any other efforts to coordinate with other workforce partners to obtain input into the development of the plan.

Announcements regarding the plan were posted at the reception desks of the One-Stop career centers, posted on Facebook and Twitter and announced via press release.

- (5) Include, as an attachment with the plan to the Governor, any comments that express disagreement, the LWDB's response to those comments, and a copy of the published notice. WIOA §108(d)(3)

The public was able to view the Plan online at www.careersourcepolk.com. The Plan was posted from March 1st through March 31, 2016. No public comments received.

SIGNATURE PAGE

This plan represents the efforts of CareerSource Polk to implement the Workforce Innovation and Opportunity Act in the following counties:

Polk County

We will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.

Workforce Development Board Chair

Chief Elected Official

Signature

Signature

**Katrina Lunsford
Board Chair**

**John Hall
Chairman**

Date

Date

Luz Heredia

From: Luz Heredia <Luz.Heredia@careersourcepolk.com>
Sent: Tuesday, March 01, 2016 4:28 PM
To: Full Board; ALL STAFF; Edwin Smith; George Lindsey; John Hall; Melony Bell; Todd Dantzler; Grady Judd; H. Demmig; J. Hill; Joe Tedder; Lori Edwards; Marsha Faux; N. Sudzina; Stacy Butterfield; Amy Arrington - City Mgr.; Jane Patton; Bobby Green - City Mgr.; Deric Feacher; Douglas Thomas; Fran Beach; Fred Hilliard - City Manager; George Long - City Mgr.; Jeff Clark - Bartow; Jonathan Evans - City Manager; Joy Pruitt; Kathleen Munson - Lakeland; Katie Worthington; Kenneth Fields; Marlene Wagner; Misty Carman - Dundee; Diana Simmons; Patricia Jackson; Peter Gardner; Priscilla Perry; Ryan Leavengood - City Manager; Ryan Taylor; Samuel Knight - City Manager; Sandra Schultz - Frostproof; Tenny Croley; Vanessa Baker; Anthony K. Ward; Betsy Napoleon; Bobby Ceklic; Bruce Pla (CAI); Candra Smith; Cathy Waid; Chet Wisniewsky; Clifton Kahler; Cormac Hughes; Cynthia S. Fisher; David McCraw; Debbie Hoy - Erwin; Debora Saley; Diana Garcia; E. Smith; Helen M. Wood; Howell Hunt; Jamie Overstreet; Jessica Kim; Jody Bacon; John Kearney; John Small; Ken Heinemann; Kevin Brown; Linda Scott; Lisa Goldstein; Lisa Harden; Maria Delgado-Jersey College; Mark Jordan; Marlene Cerbasi; Melissa Brady; Orathai Northern; R. Covington; Rebecca McDonnell; rosa Lynn Green; Sherry Sapp; Stephanie Seacat; Steven Litvack; Suzanne Ricci; Tanis Bush - Jersey College; Tanya Wilkerson; Wayne Dickens; Ana Rivera; Betsy Cleveland; Jeff Clark; Kevin J. Kieft; Misti Carman; Priscilla Perry; Aamco TRansmissions; Aaron Owen; Barry Wilson; D-Tech Business Solutions (Pixeltech); Garretts Medical Supply, Inc.; Incwebs, Inc.; Lakeside Occupational Med Centers; Phillip Salomon & Parrish; Polk County Health Dept.; Polk County Transit; Southside Medical Clinic; Super Clean Detail; Unifirst Corporation
Subject: CareerSource Polk Workforce Services Plan

The federal Workforce Innovation and Opportunity Act of 2014 requires all Workforce Development Boards to formulate and submit four-year plans describing how they will fully integrate their workforce and talent development systems to better serve employers and job seekers.

CareerSource Polk Workforce Services Plan is available at careersourcepolk.com for review and public comment. Public comments received through March 31, 2016, will be submitted with the final report to the state by April 22, 2016.

We hope that you will read the report and provide thoughtful feedback. Together, we can ensure that Florida remains a national leader in workforce development and innovation so that we can build upon our efforts to meet the needs of businesses and workers alike!

Cordially,

Luz M. Heredia
Vice President of Operations

CareerSource Polk
600 N Broadway, Suite B | Bartow, FL 33830
P: 863-508-1600 x1111 | F: 863-508-1601



**Memorandum of Understanding
Between
Polk County Workforce Development Board, Inc. (dba CareerSource Polk)
And
School Board of Polk County, Florida**

PARTIES TO THIS MOU: The School Board of Polk County, FL (SBPC), Farmworker Career Development Program (FCDP) and the Polk County Workforce Development Board, Inc., hereinafter referred to as CareerSource Polk.

BACKGROUND: The Workforce Innovation Opportunity Act of 2014 (WIOA) supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. Through these, it is established that the regional workforce development boards have oversight of the CareerSource networks in the State of Florida. CareerSource Polk (Recognized as Region 17 encompassing all of Polk County) has contracted with **ResCare Workforce Services**, hereinafter referred to as the “Service Provider” to oversee the CareerSource Polk centers in Polk County. WIOA identifies the following programs as mandatory partners: Career and Technical Education, Community Services Block Grant, Indian and Native American Programs, HUD Employment and Training Programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs Program, Senior Community Service Employment Program, Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance Programs, Unemployment Compensation Programs, and YouthBuild. CareerSource Polk provides services through the centers and other partners to facilitate the effective delivery of employment and training services in the CareerSource Polk service delivery system.

PURPOSE: The purpose of this agreement is to identify the provider and services that will be offered through the CareerSource Polk comprehensive service delivery system, to establish general parameters for space and resource sharing and to establish standards of performance excellence within federal, state, and local guidelines. Specific agreements pertinent to each of the parties may be attached to this memorandum. These may identify financial or other conditions which may be applicable only to that party. This agreement will serve as representative for all involved parties of their commitment to participate in the CareerSource Polk service delivery system as described herein.

GOALS: The CareerSource Polk system is designed to accomplish the following:

- To eliminate unwarranted duplication of services through a seamless process, reduce administrative cost, and enhance participation and performance of customers served through the system.

- To establish guidelines for creating and maintaining cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
- To build a workforce investment system that will dramatically upgrade Florida's workforce skills and wages and provide substantial economic benefits to employers, workers and the citizens of Florida.

GENERAL PROVISIONS

1. CareerSource Polk centers are located at:

500 East Lake Howard Drive, Winter Haven, Florida 33881 Hours: 8am-4pm
Mon-Fri

309 North Ingraham Avenue, Lakeland, Florida 33801 Hours: 8am-4pm
Mon-Fri

While this agreement primarily applies to the providers of services in the office locations above, all parties recognize that CareerSource Polk also operates a number of affiliate service locations. These service locations are designed to be initial points of entry to the system via computer access or face-to-face interaction. To the degree that the parties to this agreement are involved in affiliate service access, partner specifics will be provided in attachments to this agreement.

2. Each of the parties to this agreement will participate in activities associated with assessing organizational performance and developing and carrying out improvement plans. It is expected that these activities will include full integration of workforce services by and between the various parties to this agreement so that services will be delivered in a seamless manner.
3. Each participating agency or organization will be primarily responsible for providing those services for which they are funded, however it is expected that all CareerSource Polk center staff and partners will be familiar with the array of services provided in the CareerSource Polk service delivery system. Therefore, it is expected that all center staff and partners are cross-trained to perform multiple functions within the center. Each center management team will be responsible for assuring that cross training occurs as necessary to accomplish this. Professional development and training activities are available to enhance the knowledge, skills and abilities of CareerSource Polk partners and staff to better serve CareerSource Polk customers.
4. Each staff person working in a CareerSource Polk center shall be under the programmatic supervision of his or her employing agency or organization unless other arrangements have been communicated to the service provider. However, all staff, regardless of origin, shall adhere to certain policies and procedures applicable to the center in which they work as such policies and procedures are developed by the management team. Conflicts and grievances will be handled by the CareerSource Polk service providers' designated Center Manager, who shall consult with the CareerSource Polk management and appropriate supervisors in the resolution of such conflicts and grievances as needed. If not resolved at the local

level, formal grievances may be filed using the CareerSource Polk grievance policy found at www.careersourcepolk.com

5. Staff selection - Center staff will be required to sign the standards for performance excellence criteria in order to work in a CareerSource Polk center. Standards of performance include but are not limited to: maintaining a positive attitude, utilizing excellent telephone etiquette, a commitment to quality service, to dress in a professional manner, to assist all customers professionally, courteously and with respect, maintain a clean work environment, and display name badges when in the facility.

Each partner will adhere to the qualifications set forth in the selection of center staff.

NOTE: Regional Workforce Board credentialing requires partner front line staff to achieve certified workforce professional status within the first six months of employment. This "Tier 1" training is available on-line at the official state training site. To maintain certified status, each staff member must document a minimum of fifteen hours of additional workforce related training annually.

6. Methods of referral from the service provider to partners are outlined in the CareerSource Polk center Operations Manual.
7. All partners will adhere to policies of non-discrimination and accessibility for people with disabilities.
8. Resource sharing for each partner is outlined in **Attachment B** to this agreement.

MANAGEMENT

The CareerSource Polk service provider is responsible for all activities, policies, and procedures as set forth in **Attachment A**. Each partner agrees to participate on the Partner Management Team and provide for front line participation in Continuous Quality Improvement efforts.

CENTER OPERATIONAL COST

1. When applicable, operational costs shall be shared among the various CareerSource Polk partners on a pro-rata basis. The particulars of each cost sharing agreement may vary from agency to agency and from center to center. They are detailed in separate leasing or other agreements with each partner.
2. CareerSource Polk agrees to employ full-time MIS System support staff to assist in supporting the day-to-day operations of the career center system. Policies and procedures for accessing MIS support are incorporated herein by reference. Copies of these policies and procedures may be requested by contacting CareerSource Polk.

TERMINATION

1. Any party to this memorandum of understanding may terminate (for convenience) their involvement by providing thirty (30) days written notice to CareerSource Polk, 500 East Lake Howard Drive, Winter Haven, Florida 33881.
2. CareerSource Polk reserves the right to unilaterally terminate, any party's involvement in this agreement for breach or for otherwise failing to abide by the terms herein.

MODIFICATION

1. CareerSource Polk or the service provider may unilaterally modify this agreement at any time. Any such modification will be preceded by oral or written notice of intent to modify and the purpose of such modification.
2. Any party to the agreement may request a modification to the agreement by making such request in writing to CareerSource Polk. If the request affects any other party to the agreement, CareerSource Polk will follow notification procedures specified in #1 above for notifying the other parties, in the event the modification request is to be approved.

MOU EFFECTIVE PERIOD: This agreement becomes effective when signed by the parties below and shall remain in force until June 30, 2016.

CERTIFICATION: By signing this document all parties agree that the provisions contained herein and in Attachments A and B are subject to applicable federal, state and local laws, regulations, policies and/or guidelines relating to nondiscrimination, the privacy rights of participants, the maintenance of records and other confidential information relating to CareerSource Polk customers.

By the signatures affixed below, the parties specify their agreement:

CareerSource Polk:
(Polk County Workforce Development Board, Inc.):
Stacy Campbell-Domineck, President/CEO



Signature Date 03/26/15

The School Board of Polk County, Florida:
Kathryn LeRoy, Superintendent of Schools



Signature Date 4/10/15

CareerSource Polk Service Provider:
Alexis Echeverria, Project Director



Signature Date 4/8/15 

Attachment A
CareerSource Polk Service Provider
Duties and Responsibilities
(Please refer to the CareerSource Polk Organization and Governance Plan)

The CareerSource Polk service provider will provide oversight and general supervision over the daily operations at each CareerSource Polk center and has general responsibility for the effective operation of affiliate hub and/or satellite centers in the CareerSource Polk service delivery system.

Responsibilities include but are not limited to:

- The efficient day-to-day operation in each career center facility to include identifying issues, problems, or concerns related to career center system staff, agency/organizational interactions, center/program operations and performance, customer flow, and customer services.
- Ensuring performance standards are met or performance exceeds benchmarks for all programs.
- Implementing a continuous quality improvement program.
- Leading partner meetings in strategic planning for career center activities and staff team meetings.
- Developing and updating the Operations and Governance Plan, Staff Incentive Plan, Staff Development Plan, Customer Service Plan and Continuous Quality Improvement Plan.
- Planning and conducting facility safety drills for fire, tornado, hurricane evacuation situations, etc. to include the provision to all occupants with information about facility safety issues.
- Planning for and conducting staff development, including cross training, of all CareerSource Polk partner staff in the services provided by partners.
- Ensuring relevant federal, state, and local policies and procedures are properly incorporate into the career center service delivery system.
- Resolving differences between partners working in each facility at the lowest possible level.
- Facilitating the development and enforcement of dress standards through the career center partner management team.
- Ensuring that all career center staff has appropriate workplace identification.
- Ensuring building issues (required repairs, maintenance or alterations to the facility, etc.) are communicated timely to appropriate staff.
- Scheduling and managing the use of common areas in each facility.
- Investigating and reporting all accidents occurring in each facility, to include facilitating the filing of appropriate insurance processing forms when applicable.
- Developing, with partners, efficient customer routing, processes and procedures.

Attachment B - 1
Partner Resource Sharing and Performance Agreement
Between
CareerSource Polk
And
The School Board of Polk County, Florida
(Farmworker Career Development Program)

Facilities

Farmworker Career Development Program (FCDP)
300 E. Bridgers Ave
Auburndale, FL 33823
Monday – Friday 8:00 AM – 4:30 PM
Nilda Soto
PH: (863)968-5658 FAX: (863)968-5660
nilda.soto@polk-fl.net

Services Provided

The purpose of the program is to assist eligible migrant and seasonal farmworkers and dependents achieve economic self-sufficiency through educational, skills training and supportive services. After completion of educational and skills training they can obtain full time, year round unsubsidized employment. An allowance for training is provided. Emergency services (such as food, clothing, rent utilities, and transportation) are available to participating farmworkers. This assistance helps to sustain them until jobs can be found for them or until other state or local agencies can certify them for other services.

Services provided through the career centers are as follows:

- Job referral and placement through the state management information system
- Assist farmworkers enrolled in the FCDP program through WIOA
- Assist in providing translation services for the Spanish speaking population
- Provide TABE testing in Spanish
- Assist in completing job applications and other career needs in Spanish for non-English speaking customers

Recruitment is facilitated by the FCDP employment specialist. The program has also utilized Public Service Announcements, door-to-door and group presentations, post flyers in low income neighborhoods as well as distributes brochures in Spanish, English and Creole. Staff members alternately attend Redlands Christian Migrant Association, East Coast Head Start, Central Florida Health Care, Florida Kid Care, East Area Adult

School (Student Advisory Council), North East Polk Literacy Council, Polk County Health Department, Polk State College Scholarship Committee, Traviss and Ridge Career Center advisory councils, and Migrant Impact Meetings.

Referral forms are filled out by staff to different agencies as needed by any persons seeking assistance at our site. Commonly referred agencies have name, address and phone numbers on customized referral form. If not, it will be noted on referral.

Funding Source

Grant administered through the School Board of Polk County, Florida

Local FCDP Performance Benchmarks

- The FCDP will serve 168 eligible farmworkers per grant year
- Provide a minimum of 54 placements through the state management information system over the program year (July 1st – June 30th of each year)
- Serve customers referred from the CareerSource Polk career centers

Attachment B-2
Partner Resource Sharing and Performance Agreement
Between
Polk County Workforce Development Board, Inc.
And
School Board of Polk County, Florida
Traviss Career Center

Facilities:

Wayne Dickens
Traviss Career Center
3225 Winter Lake Road
Lakeland, FL 33803
(863) 499-2700
Wayne.Dickens@polk-fl.net

Services Provided:

The purpose of Traviss Career Center is to educate and prepare students for success in a changing workplace. Services to be provided will include, but not limited to providing recruitment information and financial support to WIOA eligible customers desiring career training. Potential customers are also served at Travis Career Center by the Polk Works Career Specialist biweekly through scheduled appointments.

*Space is provided by Travis Career Center for a Career Specialist to conduct WIOA eligibility determination and customer follow up.

*The on-site Career Specialist (Bi-weekly) is provided by CareerSource Polk.

Recruitment/Referral Process:

Traviss Career Center will use a variety of recruitment methods such as participating in job and career fairs, working closely with West Area Adult School with on-site recruitment. In addition, we will utilize brochures, flyers and advertisements in local businesses and community organizations. Our Career Assessment specialist will attend regular career center partner meetings to ensure recruitment information is distributed and articulated monthly.

Funding Source:

Traviss Career Center is part of the School Board of Polk County, Florida

Attachment B-3
Partner Resource Sharing and Performance Agreement
Between
Polk County Workforce Development Board, Inc.
And
School Board of Polk County, Florida
Ridge Career Center

Facilities:

Ridge Career Center
7700 State Road 544
Winter Haven, FL 33881
863-419-3060
Lisa Harden – Director
Lisa.harden@polk-fl.net

Services Provided

The purpose of Ridge Career Center is to access, prepare and place individuals in successful and rewarding career in an increasingly competitive and changing employment market.

Services include the provision of recruitment information and financial support to WIOA eligible customers desiring career training. Ridge Career Center currently has a contract and is an approved provider to provide career training to eligible customers.

Recruitment methods including a display in both career centers. The Career Assessment Specialist attends WIOA and Welfare Transition Orientations weekly. The Career Assessment Specialist also attends regular partner meetings to ensure recruitment information is distributed and articulated monthly.

Referrals for training assistance are made to the WIOA Orientation by Student Services Staff. Potential customers are also served at Ridge Career Center by the Polk Works Career Specialist biweekly through scheduled appointments.

*Space is provided by Ridge Career Center for a Career Specialist to conduct WIOA eligibility determination and customer follow up.

*The on-site Career Specialist (Bi-weekly) is provided by CareerSource Polk.

Daytime: Class Begins 8:00 a.m.
 Students Depart 2:00 p.m.

Exceptions:

Cosmetology students depart at 3:00 p.m.

Commercial Vehicle Driving and Commercial Class “B” students report at 7 a.m. – 2 p.m.

Practical Nursing students depart at 2:30 p.m.
Patient Care Technician students depart at 2:45 p.m.

Evening hours are: Monday – Thursday from 3:00 p.m. – 9:30 p.m. depending on the career choice.

Cosmetology meets: Monday – Thursday from 3:00 p.m. – 9:30 p.m. or 5:00 pm – 9:30 p.m.

Certified Nursing Assistant meets: Monday, Tuesday and Thursday from 5:00 p.m. – 9:30 p.m.

Funding Sources

Ridge Career Center is a part of the School Board of Polk County, Florida

Attachment B-4
Partner Resource Sharing and Performance Agreement
Between
Polk County Workforce Development Board, Inc.
And
School Board of Polk County, Florida
Polk County East/West Area Adult School

Facilities:

Loretta Bellucci Cameron, Ed.S.
Polk County Adult Schools
300 East Bridgers Avenue
Auburndale, Florida 33823
863-965-5475
loretta.cameron@polk-fl.net

Goal:

To prepare students to enter post-secondary educational programs in order to assist them in becoming responsible, productive members of the workforce.

Services:

- Programs to serve adults in Polk County who wish to prepare for a standard adult high school diploma issued by the School Board of Polk County, or a State of Florida High School Diploma (GED). Classes offered will improve basic and functional literacy skills, learn to read, write and speak English as a second language, or become familiar with basic computer skills.

ABE/GED classes conducted at CareerSource Polk:

School

- CareerSource Polk career center

Location

Winter Haven

Classes offered: Monday – Friday from 8:00 AM – 4:00 PM

Recruitment and Referral:

Brochures are distributed at strategic locations throughout eastern Polk County. Continuation articulation with area high schools, middle schools and elementary schools is an attempt to serve potential dropouts and/or their parents. The East Area Adult school website is linked to the Polk County School District's website. Advertisements in the Lakeland Ledger and Winter Haven News Chief describe our services several times per year. The East/West Area Adult School Guidance Department refers students to the career center in Lakeland and Winter Haven.

Funding Source:

Instructor and materials are provided by the Polk County School Board
On-site classroom is provided by CareerSource Polk at 500 E Lake Howard Drive
Winter Haven, FL 33801

Executed
6/30/14

MEMORANDUM OF UNDERSTANDING
NO.: IA-572
BETWEEN
CAREERSOURCE POLK WORKFORCE DEVELOPMENT BOARD
AND
FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF VOCATIONAL REHABILITATION

I. Parties:

This Memorandum of Understanding (MOU) is entered into pursuant to 34 Code of Federal Regulations (CFR) 361.23, Rehabilitation Act of 1973, 29 U.S.C. §721(a)(11) and the Workforce Investment Act of 1998, Pub.L. 1050-220 between CareerSource Polk Workforce Development Board hereinafter referred to as "CareerSource Polk" and the Florida Department of Education, Division of Vocational Rehabilitation, hereinafter referred to as "DOE/DVR" for coordination regarding CareerSource Polk.

II. Background:

Pursuant to §413.201 and §401.202, Florida Statutes, DOE/DVR is the designated State Unit required by 29 USC §721(a)(2), which is required by 29 USC §721(a)(11)(A) to enter into cooperative agreements with other entities that are components of the statewide workforce investment system. Title 34 CFR Part 361, State Vocational Rehabilitation Services Program: §361.23(a)(5) requires the designated State Unit to provide representation on the Local Workforce Investment Board under section 117 of the Workforce Investment Act of 1998.

The One-Stop System allows for a central point of entry to job training and employment programs, providing a "no wrong door" approach to service delivery. Anyone desiring services may have access to core employment related services maximizing customer choice.

By using a shared placement concept, problem issues can be addressed to ensure non-duplication of services; otherwise, local employers will continue to be inundated from special interest groups which allows for confusion and duplication of services.

Changes in the labor market have made it incumbent upon agencies and institutions associated with employment, training and education to better coordinate services in general, and particularly, to focus on One-Stop Career Centers. These career centers provide convenient access and customer focused services for individuals seeking to enter or return to the workforce.

III. Purpose:

The purpose of this MOU is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Polk County. In addition, this MOU will establish joint processes and procedures that will enable the parties to integrate the current service delivery system resulting in a seamless and comprehensive array of education, human services, job training, support services and other workforce development services to Polk County.

See Attachment B for duties and responsibilities.

IV. MOU Effective Period

This MOU becomes effective when it has been signed by the last party below, remaining in force until June 30, 2019, and may be renewed upon mutual agreement by CareerSource Polk and DOE/DVR for an additional five (5) year period.

V. Modification

CareerSource Polk or DOE/DVR may modify this MOU at any time. Any such modification will be preceded by oral or written notice of intent to modify and the purpose of such modification. Both CareerSource Polk and DOE/DVR must agree to the modification in writing.

VI. Termination

This MOU may be terminated for convenience at any time by either CareerSource Polk or DOE/DVR upon thirty (30) days written notice.

VII. General Provisions

Each staff person working in a CareerSource Polk center shall be under the programmatic supervision of his or her employing agency or organization, unless other arrangements have been communicated to the service provider. However, all staff, regardless of origin, shall adhere to certain policies and procedures applicable to the center in which they work as such policies and procedures are developed by the management team. Conflicts and grievances will be handled by the CareerSource Polk service providers' designated Center Manager, who shall consult with CareerSource Polk management and appropriate supervisors in the resolution of such conflicts and grievances as needed. If not resolved at the local level, formal grievances may be filed using the CareerSource Polk grievance policy found at www.CareerSourcePolk.com.

- A. **Staff Selection** – Center staff will be required to sign the standards for performance excellence criteria in order to work in a CareerSource Polk center. Standards of performance include but are not limited to: maintaining a positive attitude, utilizing excellent telephone etiquette, a commitment to quality service, to dress in a professional manner, to assist all customers professionally, courteously and with respect, maintain a clean work environment, and display name badges when in the facility. DOE/DVR will adhere to the qualifications set forth in the selection of center staff.

VIII. Responsibilities:

A: CareerSource Polk will:

1. Eliminate unwarranted duplication of services through a seamless process, reduce administrative cost, and enhance participation and performance of customers served through the system.

See Attachment B for duties and responsibilities.

2. Establish guidelines for creating and maintaining cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.

3. Build a workforce investment system that will dramatically upgrade Florida's workforce skills and wages and provide substantial economic benefits to employers, workers and the citizens of Florida.

B: DOE/DVR will:

1. Participate in activities associated with assessing organizational performance and developing and carrying out improvement plans. It is expected that these activities will include full integration of workforce investment services by and between DOE/DVR and CareerSource Polk so that services will be delivered in a seamless manner.
2. Be familiar with the array of services provided in the One-Stop service delivery system. One-Stop Center staff, therefore, is expected to be cross-trained to perform multiple functions within the center. Each center management team will be responsible for assuring that cross training occurs as necessary to accomplish this. One-Stop staff development and training activities are available to enhance the knowledge skills and abilities of CareerSource Polk partners and staff to better serve CareerSource Polk customers.
3. Participate on the Partner Management Team and provide for front line participation in Continuous Quality Improvement efforts.

IX. **Resource Sharing:**

CareerSource Polk agrees to provide the following resources to the DOE/DVR:

CareerSource Polk Centers

500 East Lake Howard Drive
Winter Haven, Florida 33881
Hours: 8am-4pm Mon-Fri

309 North Ingraham Avenue
Lakeland, Florida 33801
Hours: 8am-4pm Mon-Fri

Management Information System (MIS) Support

CareerSource Polk agrees to employ full-time Management Information System (MIS) support staff to assist in supporting the day-to-day operations of the career center system. Policies and procedures for accessing MIS support are incorporated herein by reference. Copies of these policies and procedures may be requested by contacting CareerSource Polk.

DOE/DVR agrees to provide the following resources to CareerSource Polk:

DOE/DVR Facilities

200 N. Kentucky Avenue, Suite 310
Lakeland, Florida 33801
863-680-5534
8:00 a.m. to 4:00 p.m., Monday – Friday

500 East Lake Howard Drive
Winter Haven, Florida 33881

863-291-5280
8:00 a.m. to 4:00 p.m., Monday – Friday

Enid Pizarro, Supervisor
863-680-5534
Enid.Pizarro@vr.fldoe.org

DOE/DVR Services

Examples of VR services include:

- Medical and Psychological Assessment
- Vocational Evaluation and Planning
- Career Counseling and Guidance
- Training and Education After High School
- Job-Site Assessment and Accommodations
- Job Placement
- Job Coaching
- On-the-Job Training
- Supported Employment
- Assistive Technology and Devices
- Time-Limited Medical and/or Psychological Treatment

Recruitment

Any person who has a physical or mental impairment and is of working age may apply for Vocational Rehabilitation services. Brochures and posters are provided and displayed at CareerSource Polk One Stop Center locations.

X. Method of Referral:

Services will be delivered by referral process among all partners participating in the One-Stop System. As appropriate, DOE/DVR will refer all customers to CareerSource Polk for work registration. Placements may be shared among agencies as each partner specializes in distinct services.

XI. Dispute Resolution

Any dispute concerning performance of the terms of this MOU shall be resolved informally by the MOU Managers. Any dispute that cannot be resolved informally shall be reduced to writing and delivered to the Department of Education Commissioner or his/her designee. The Commissioner or his/her designee shall decide the dispute, reduce the decision to writing, and deliver a copy to the parties.

XII. Standard Terms and Conditions:

The term "Memorandum of Understanding (MOU) in the body of this Agreement, wherever used, shall be construed identically with the term "agreement" as and wherever used in the Standard Terms and Conditions (STC), Attachment A. The following Sections of the STC do not apply:

II. The Contractor Agrees:

G. Return of Funds

M. Invoices

S. Certification regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, and Acknowledgement and Representation regarding the Convicted Vendors List

T. Vendor Certification.

U. My Florida Market Place

III. The DOE/DVR Agrees:

A. Contract Amount.

B. Contract Payment.

XIII. MOU Management:

Listed below are the individuals identified as the MOU Managers. These individuals are responsible for enforcing performance of the MOU terms and conditions and shall serve as liaison/contact regarding issues arising out of this MOU.

DEPARTMENT OF EDUCATION/DIVISION OF VOCATIONAL REHABILITATION

Name: Monica Edwards

Title: Vocational Rehabilitation Administrator

Address: 4070 Esplanade Way, 2nd Floor, Tallahassee, Florida 32399-7016

Phone: (850) 245-3344

Fax: (850) 245-3392

E-mail: Monica.Edwards@vr.fldoe.org

CAREERSOURCE POLK WORKFORCE DEVELOPMENT BOARD

Name: Alexis Echeverria

Title: Project Director

Address: 500 E. Lake Howard Drive, Winter Haven, FL 33881

Phone: (863) 508-1100 x-3334

Fax: (863) 508-1111

E-mail: Alexis.Echeverria@careersourcepolk.com

XIV. Attachments:

Attachment A – Standard Terms and Conditions

Attachment B - CareerSource Polk Service Provider Duties and Responsibilities

THE REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK

IN WITNESS WHEREOF, the parties hereto cause this MOU to be executed by their undersigned officials as duly authorized.

CareerSource Polk Workforce Development Board

DEPARTMENT OF EDUCATION/DIVISION OF VOCATIONAL REHABILITATION

By: _____
President/CEO of CareerSource Polk

By: Cathy MacKron
Director of Division of Vocational Rehabilitation

Date: _____

Date: 6/26/14

By: Pam Stewart
Commissioner of Education

Date: 6/30/14

IN WITNESS WHEREOF, the parties hereto cause this MOU to be executed by their undersigned officials as duly authorized.

CareerSource Polk Workforce Development Board

DEPARTMENT OF EDUCATION/DIVISION OF VOCATIONAL REHABILITATION

By: *Jay Campbell Domenech*
President/CEO of CareerSource Polk

By: *Cathy McEachron*
Director of Division of Vocational Rehabilitation

Date: 07/14/14

Date: 8-01-14

By: _____
Commissioner of Education

Date: _____

**STANDARD TERMS AND CONDITIONS
ATTACHMENT A**

I. Composition of Contract; Entire Contract; No Modifications Except in Writing. The agreement between the Department of Education/Division of Vocational Rehabilitation (DOE/DVR) and Contractor concerning the subject matter hereof consists of the Contract, this Attachment and all other attachments and exhibits referenced herein or in the Contract. In the event there is any inconsistency between the provisions of the Contract and the provisions of this Attachment or any other attachment or exhibit, the provisions of the Contract shall govern and control. The Contract, this Attachment and all other attachments and exhibits referenced herein or in the Contract may be referred to collectively as the "Contract." The Contract represents the total and complete agreement of DOE/DVR and Contractor relating to the subject matter of the Contract. The Contract supersedes any prior or contemporaneous written or oral agreements or representations relating to the subject matter of the Contract. No purported modification of the Contract shall be valid or binding on either party unless such modification is contained in a document executed by both parties.

II. The Contractor Agrees:

A. To comply with all applicable laws, statutes and regulations of the State of Florida and the United States, and to complete any forms required under such laws, statutes and regulations, whether or not such forms are referenced in this Contract.

B. Audits and Records.

1. To maintain (in accordance with generally accepted accounting procedures) and retain, during and for five (5) years after termination of this Contract, books, records and all other documents relating to this Contract. Such will sufficiently and properly reflect all expenditures of funds provided by DOE/DVR under this Contract (collectively, the "Records"). If an audit has been initiated and audit findings have not been resolved at the end of such five (5) year period, Contractor shall retain the Records until resolution of the audit findings.

2. To assure that state personnel, federal personnel and personnel authorized by the DOE/DVR shall have full access to the Records during the time Contractor is

obligated to retain same.

3. To provide access to and, at the request of DOE/DVR, to furnish whatever information is deemed necessary by DOE/DVR to be assured of satisfactory performance of the terms and conditions of the Contract. This includes access to financial reports, personnel and personnel work records. Any written comments from DOE/DVR to the Contractor regarding deficiencies in Contractor's performance must be responded to by the Contractor within the time specified in such comments. The Contractor shall either rectify such deficiencies or supply a reasonable written justification for not correcting such deficiencies.

4. The contractor agrees to permit onsite visits by designated DOE/DVR employees or agents to conduct audits to ensure compliance with Section 20.055, Florida Statutes. These audits may require department access to records and data, computers and communications devices and other materials whether owned or operated by the Contractor. Access may include, but is not limited to, user level and/or system level access to any computing or communications device; access to information (electronic, hardcopy, etc.) that may be produced, transmitted, or stored on the Contractor's equipment or premises; access to work areas; and access to interactively monitor and log traffic on the Contractor's networks.

5. To file with the DOE/DVR such Records as the DOE/DVR may require (in its sole discretion) within one (1) year after the completion of performance under this Contract.

6. To allow public access to all documents, papers, letters, or other materials made or received by Contractor in conjunction with this Contract, subject to the provisions of Chapter 119, Florida Statutes, §11 (F) below and other applicable law. DOE/DVR may unilaterally cancel this Contract if the Contractor refuses to allow access by members of the public to all documents, papers, letters and materials made or received in conjunction with the Contract that are subject to Chapter 119, Florida Statutes, and are not exempt from public inspection by Section 119.071 Florida Statute and other provisions of general or special law.

7. In accordance with the provisions of OMB Circular A-133, as revised, in the event that it expends equal to or in excess of the Federal thresholds for awards in its fiscal year and is otherwise subject to OMB Circular A-133, to have a single or program-specific audit conducted in accordance with the provisions of OMB Circular A-133, as revised. In determining the Federal awards, expended in its fiscal year, the Contractor shall consider all sources of Federal awards, including Federal funds received from DOE/DVR. The determination of amount of Federal awards expended should be in accordance with the guidelines established by OMB Circular A-133, as revised. An audit conducted by the Auditor General in accordance with the provisions of OMB Circular A-133, as revised, will meet the requirement of this part.

8. In connection with the audit requirements addressed above in Section II, Paragraph 7, to fulfill the requirements relative to auditee responsibilities as provided in Subpart c of OMB Circular A-133, as revised.

9. If it expends less than the Federal threshold for awards in its Fiscal year, an audit conducted in accordance with the provisions of OMB Circular A-133, as revised is not required. In the event that the Contractor expends less than the Federal threshold for awards in its fiscal year and elects to have an audit conducted in accordance with the provision of OMB Circular A-133, as revised, the cost of the audit must be paid from non-Federal funds (i.e., the cost of such an audit must be paid from funds obtained from other than Federal entities).

10. In accordance with 215.97, Florida Statutes, applicable rules of the Office of the Governor and the Comptroller, if it expends a total amount of State awards (i.e., State Financial assistance provided to the Contractor to carry out a State project) equal to or in excess of the State threshold in any fiscal year of such Contractor, and is otherwise subject to 215.97, Florida Statutes, to have a single State or project-specific audit for such fiscal year. In connection with the audit requirements addressed in paragraph 10, the Contractor shall ensure the audit complies with the requirements of 215.97(7) Florida Statutes. This includes submission of a reporting package as defined by 215.97(2)(d), Florida Statutes.

11. If it expends less than the State threshold for awards in its fiscal year, an audit conducted in accordance with the provisions of 215.97, Florida Statutes, is not required. In the event that the Contractor expends less than the State threshold for awards in its fiscal year and elects to have an audit conducted in accordance with the provision of 215.97, Florida Statutes, the cost of the audit must be paid from non-State funds (i.e., the cost of such an audit must be paid from the funds obtained from other than

State entities).

C. Monitoring by DOE/DVR.

1. To permit persons duly authorized by the DOE/DVR, state and federal auditors full access to and the right to examine any of said records and documents at all reasonable times during the period of this Contract, during said retention period or as long as records retained, which ever is later. Those persons authorized to do so shall be entitled to inspect any records, papers, documents, facilities, or services of the Contractor relevant to this Contract and may interview Contractors of services and employees of the Contractor to be assured of satisfactory performance of the terms and conditions of the Contract. Following such inspection DOE/DVR shall deliver to the Contractor a written report of the findings, including specifically any noted deficiencies concerning the manner in which services are being provided. The Contractor will correct all noted deficiencies identified by the DOE/DVR within the specified period set forth in the recommendations.

2. In addition to reviews of audits conducted in accordance with OMB Circular A-133, as revised, monitoring procedures may include, but not be limited to, on site visits by DOE/DVR, limited scope audits as defined by OMB Circular A-133, as revised, and/or other procedures. By entering into this Contract, the Contractor agrees to comply and cooperate with any monitoring procedures/process deemed appropriate by the DOE/DVR. In the event DOE/DVR determines that a limited scope audit of the Contractor is appropriate, the Contractor agrees to comply with any additional instructions provided by DOE/DVR regarding such audit. The Contractor further agrees to comply and cooperate with any inspections, reviews, investigations, or audits necessary by the Comptroller or the Auditor General or other authorized body.

D. Indemnification. To indemnify, defend, and hold harmless DOE/DVR, its attorneys, agents, and employees, to the full extent allowed by law, from all claims, suits, judgments, debts, or damages, arising out of Contractor's performance or failure to perform under this contract, the negligent acts, negligent omissions or willful conduct of the Contractor relating to this Contract. The indemnification shall include reasonable attorney's fees and costs incurred by the DOE/DVR, its attorneys, agents and employees in the defense of any such suits, claims, or causes of action, as aforesaid. Nothing in this Contract is intended to serve as a waiver of sovereign immunity, nor shall anything in this Contract be construed as consent by

a state agency or political subdivision of the State of Florida to be sued by third parties in any matter arising out of any agreement.

E. Insurance. The Contractor must carry general liability insurance, which shall include errors and omissions coverage. The amount of coverage shall be a minimum of \$1,000,000 or the aggregate total of all contractual agreements between the Contractor and the agencies and political subdivisions of the State of Florida, whichever is greater. The Contractor shall add the Department as an additional insured on the general liability coverage. The insurance shall cover all of the Contractor's operations under this Contract and shall be effective throughout the Term of this Contract, as well as any renewals or extensions thereto. It is not the intent of this Contract to limit the types of insurance otherwise required by this Contract or that the Contractor may desire to obtain or be required to obtain by law. The Contractor must submit a Certificate of Insurance indicating coverage for general liability purposes and additional insured coverage, and shall maintain and pay for same throughout the Term of this Contract. A Certificate of Insurance indicating adequate coverage shall be submitted to the Department prior to the time the Contract is entered. Any and all insurance policies shall be through insurers qualified to do business in Florida.

F. Safeguarding Information.

1. Not to use or disclose any information concerning applicants or recipients of services under or incident to this Contract for any purpose not in conformity with state regulations and Federal law or regulations (45 CFR, Part 205.50, 34 CFR PART 361.38 and other applicable laws), except upon written consent of the applicant or recipient, or the responsible parent or guardian when authorized by law.
2. The Contractor is subject to all provisions of confidentiality of client records as set forth in § 413.341, Florida Statutes.

G. Return of Funds The Contractor agrees to return to DOE/DVR any overpayment due to unearned funds or funds disallowed pursuant to the terms of this Contract, the Vocational Rehabilitation Act of 1973, as amended, or appropriate state, federal regulations, rules and/or laws. In the event that the Contractor or its independent auditor discovers that an overpayment has been made, the Contractor shall repay said overpayment immediately together with an explanation of the funds returned. The return shall be due within forty-five (45) days following the

expiration or early termination of this Contract, or within ten (10) days after the overpayment is discovered, whichever is sooner. If Contractor fails to timely repay such funds, the Contractor shall pay to DOE/DVR, in addition to such funds, interest at the rate set pursuant to Section 55.03, Florida Statutes. Interest shall immediately begin to accrue on the unpaid principal balance at the highest rate allowable by applicable laws, through the date on which such funds are fully repaid.

H. Unusual Incident Reporting. To report to DOE/DVR and the Florida Abuse Hotline knowledge of reasonable suspicion of abuse, neglect, or exploitation of a child, aged person, or disabled adult. The Florida Abuse Hotline's statewide toll-free telephone number is 1-800-962-2873. Such reporting to be done in a manner prescribed in Chapter 415, Florida Statutes. This is binding upon both the Contractor and its employees.

I. Transportation Disadvantaged. If customers will be transported under this Contract, to subcontract with the designated Community Coordinated Transportation Contractor, or otherwise comply with the provisions of Chapter 427, Florida Statutes.

J. Civil Rights Certification.

1. To comply with:
 - a. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
 - b. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of disability in programs and activities receiving or benefiting from federal financial assistance.
 - c. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of gender in education programs and activities receiving or benefiting from federal financial assistance.
 - d. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.
 - e. The Omnibus Budget Reconciliation Act of 1981, which prohibits discrimination on the basis of gender or religion in programs and activities receiving or benefiting from federal financial assistance.
 - f. Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination with respect to employment, compensation, and terms and conditions of employment on the basis of race, color, religion, gender, or national

origin.

g. Florida Human Relations Act, which prohibits discrimination on the basis of race, color, religion, gender, national origin, age, disability, or marital status.

h. Americans with Disabilities Act, which prohibits discrimination by public and private entities on the basis of disability in employment, public accommodations, transportation, state and local government services, and in telecommunications.

i. All other applicable laws, regulations and standards that prohibit discrimination on any basis on which discrimination is prohibited by any of the above-referenced laws.

K. Independent Capacity of the Contractor.

1. To be solely liable for the performance of all tasks contemplated by this Contract which are not the exclusive responsibilities of DOE/DVR.

2. To act in the capacity of an independent contractor and not as an officer, employee or agent of the State of Florida. The Contractor shall not represent to others that it has the authority to bind DOE/DVR unless specifically authorized in writing to do so. In addition to the Contractor, this is also applicable to its officers, agents, employees, subcontractors, or assignees in performance of this Contract.

3. Neither the Contractor, its officers, agents, employees, subcontractors, nor assignees are entitled to state retirement or state leave benefits, or to any other compensation of state employment as a result of performing the duties and obligations of this Contract.

4. The DOE/DVR will not furnish services or support (e. g., office space, office supplies, telephone service, secretarial or clerical support) to Contractor.

5. All deductions for social security, withholding taxes, income taxes, contributions to unemployment compensation funds and all necessary insurance for the Contractor, the Contractor's officers, employees, and agents shall be the responsibility of the Contractor.

L. Sponsorship. As required by Section 286.25, Florida Statutes, that all notices, informational pamphlets, press releases, advertisements, descriptions of sponsorship of the program research reports, and similar public notices prepared and released by the Contractor shall include the statement: "Sponsored by DOE/DVR and the State of Florida." If the sponsorship reference is in written material, the words "State of Florida, Department of Education/ Division of Vocational Rehabilitation" shall appear in the same size type and emphasis as the name

of Contractor or other applicable organization.

M. Invoices

1. The Contractor shall submit properly completed monthly invoices in detail sufficient for a proper pre-audit and post-audit thereof and in a form acceptable to the DOE/DVR covering services rendered and/or goods provided under this Contract together with expenditure reports to support all requests for payment. The Contractor shall request payment on a monthly basis through the submission of properly completed invoices to the Contract Liaison within fifteen (15) days following the end of the month for services that were rendered. These invoices shall be on Contractor's letterhead and must state the total number of customers who received services, the date(s) the services were provided, together with the names of clients served during the payment period. Payments may be authorized only for services listed on the invoice, which are in accord with terms and conditions of this Contract. This requirement shall in no way affect the Final Invoice (Withholding Payment) requirements.

2. Final Invoice (Withholding Payment). The Contractor must submit the final invoice for payment to the DOE/DVR no more than sixty (60) days after the Contract ends or is terminated. If the Contractor fails to do so, all rights to payment is forfeited and the DOE/DVR will not honor any requests submitted after the aforesaid time period unless a written request for extension is received prior to the sixty (60) day deadline. The DOE/DVR Contract Liaison shall review all payment requests of the Contractor in a manner that will allow the Contractor to submit an invoice within sixty (60) days. If the final invoice cannot be submitted within the required sixty (60) days period, the Contractor must submit a written request for extension, to the Contract Manager, prior to the sixty (60) day deadline. The request must include a description of the circumstances beyond the Contractor's control that resulted in a need for additional time for the submission of the invoice. The DOE/DVR Contract Managers shall respond to these requests within ten (10) days after receipt of the request.

3. Any payment due under the terms of this Contract may be withheld until all reports due from the Contractor and necessary adjustments thereto, have been approved by the DOE/DVR. The DOE/DVR has final authority on any dispute on invoice payments.

4. The Contractor represents and agrees that information submitted in support of its requests for payment is the basis of payment and is true and accurate to the best of knowledge of the responsible signatory. A violation of this provision shall subject the violator to the provisions of s.

68.082, Florida Statutes, pertaining to false claims against the state and /or s. 837.06, Florida Statutes pertaining to false official statements.

N. Lobbying, Fund-raising and Program Income.

1. To comply with §216.347, Florida Statutes, which prohibits expenditure of contract funds for lobbying the Legislature or a state agency. Fund raising activities shall not be charged to, or reimbursed from, any DOE/DVR Contract proceeds.

2. Program income shall be used, at the direction of the DOE/DVR, to either reduce the Contract award or fund additional services eligible for State and Federal funding. For purposes of this Contract, "program income" shall mean gross income received by Contractor directly generated by a grant supported activity, or earned as a result of this Contract during the term of this Contract. If any payment due under this Contract results directly from a budget line item submitted by Contractor and Contractor's actual costs or expenditures during the Contract term are less than the amount budgeted, the resulting excess payment shall be deemed, for purposes of this Contract, "program income."

O. ONE-STOPS. To inform DOE/DVR immediately if they are or become a party to any contract with any State of Florida Department ONE STOP, or any "one-stop partner" under the Workforce Investment Act of 1998.

P. Staff, Facilities and Equipment. To maintain sufficient staff, facilities and equipment to deliver the goods and services described in this Contract, and to immediately notify the DOE/DVR whenever Contractor is unable or is going to be unable to provide the required quality or quantity of goods or services. In addition, all facilities or other places of business used in the delivery of services must comply with the design and construction accessible to the physically handicapped per "Architectural Barriers Act of 1968" Section 504 of the Act and ADA.

Q. Authority of Person Executing Contract. Contractor represents that the person executing this Contract (and any portion thereof) has the actual authority to so execute on behalf of Contractor and that all actions, corporate or otherwise, necessary to such authority have occurred.

R. Relationship of Customer to DOE/DVR. If the Contractor is hiring or placing for employment any customer of DOE/DVR pursuant to the terms of this Contract, such customer is not an employee of DOE/DVR

for any purpose, whatsoever, including without limitation the provision of workers' compensation benefits. Contractor shall notify the employer of this fact.

S. Certification regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion, and Acknowledgment and Representation regarding the Convicted Vendors List.

1. If the amount of federal funds received by Contractor hereunder exceeds \$25,000, the Contractor:

a. Certifies, by signing this Contract, that neither the Contractor nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Contract by any federal department or agency and, if the Contractor is unable to certify to any of the statements contained in this section, Contractor shall attach an explanation to this Contract;

b. Acknowledges and agrees this certification is a material representation of fact upon which reliance is placed when this Contract is entered into. If it is later determined that the signer or Contractor knowingly rendered an erroneous certification, the Federal Government may pursue available remedies, including suspension and/or debarment;

c. Agrees to provide immediate written notice to the Contract Manager at any time the Contractor learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances;

d. Acknowledges and agrees the terms "debarred," "suspended," "ineligible," "person," "principal," and "voluntarily excluded," as used in this certification, have the meanings set out in the Definitions and Coverage section of rules implementing Executive Order 1254, Debarment and Suspension, signed February 18, 1986. Contractor may contact the Contract Manager for assistance in obtaining a copy of these rules and regulation.

e. Agrees by submitting this certification that it shall not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this Contract unless authorized by the Federal Government; and

f. Agrees it will require each person or entity subcontracted under this Contract receiving payment of \$25,000 or more in federal monies to submit a signed copy of this certification to DOE/DVR.

2. If the amount of federal funds received by Contractor hereunder exceeds \$100,000, the undersigned, on behalf of himself/herself and the Contractor, certifies to the best of his or her knowledge and belief that:

a. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned or the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement;

b. If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, in connection with this Federally funded agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions; and

c. The undersigned shall require that the language of this certification be included in the award documents for all subawards (including subcontracts, subgrants and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

The undersigned and Contractor acknowledge THIS CERTIFICATION IS A MATERIAL REPRESENTATION OF FACT UPON WHICH RELIANCE WAS PLACED WHEN THIS CONTRACT WAS MADE OR ENTERED INTO. SUBMISSION OF THIS CERTIFICATION IS A PREREQUISITE TO MAKING OR ENTERING THIS CONTRACT IMPOSED BY SECTION 1352, TITLE 31, U.S. CODE. ANY PERSON WHO FAILS TO FILE THE REQUIRED CERTIFICATION SHALL BE SUBJECT TO A CIVIL PENALTY OF NOT LESS THAN \$10,000 AND NOT MORE THAN \$100,000 FOR EACH SUCH FAILURE.

3. If the amount of funds to be received by Contractor hereunder exceeds the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO, the undersigned, on behalf of himself/herself, the Contractor, and any affiliate thereof, acknowledges and represents that, as defined and described in Section 287.133, Florida Statutes, persons or affiliates placed on the convicted vendor list-following a conviction for a public entity crime may not be awarded or perform the work under this Contract and that neither the undersigned, the Contractor, nor any affiliate thereof had been placed on the above-referenced convicted vendor list within thirty-six (36) months prior to the effective date of this Contract.

T. Vendor Certification. The DOE/DVR adopts the standards for vendor qualifications as those established by Florida Statutes, national certification boards and industries that are applicable. When a vendor is employed in an occupation for which national, state or industry standards have not been established, the DVR may adopt standards, as it deems appropriate, to ensure the provision of quality services to individuals with disabilities. An appeals process shall be developed to include the DVR as the final authority. (Adopted July 12, 2001.) The Contractor and any subcontractors shall comply with the DVR vendor certification standards applicable to the services for which it is contracting and shall maintain such-certification throughout the term of the contract.

U. My Florida Market Place All prospective vendors are required to register online with the My Florida marketplace (MFMP) E-procurement system in order to become certified with DVR. Vendor registration can be completed by visiting the MFMP website at <https://vendor.myfloridamarketplace.com/>. For additional information or questions, the prospective vendor should contact the MFMP customer service help desk at 1-866-FLA-EPRO (1-866-352-3776) Registration must take place prior to completing the--DVR Standard Vendor Application process.

III. THE DOE/DVR Agrees

A. Contract Amount.

1. To pay for contracted services in an amount not to exceed the Contract Amount as stated in the Contract, subject to the availability of funds.
2. The State of Florida's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Legislature.
3. Contractor shall not be paid under this Contract for any services for which it is paid under any other contract or from any other source.
4. Except as may otherwise be expressly stated in this Contract, DOE/DVR shall not be obligated to pay any amount for expenses, services rendered, or goods provided prior to the effective date of this Contract or for which an invoice for payment has not been submitted consistent with III. B.

B. Contract Payment.

1. Pursuant to Section 215.422, Florida Statutes, and not later than twenty (20) days after the receipt of the invoice and receipt, inspection and approval of the services, to file

with the State Comptroller the voucher authorizing payment of an invoice submitted to DOE/DVR. Submission is to be contingent upon inspection and approval of the goods or services, except that, in the case of a bona fide dispute, the voucher shall contain a statement of the dispute and authorize payment only in the amount not disputed. Such approval is for authorizing payments and does not constitute a final approval of services purchased under this Contract. The date on which an invoice is deemed received is the date on which a properly completed invoice is first received at the place designated by DOE/DVR. A payment is deemed to be issued on the first working day that payment is available for delivery or mailing to the Contractor.

2. If a warrant in payment of an invoice is not issued within forty (40) days after the receipt of the invoice and receipt, inspection, and approval of the services, DOE/DVR shall pay to the Contractor, in addition to the amount of the invoice, interest at the relevant rate authorized under Section 215.422, Florida Statutes, or pay the separate interest penalty set by the Comptroller pursuant to s. 55.03 Florida Statutes in addition to the invoice amount. The Contractor should contact DOE's Fiscal section at 850-245-0402 or Purchasing Office at 850-245-9170. Invoices returned to Contractor due to preparation errors will result in a payment delay. Invoice payment requirements do not start until a properly completed invoice is provided to DOE/DVR.

C. Comptroller's Hotline. Vendors who may be experiencing problems in obtaining timely payment(s) from a state agency may contact the Vendor Ombudsman at 1-866-515-3962 or the State Comptroller's Hotline at 1-800-451-4327. This paragraph is being provided for notice purposes only.

D. Website. DOE/DVR's website is <http://www.rehabworks.org>. Documents on this website are updated to reflect the most recent version(s) available.

IV. The Contractor and DOE/DVR Mutually Agree:

A. Cancellation

1. Cancellation at Will. DOE/DVR with or without cause may cancel this Contract upon no less than thirty- (30) days notice.

2. Cancellation Because of Lack of Funds. In the event funds to meet DOE/DVR's obligations hereunder become unavailable, the DOE/DVR may, at its discretion, suspend or cancel the Contract upon no less than twenty-four (24) hours notice in writing to the Contractor. In the event the DOE/DVR chooses to exercise its cancellation option under this section, neither party hereto shall have any

further rights or obligations hereunder. In the event the DOE/DVR suspends this Contract but does not reinstate it before the end of the Contract term; such suspension shall be considered an exercise of the DOE/DVR cancellation option.

3. Cancellation for Breach. The DOE/DVR may cancel this Contract for reasons of the Contractor's non-performance upon no less than thirty-(30) days notice in writing to the Contractor. If applicable, DOE/DVR may employ the default provisions in Chapter 60A1.006(3), Florida Administrative Code. Waiver of breach of any provisions of this Contract shall not be deemed a waiver of any modification of the term of this Contract. The provisions herein do not limit DOE/DVR's rights to remedies at law or in equity.

4. Failure to have performed any Contract obligation with DOE/DVR in a manner satisfactory to the DOE/DVR will be a sufficient cause for cancellation and termination of Contractor's status. To be terminated as a Contractor under this provision, the Contractor must 1) have previously failed to satisfactorily perform in a Contract with the DOE/DVR; 2) have been notified by DOE/DVR of unsatisfactory performance, and have failed to correct the unsatisfactory performance to the satisfaction of DOE/DVR; and 3) have had a contract terminated by DOE/DVR for cause.

5. Cancellation pursuant to Section II. C. 6. DOE/DVR may cancel for Contractor's refusal to allow access to public documents, etc. that are made or received in conjunction with the Contract that are subject to Chapter 119, Florida Statutes and not otherwise exempt from public inspection.

6. Cancellation for employment of unauthorized aliens. The employment of unauthorized aliens by any Contractor is considered a violation of Section 274 (e) of the Immigration and Nationality Act. If the Contractor knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of the Contract.

B. Re-negotiation or Modification.

1. Modification of provisions of this Contract shall only be valid when they have been reduced to writing and duly signed by both parties. The Rate of Payment and the total dollar amount may be adjusted to reflect price level increases and changes in the Rate of Payment when these have been established through the appropriations process subsequently identified in DOE/DVR's budgets.

2. In the event that the Governor and Cabinet are required to impose a mandatory reserve on appropriations, the Department shall amend this Contract to place in reserve the amount_determined by DOE/DVR to be necessary

because of the mandatory reserve. Such amendments may provide for adjustments in the deliverable products and services as may be necessary.

C. Notice and Contact. All notices to DOE/DVR and invoices for payment should be directed to the attention of the Contract Liaison. All notices to Contractor and payments under this Contract shall be directed to Contractor's Contract Representative. In the event that a different Contract Liaison or Contractor's Contract Representative is designated after execution of this Contract, notice of the name and address of the new Liaison or Representative shall be sent in writing within thirty (30) days of such change. The Contractor shall keep DOE/DVR informed of its current telefax number at all times. Unless otherwise provided herein, any notice to be given hereunder shall be in writing and shall be sent by hand-delivery, overnight mail, by U.S. certified mail, postage prepaid, return receipt requested or by telefax. Any notice given by property addressed and stamped U.S. certified mail, return receipt requested, shall be deemed to be given three (3) days following the date of mailing. Notice by overnight mail shall be deemed to be given one (1) day after such mailing. Notice by telefax shall be deemed to constitute notice by hand-delivery.

D. Remedies of the DOE/DVR Cumulative. In addition to all remedies available to DOE/DVR hereunder, in the event Contractor breaches its obligations under this Contract, DOE/DVR shall be entitled to exercise any remedy available or provided under Florida law. All rights and remedies granted in this Contract to the DOE/DVR and available at law or equity shall be cumulative and not mutually exclusive.

E. Non-waiver of Defaults. Failure of DOE/DVR to declare any default immediately upon the occurrence thereof, or delay in taking any action in connection therewith, shall not waive such default. DOE/DVR shall

have the right to declare any such default at any time and take such action as might be lawful or authorized hereunder, in law or in equity. No waiver of any term, provision, condition or covenant of this Contract by DOE/DVR shall be deemed to imply or constitute a further waiver by DOE/DVR of any other term, provision, condition or covenant of this Contract. No payment by DOE/DVR shall be deemed a waiver of any default hereunder.

F. Captions; Governing Law.

1. This Contract shall be governed by and construed in accordance with Florida law. Caption headings are inserted for convenience only and shall be ignored in interpreting the provisions of this Contract.
2. Venue for purposes of any action brought to enforce or construe the Contract shall lie in Leon County, Florida.

G. Mutual Drafting and Negotiation.

1. Both parties agree that, in the event of a dispute over this Contract, the provisions hereof shall be construed to give meaning to the intention of the parties.
2. The Contractor and DOE/DVR acknowledge that they have had their respective attorneys review and approve this Contract or that they have had the opportunity to do so.

H. All Terms and Conditions Included. This Contract and its attachments as referenced contain all the terms and conditions agreed upon by the parties. There are no provisions, terms, conditions, obligations other than those contained herein, and this Contract shall supersede all previous communications, representations, or Contracts, either verbal or written between the parties. If any terms or provisions of the Contract are found illegal or unenforceable, the remainder of the Contract shall remain in full force and effect and the terms of provisions shall be stricken.

**CareerSource Polk Service Provider
Duties and Responsibilities
Attachment B**

CareerSource Polk (Recognized as Region 17 encompassing all of Polk County) has contracted with ResCare Workforce Services, hereinafter referred to as the "Service Provider" to oversee the CareerSource Polk centers in Polk County.

The Service Provider will provide oversight and general supervision over the daily operations at each CareerSource Polk One-Stop Center and has general responsibility for the effective operation of affiliate hub and/or satellite centers in the CareerSource Polk service delivery system.

Responsibilities include but are not limited to:

- The efficient day-to-day operation in each operation to include identifying issues, problems, or concerns related to career system staff, agency/organizational interactions, center or program operations and performance, customer flow, and customer services.
- Ensuring performance standards are met or performance exceeds benchmarks for all programs.
- Implementing a continuous quality improvement program.
- Leading meetings in strategic planning for career center activities and staff team meetings.
- Developing and updating Customer Service Plan and Continuous Quality Improvement Plan.
- Planning and conducting facility safety drills for fire, tornado, hurricane evacuation situations, etc. to include the provision to all occupants with information about facility safety issues.
- Planning for and conducting staff development, including cross training, of all CareerSource Polk partner staff in the services provided by partners.
- Ensuring relevant federal, state, and local policies and procedures are properly incorporated into the career center service delivery System.
- Resolving differences between partners working in each facility at the lowest possible level.
- Facilitating the development and enforcement of dress standards through the career center partner management team.
- Ensuring that all career center staff has appropriate workplace identification.
- Ensuring building issues (required repairs, maintenance or alterations to the facility, etc.) are communicated

timely to appropriate staff.

- Scheduling and managing the use of common areas in each facility.
- Investigating and reporting all accidents occurring in each facility, to include facilitating the filing of appropriate insurance processing forms when applicable.
- Developing, with partners, efficient customer routing, processes and procedures.

Interlocal Agreement
Between
Polk County, a political subdivision of the State of Florida
And
The Polk County Workforce Development Board, Inc.

This Agreement is entered into by and between Polk County, a Political Subdivision of the State of Florida (the "COUNTY") and the Polk County Workforce Development Board, Inc. dba CareerSource Polk (the "BOARD").

WHEREAS, the Workforce Innovation and Opportunity Act of 2014 authorizes expenditures of federal funds for workforce development programs in areas of the state designated by the Governor of the State of Florida as a Local Workforce Development Area; and

WHEREAS, the Workforce Innovation Act of 2000, as amended by Chapter 2012-29, Laws of Florida further delineates the roles and responsibilities of all parties in the expenditure of federal funds for workforce development programs in such areas and imposes additional responsibilities and duties on the COUNTY; and

WHEREAS, Polk County, Florida has been designated by the Governor of the State of Florida as a Workforce Development Area; and

WHEREAS, the Workforce Innovation Acts require the chief local elected official, as defined by Section 117, Public Law 105-220, to establish a Local Workforce Development Area; and

WHEREAS, the COUNTY, as the chief elected official for Polk County, Florida, has established and appointed members to the BOARD; and

WHEREAS, the BOARD serves as the Local Workforce Development Area for Polk County, Florida; and

WHEREAS, the BOARD and its members have requested certification as the Local Workforce Development Area by CareerSource Florida, Inc.; and

WHEREAS, the COUNTY and the BOARD previously entered into an Interlocal Agreement in order to comply with the requirements imposed by the Acts and applicable law which expires on June 30, 2016; and

WHEREAS, the COUNTY and the BOARD wish to enter into a new Interlocal Agreement in order to continue compliance with the requirements imposed by applicable law.

NOW, THEREFORE, IT IS MUTUALLY AGREED THAT:

I. PURPOSE.

The purpose of this Agreement is to establish and maintain a partnership to jointly and severally carry out the requirements of the Workforce Innovation and Opportunity Act of 2014 (Public Law 113-128), the Workforce Innovation Act of 2000 (Chapter 445, Florida Statutes (2000)), as amended by Chapter 2012-29 and 2013-36, Laws of Florida, and any future state and federal workforce initiatives and laws (hereinafter the "Acts").

II. GRANT RECIPIENT AND ADMINISTRATIVE ENTITY.

The BOARD shall be the designated grant sub-recipient and administrative entity for all Workforce Innovation and Opportunity Act and Workforce Innovation Act programs operating within the Polk County Workforce Area. As the administrative entity, the BOARD shall carry out all activities as required by law. To do so, the BOARD shall have the following responsibilities and authority:

- A. Employ personnel to carry out the effective and efficient operation of the program and to provide necessary technical assistance to the BOARD and to the COUNTY;
- B. Organize and train such personnel as necessary to conduct the functions herein;
- C. Prepare planning documents and, after approval by the COUNTY, submit them to the appropriate funding authorities for approval;
- D. Develop an annual budget for the purposes of carrying out the duties of the BOARD, which budget shall be subject to approval by the BOARD and the COUNTY;
- E. Submit the approved annual budget, within two (2) weeks of approval by the BOARD, to CareerSource Florida, Inc. for review.
- F. Direct the receipt and expenditure of funds in accordance with the Acts, this Agreement, approved local plans and budget, and/or all applicable federal, state or local laws;
- G. Execute contracts, sub grants, and other agreements necessary to carry out the programs authorized by the Acts, including making the designation of the One-Stop Operator, selecting and designating youth service providers, identifying eligible providers of adult, dislocated worker, and out-of-school youth training services, and maintaining a list of those providers with performance and cost information;

- H. Negotiate and reach agreement with the COUNTY and the Governor on local performance measures;
- I. Recommend policy and develop program procedures for program management, planning, operation, evaluation, and other necessary functions;
- J. Evaluate program performance and determine whether there is a need to reallocate program resources and to modify the grant agreement with the State of Florida;
- K. Establish and maintain in force Memorandums of Understanding with each of the required and local One-Stop Partner agencies;
- L. Collect and dispose of program income generated by program activities pursuant to the Acts or state requirements;
- M. Take action against any subrecipient or vendor for abuse in the program they are operating in order to protect the funds and the integrity of the program, subject to final approval or ratification by the COUNTY and the BOARD;
- N. Assist the Governor in establishing the Statewide Employment Statistics System;
- O. Coordinate workforce investment activities with economic development strategies and developing employer linkages;
- P. Promote private sector involvement in the Statewide Workforce System through effective brokering, connecting, and coaching activities through intermediaries in the local area or through other organizations to assist employers in meeting hiring needs;
- Q. Meet with representatives of the Department of Economic Opportunity, as required, to review the BOARD's performance for purposes of certification pursuant to Florida Statutes, Section 445.007(3)(2012);
- R. Promptly provide to the COUNTY and the Clerk of the Board of County Commissioners (the "Clerk") copies of all meeting minutes of the BOARD and the Executive Committee;
- S. To perform any other functions as necessary or appropriate to meet its responsibility for the entire operation of the program(s);

- T. To seek, compete for, and secure other sources of funding consistent with, and in accordance with, its purpose and for such other purposes as the BOARD may deem appropriate and necessary;
- U. Perform or cause to have performed, internal audits and monitoring of all funds as required by the Acts, or other applicable law; shall satisfactorily resolve any questions or problems arising from said audits and monitoring and present audit and monitoring findings directly to the COUNTY; and
- V. Develop and administer a system to hear and resolve all grievances or complaints filed by participants, subcontractors, or other interested parties as required by the Acts, or other applicable law, subject to approval by the COUNTY.

III. DEVELOPMENT OF THE WORKFORCE REGIONAL PLAN.

Pursuant to the Workforce Innovation and Opportunity Act and in accordance with the requirements established by the Governor of the State of Florida and in partnership with the COUNTY, the BOARD shall develop the Workforce Regional Plan and other plans, as required, and shall present said plans to the COUNTY, as chief elected official, for review and approval. Upon approval and execution of the plans by the BOARD and the COUNTY, the plans shall be submitted to the proper funding authorities by the BOARD.

IV. ADDITIONAL RESPONSIBILITIES AND AUTHORITY OF THE BOARD.

The BOARD shall have the following additional responsibilities and authority:

- A. Develop and maintain bylaws and elect its own officers in accordance with its bylaws;
- B. Determine and/or establish its own structure, committees, subcommittees, and functions;
- C. Review, make recommendations to, and fully approve all plans and subsequent modifications to the plans as jointly developed by the BOARD and the COUNTY (modifications to the plans shall be approved by both the BOARD and the COUNTY);
- D. Provide policy guidance for and oversight with respect to activities provided for in the plans;
- E. Distribute reports to the COUNTY in a timely manner by providing a copy to the Chairman of the Board of County Commissioners and to the Clerk;
- F. Designate all local providers of services (including the One-Stop Operator, youth services providers, and providers of career and training services for

adults, dislocated workers, and out-of-school youth ages 18-24) and may not transfer this authority to a third party (In order to exercise its independent oversight, the BOARD shall not be a direct provider of any participant services; provided, however, pursuant to Florida Statutes, Section 445.007(6), the BOARD may choose to be a direct provider of participant services with the agreement of the COUNTY and the Governor as specified in 29 U.S.C. s. 2832(f)(2);

- G. Exercise supervision of all programs conducted under the plans and/or programs conducted under any grants received by the BOARD on behalf of the COUNTY in accordance with this Agreement;
- H. Institute an effective system to direct, guide, evaluate, appraise, and compensate the President and Chief Executive Officer of the BOARD;
- I. Promote and solicit participation by the business community in the program in order to maximize services to eligible residents in the area;
- J. Initiate or request the COUNTY to initiate all requests for expenditures in excess of the cost limitations in the Acts;
- K. Collect, or have collected, appropriate labor market information to determine business and industry needs for specific job categories in Polk County;
- L. Ensure that its members adhere to the conflict of interest statutes, especially Section 112.3143, Florida Statutes as it relates to voting conflicts and to other regulations and guidelines prescribed in law;
- M. Approve, in conjunction with the COUNTY, all plans as may be required under the Wagner Peyser Act;
- N. Exert every reasonable and necessary effort to resolve disagreements between the BOARD and the COUNTY;
- O. Comply with all filing, reporting, and other requirements of the Florida Not-For-Profit Corporation Statutes;
- P. Complete and submit all assurances as required by the BOARD's fund sources;
- Q. Secure and maintain in force a Director's and Officer's Insurance Policy, a Commercial General Liability Insurance Policy, and such other applicable forms of insurance, in an amounts reasonably acceptable to and sufficient for the full protection of itself and the COUNTY against all claims

including, without limitation, misfeasance, nonfeasance, malfeasance, misuse of funds, disallowance of funds, or failure to comply with applicable Federal and State laws;

- R. To the fullest extent permitted by law, the BOARD shall defend, indemnify, and hold harmless the COUNTY, its commissioners, officers, directors, and employees from and against all liabilities, damages, losses, and costs, direct, indirect, or consequential (including, without limitation, reasonable fees and charges of attorneys, and other professionals and court costs) arising out of or resulting from any acts of negligence, recklessness, intentional wrongful misconduct, or violation of law, in the performance of the delivery of workforce services and the statutory requirements of the Workforce Innovation and Opportunity Act of 2014 and the Workforce Innovation Act of 2000 and other applicable Federal, State and local laws: provided, however, that the BOARD shall not be obligated to indemnify the COUNTY with respect to any such claims or damages arising out of the negligence of the COUNTY, its employees or agents
- S. Provide, for a negotiated fee, services requested by the COUNTY such as legal, purchasing, personnel, and MIS technical support;
- T. The BOARD members, and the BOARD's CEO, shall fully comply with the public disclosure of financial interests as required by Florida Statutes Sections 445.007(1), 112.3144 and 112.3145 as applicable;
- U. Insure that state and federal funds are not used, directly or indirectly, to pay for meals, food, beverages, entertainment costs and recreational activities for BOARD members and employees as prohibited by Florida Statutes, Section 445.007(10)(2012);
- V. Insure that provisions of Florida Statutes, Section 445.007(11)(2012), relating to conflicts of interest and contracts with relatives or employees, are fully complied with; and
- W. Provide quarterly reports to the COUNTY demonstrating the successful implementation of the adopted Workforce Innovation and Opportunity Act Plan, to date, and the status of the Board's approved budget.

V. **AUTHORITY AND RESPONSIBILITY OF THE COUNTY.**

The COUNTY shall have the following responsibilities and authority:

- A. Pursuant to the requirements of Florida Statutes, Section 445.007(1) (2012) and applicable Federal Law, shall appoint and reappoint members to the BOARD in a timely manner so as to maintain the minimum number of members required and by the BOARD's by-laws to constitute a quorum necessary to carry out its responsibilities (prospective BOARD members will be submitted to the COUNTY in accordance with the BOARD's adopted by-laws and pursuant to Florida Statutes, Section 445.007(2)(b)(2012), members of the BOARD may be removed by the Governor of the State of Florida for cause);
- B. Consult from time to time and on a continuing basis with the BOARD or as either party requests;
- C. In partnership with the BOARD, assure the effective and efficient delivery of all services provided for under the BOARD's plans;
- D. Ensure that there is no conflict of interest, or the appearance thereof, in the activities of the COUNTY or its members or staff with respect to all activities provided for under this Agreement;
- E. Make recommendations, and approve, in conjunction with the BOARD, all plans as may be required under the Wagner Peyser Act;
- F. In partnership with and at the request of the BOARD, take prompt and decisive corrective action when necessary to comply with the Acts, Regulations, or to assure that performance standards are met;
- G. Approve and/or initiate debarment procedures against any subcontractor or vendor for violations of the Acts, Regulations, or administrative policies of the BOARD or the COUNTY;
- H. Ensure, in accordance with the plans and any other agreements with the BOARD, that adequate administration and management is provided for all funds and programs handled by the BOARD including, without limitation, such activities as receipts and disbursement of funds, monitoring, evaluation, contracting and the like;
- I. Arrange for and procure external audits of any and all programs operated by the BOARD as it may deem necessary;
- J. Exert every necessary and reasonable effort to resolve disagreements between the BOARD and the COUNTY;

- K. Provide, for a negotiated fee, services requested by the BOARD such as legal, purchasing, personnel, and MIS technical support;
- L. Appoint one of its members to serve as a liaison to the BOARD; and
- M. As the chief elected official, shall review and approve the BOARD's annual budget prior to its submittal to CareerSource Florida, Inc.

VI. AUTHORITY AND RESPONSIBILITIES HELD JOINTY BETWEEN THE BOARD AND THE COUNTY.

- A. It is the joint responsibility of both parties to ensure the effective delivery of services which provide the most benefit to residents and employers of Polk County. It is further the shared responsibility of both parties to stimulate the active and effective participation of all sectors of the community in the provision of workforce development services.
- B. The BOARD and the COUNTY may choose to further effective communication by meeting jointly, on occasion, in accordance with mutually agreed-upon meeting schedules and either party may take whatever additional steps as deemed necessary to assure effective communication between the two bodies.
- C. This Agreement represents a partnership and any disputes between the parties to this Agreement shall be resolved by mutually satisfactory negotiations.
- D. In the event the BOARD is found responsible for any disallowed costs, through whatever means, the BOARD and the COUNTY will mutually work to resolve all such disallowed costs. In the event that repayment of grant funds provided under sections 128 and 133 of the Workforce Innovation and Opportunity Act of 2014 is demanded by the funding source, the BOARD will have responsibility for repayment, through its insurance or non-grant funds. The COUNTY shall be liable for repayment of any shortfall for repayment only after all available insurance and non-grant funds have been exhausted.

VII. TERM.

The term of this Agreement shall begin on July 1, 2016 and shall run through June 30, 2018.

VIII. MERGER.

It is understood and agreed that the entire Agreement between the parties is contained herein and that this Agreement supersedes any and all oral agreements and/or negotiations between the parties relating to the subject matter hereof. All items referred to in this Agreement are incorporated and deemed to be a part of this Agreement.

IX. MODIFICATION.

This Agreement may only be modified or amended by the mutual consent of the parties hereto in writing and consistent with the Acts, or any rule promulgated thereunder.

X. RESOLUTION OF DISAGREEMENT.

- A. Whereas a partnership exists between the BOARD and the COUNTY, any disagreement or disputes between the parties to this Agreement shall only be resolved locally through mutually satisfactory negotiations. The Chairperson and Chairperson-Elect of the BOARD and the Chairperson and Vice-Chairperson of the Board of County Commissioners shall serve as negotiating parties on behalf of their respective entities for the purpose of resolving disputes.
- B. It is understood that failure to resolve any dispute at the local level could result in the COUNTY revoking the BOARD's designation as administrative entity and fiscal agent for funds covered hereunder and designating an alternative entity to serve in that capacity.
- C. It is further agreed and understood that, to the extent possible, the staff of the BOARD shall not be required to support either party should a disagreement between the BOARD and the COUNTY develop. Both parties hereby agree that staff's role, in the event of disagreement, shall be to provide administrative and technical assistance to both parties in furnishing, processing, or preparing information requested, or making other required arrangements necessary to facilitate and expedite the resolution of the matter or any part or issue thereof.

XI. INDEPENDENCE OF TERMS.

In the event any terms or provisions of this Agreement or the application to any of the parties hereto, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provision to the parties hereto, other than those as to which it is held invalid or unenforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by the Acts, Regulations, Federal, State, or Local Law.

IN WITNESS WHEREOF, the parties hereto have made and executed this Interlocal Agreement on the respective dates under each signature: the Polk County Workforce Development Board, Inc., through its Chairman, authorized to execute same by Board action on the 19 day of April, 2016 and by Polk County, through its Board of County Commissioners, signing by and through its Chairman, authorized to execute same by Board action on the 19th day of April, 2016.

POLK COUNTY WORKFORCE DEVELOPMENT BOARD, INC.

By: [Signature]
Board Chair

This 7th day of April, 2016

ATTEST:

Richard M. Weiss, Clerk

By: [Signature]
Deputy Clerk H.14
Marcella Perkins, Deputy Clerk

POLK COUNTY Board of County Commissioners



By: [Signature]
Chairman

This 19th day of April, 2016

Reviewed as to form and legality

[Signature]
County Attorney

Date



MEMORANDUM OF UNDERSTANDING

CareerSource Polk And The Agricultural Labor Program, Inc. (ALPI)

I. PARTIES

This Memorandum of Understanding ("MOU"), is made pursuant to Rehabilitation Act of 1973, 29 U.S.C. §721(a)(11) and the Workforce Innovation and Opportunity Act of 2014 (WIOA), and is entered into by the Agricultural Labor Program, Inc. (ALPI) and Polk County Workforce Development Board, Inc. d/b/a/ CareerSource Polk (hereafter referred to as "CareerSource Polk").

II. PURPOSE

The Workforce Innovation and Opportunity Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one- stop customer service delivery system. The One-stop System assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CareerSource Polk and the Partner and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful One-stop System.

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Polk County. In addition, this agreement will establish joint processes and procedures that will enable the Partner to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with disabilities within Polk County.

The parties to this document agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

III. PROVISION OF SERVICES

- A. The Polk local area workforce board and the Polk County Board of County Commissioners have designated CareerSource Polk to act as the administrative entity, grant recipient and fiscal agent for this area. CareerSource Polk will perform the following functions:

1. Review this MOU annually and solicit feedback from the Partner regarding improvements, changes, and/or additions.

2. Coordinate with the Partner to provide access to workforce services and programs through the One-stop System in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-stop System. Workforce services and programs include, but are not limited to, the allowable activities described in the WIOA and related legislation for: WIOA adult, dislocated worker and youth programs; Wagner-Peyser; Unemployment Insurance (UI); Veterans programs; Trade Adjustment Assistance (TAA); Temporary Assistance for Needy Families (TANF) program; adult education and family literacy; Perkins Act programs; and Vocational Rehabilitation.
3. Coordinate with the Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-stop System.
4. Coordinate with the Partner for the funding of the infrastructure costs of the one-stop career centers and the funding of shared services and operating costs in accordance with 29 U.S.C § 3151 and any state infrastructure funding mechanism requirements issued by the State of Florida.
5. Maintain the statewide "CareerSource Polk" branding of each center.
6. Maintain and operate at least one comprehensive one-stop career center within the local workforce development area that shall be open to the public from 8:00 am until 4:00 pm, Monday through Friday (excluding recognized holidays and emergency situations.)
7. Provide an area for the Partner's meetings and/or co-location as space permits.
8. Model CareerSource Polk core values and maintain a professional working environment.
9. Abide by all of its policies, rules, and procedures and applicable Florida statutes and rules.
10. Implementing a continuous quality improvement program.
11. Leading partner meetings in strategic planning for career center activities and staff team meetings.
12. Planning and conducting facility safety drills for fire, tornado, hurricane evacuation situations, etc. to include the provision to all occupants with information about facility safety issues.
13. Facilitating the development and enforcement of dress standards through the career center partner management team.
14. Scheduling and managing the use of common areas in each facility.

B. The Partner will perform the following functions:

- 1. Coordinate with CareerSource Polk to provide access to its workforce services and programs through the One-stop System in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-stop System.**
- 2. Conflicts and grievances will be handled by the CareerSource Polk service providers' designated Program Manager, who shall consult with the CareerSource Polk management and appropriate supervisors in the resolution of such conflicts and grievances as needed. If not resolved at the local level, formal grievances may be filed using the CareerSource Polk grievance policy found at www.careersourcepolk.com**
- 3. Each partner will adhere to the qualifications set forth in the selection of center staff. Local Workforce Development Board credentialing requires partner front line staff to achieve certified workforce professional status within the first six months of employment. This "Tier 1" training is available on-line at the official state training site. To maintain certified status, each staff member must document a minimum of fifteen hours of additional workforce related training annually.**
- 4. All partners will adhere to policies of non-discrimination and accessibility for people with disabilities.**
- 5. Coordinate with CareerSource Polk to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-stop System.**
- 6. Coordinate with CareerSource Polk for the funding of the infrastructure costs of the one-stop career centers and the funding of shared services and operating costs in accordance with 29 U.S.C § 3151 and any infrastructure funding mechanism requirements issued by the State of Florida.**
- 7. Resource sharing for each partner is outlined in Attachment A to this agreement.**
- 8. Provide all logistical support necessary for its staff located within the local area to be fully integrated within the One-stop System.**
- 9. Provide CareerSource Polk with monthly outcome numbers for performance data tracking.**
- 10. Provide feedback to CareerSource Polk management regarding the performance of the partnership, including its effectiveness and success.**
- 11. Participate in career center periodic meetings to provide updates on the partners' programs and procedures to CareerSource Polk staff.**

IV. METHODS OF INTERNAL REFERRAL

Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program need to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.

V. CONFIDENTIALITY OF RECORDS

In the event that either party to this MOU obtains access to any records, files, or other information of the other party in connection with, or during the performance of this MOU, then that party shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other party.

VI. INFRASTRUCTURE COSTS

Costs of the infrastructure of one-stop centers will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. The Department of Economic Opportunity will transfer its total statewide infrastructure cost contribution, minus funds already committed through MOUs containing lease agreements, to the Department of Economic Opportunity for disbursement to local area workforce boards, as it deems appropriate.

VII. TERM

This MOU becomes effective July 1, 2016 through June 30, 2019 and may be renewed upon mutual agreement by CareerSource Polk and ALPI for an additional three (3) year period. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties to this Agreement.

VIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations or covenants not herein expressed shall be binding upon the parties.

IX. THIRD PARTY BENEFICIARY



This MOU is for the benefit of CareerSource Polk, the Partner, and the Polk County Board of County Commissioners and no third party is an intended beneficiary.

X. GOVERNANCE

The accountability and responsibility for the One-stop System's organizational activity and accomplishments will rest with CareerSource Polk and the Polk County Board of County Commissioners. Pursuant to the Workforce Innovation and Opportunity Act of 2014, the local Board in partnership with the CEOs shall conduct oversight with respect to the One-stop System.

CERTIFICATION: By signing this document all parties agree that the provisions contained herein and Attachment A are subject to applicable federal, state and local laws, regulations, policies and/or guidelines relating to nondiscrimination, the privacy rights of participants, the maintenance of records and other confidential information relating to CareerSource Polk customers.

By the signatures affixed below, the parties specify their agreement:

CareerSource Polk:	Polk County Board of County Commission:	The Agricultural and Labor Program, Inc.
 _____ Signature	_____ Signature	 _____ Signature
_____ Printed Name	_____ Printed Name	Deloris Johnson Printed Name
_____ Date	_____ Date	April 6, 2016 Date

Attachment A
(The Agricultural Labor Program -- ALPI)

Facilities

ALPI Corporate Office
300 Lynchburg Rd.
Lake Alfred, FL
(863) 956-3491
Deloris Johnson, CEO

PURPOSE:

To meet the emergency needs of low-income families and individuals as well as assisting in the move towards self-sufficiency.

SERVICES:

Individuals seeking assistance may contact ALPI directly or may be referred by other agency or community organization. The determination of which services are to be provided will be based on a comprehensive individual assessment plan for each client.

- Emergency assistance
- Case Management
- Employment Training
- Job Placement

LOCAL PERFORMANCE BENCHMARKS

Performance is based upon a comprehensive Work Plan approved by the Florida Department of Economic Opportunity and is not specific to one County or location.



**Memorandum of Understanding
Between
Polk County Workforce Development Board, Inc. (dba CareerSource
Polk)
And
AARP Foundation SCSEP**

PARTIES TO THIS MOU: AARP Foundation SCSEP and the Polk County Workforce Development Board, Inc., hereinafter referred to as CareerSource Polk.

BACKGROUND: The Workforce Innovation and Opportunity Act of 2014 (WIOA), which supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973, established the regional workforce development boards as having oversight for the CareerSource networks in the State of Florida. CareerSource Polk (Recognized as Region 17 encompassing all of Polk County) has contracted with **ResCare Workforce Services**, hereinafter referred to as the “Service Provider” to oversee the CareerSource Polk centers in Polk County. CareerSource Polk has identified certain core, intensive (specialized), and training services to be offered through the centers and have also identified required partner services under WIOA and other partners to facilitate the effective delivery of employment and training services in the CareerSource Polk service delivery system.

PURPOSE: The purpose of this agreement is to identify the provider and services that will be offered through the CareerSource Polk comprehensive service delivery system, to establish general parameters for space and resource sharing and to establish standards of performance excellence within federal, state, and local guidelines. Specific agreements pertinent to each of the parties may be attached to this memorandum. These may identify financial or other conditions which may be applicable only to that party. This agreement will serve as representative for all involved parties of their commitment to participate in the CareerSource Polk service delivery system as described herein.

GOALS: The CareerSource Polk system is designed to accomplish the following:

- To eliminate unwarranted duplication of services through a seamless process, reduce administrative cost, and enhance participation and performance of customers served through the system.
- To establish guidelines for creating and maintaining cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
- To build a workforce investment system that will dramatically upgrade Florida’s

workforce skills and wages and provide substantial economic benefits to employers, workers and the citizens of Florida.

GENERAL PROVISIONS

1. CareerSource Polk centers are located at:

500 East Lake Howard Drive, Winter Haven, Florida 33881 Hours: 8am-4pm
Mon-Fri

309 North Ingraham Avenue, Lakeland, Florida 33801 Hours: 8am-4pm
Mon-Fri

While this agreement primarily applies to the providers of services in the office locations above, all parties recognize that CareerSource Polk also operates a number of affiliate service locations. These service locations are designed to be initial points of entry to the system via computer access or face-to-face interaction. To the degree that the parties to this agreement are involved in affiliate service access, partner specifics will be provided in attachments to this agreement.

2. Each of the parties to this agreement will participate in activities associated with assessing organizational performance and developing and carrying out improvement plans. It is expected that these activities will include full integration of workforce investment services by and between the various parties to this agreement so that services will be delivered in a seamless manner.
3. Each participating agency or organization will be primarily responsible for providing those services for which they are funded, however it is expected that all CareerSource Polk center staff and partners will be familiar with the array of services provided in the CareerSource Polk service delivery system. Therefore, it is expected that all center staff and partners are cross-trained to perform multiple functions within the center. Each center management team will be responsible for assuring that cross training occurs as necessary to accomplish this. Professional development and training activities are available to enhance the knowledge, skills and abilities of CareerSource Polk partners and staff to better serve CareerSource Polk customers.
4. Each staff person working in a CareerSource Polk center shall be under the programmatic supervision of his or her employing agency or organization unless other arrangements have been communicated to the service provider. However, all staff, regardless of origin, shall adhere to certain policies and procedures applicable to the center in which they work as such policies and procedures are developed by the management team. Conflicts and grievances will be handled by the CareerSource Polk service providers' designated Center Manager, who shall consult with the CareerSource Polk management and appropriate supervisors in the resolution of such conflicts and grievances as needed. If not resolved at the local level, formal grievances may be filed using the CareerSource Polk grievance policy found at www.CareerSourcepolk.com
5. Staff selection - Center staff will be required to sign the standards for performance excellence criteria in order to work in a CareerSource Polk center. Standards of

performance include but are not limited to: maintaining a positive attitude, utilizing excellent telephone etiquette, a commitment to quality service, to dress in a professional manner, to assist all customers professionally, courteously and with respect, maintain a clean work environment, and display name badges when in the facility.

Each partner will adhere to the qualifications set forth in the selection of center staff.

NOTE: Regional Workforce Board credentialing requires partner front line staff to achieve certified workforce professional status within the first six months of employment. This "Tier 1" training is available on-line at the official state training site. To maintain certified status, each staff member must document a minimum of fifteen hours of additional workforce related training annually

6. Methods of referral from the service provider to partners are outlined in the CareerSource Polk center Operations Manual.
7. All partners will adhere to policies of non-discrimination and accessibility for people with disabilities.
8. Resource sharing for each partner is outlined in **Attachment B** to this agreement.

MANAGEMENT

The CareerSource Polk service provider is responsible for all activities, policies, and procedures as set forth in **Attachment A**. Each partner agrees to participate on the Partner Management Team and provide for front line participation in Continuous Quality Improvement efforts.

CENTER OPERATIONAL COST

1. When applicable, operational costs shall be shared among the various CareerSource Polk partners on a pro-rata basis. The particulars of each cost sharing agreement may vary from agency to agency and from center to center. They are detailed in separate leasing or other agreements with each partner.
2. CareerSource Polk agrees to employ full-time MIS System support staff to assist in supporting the day-to-day operations of the career center system. Policies and procedures for accessing MIS support are incorporated herein by reference. Copies of these policies and procedures may be requested by contacting CareerSource Polk.

TERMINATION

1. Any party to this memorandum of understanding may terminate (for convenience) their involvement by providing thirty (30) days written notice to CareerSource Polk, 500 East Lake Howard Drive, Winter Haven, Florida 33881.
2. CareerSource Polk reserves the right to unilaterally terminate, any party's involvement in this agreement for breach or for otherwise failing to abide by the

terms herein.

MODIFICATION

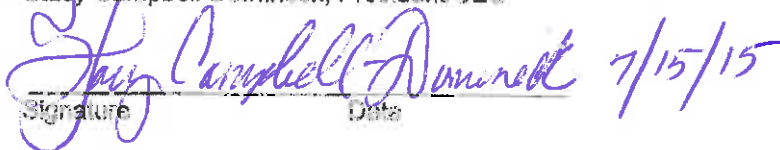
1. CareerSource Polk or the service provider may unilaterally modify this agreement at any time. Any such modification will be preceded by oral or written notice of intent to modify and the purpose of such modification.
2. Any party to the agreement may request a modification to the agreement by making such request in writing to CareerSource Polk. If the request affects any other party to the agreement, CareerSource Polk will follow notification procedures specified in #1 above for notifying the other parties, in the event the modification request is to be approved.

MOU EFFECTIVE PERIOD: This agreement becomes effective when signed by the parties below and shall remain in force until June 30, 2016.

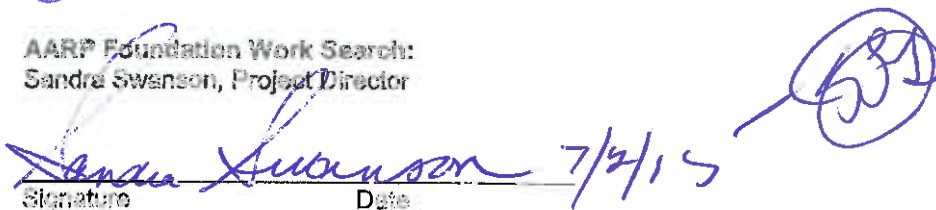

CERTIFICATION: By signing this document all parties agree that the provisions contained herein and in Attachments A and B are subject to applicable federal, state and local laws, regulations, policies and/or guidelines relating to nondiscrimination, the privacy rights of participants, the maintenance of records and other confidential information relating to CareerSource Polk customers.

By the signatures affixed below, the parties specify their agreement:

CareerSource Polk:
(Polk County Workforce Development Board, Inc.):
Stacy Campbell-Dominick, President/CEO


Signature _____ Date 7/15/15

AARP Foundation Work Search:
Sandra Swenson, Project Director


Signature _____ Date 7/2/15 

CareerSource Polk Service Provider:
Alexis Echavarría, Project Director


Signature _____ Date 4/30/15

Attachment A
CareerSource Polk Service Provider
Duties and Responsibilities
(Please refer to the CareerSource Polk Organization and Governance Plan)

The CareerSource Polk service provider will provide oversight and general supervision over the daily operations at each CareerSource Polk center and has general responsibility for the effective operation of affiliate hub and/or satellite centers in the CareerSource Polk service delivery system.

Responsibilities include but are not limited to:

- The efficient day-to-day operation in each career center facility to include identifying issues, problems, or concerns related to career center system staff, agency/organizational interactions, center/program operations and performance, customer flow, and customer services.
- Ensuring performance standards are met or performance exceeds benchmarks for all programs.
- Implementing a continuous quality improvement program.
- Leading partner meetings in strategic planning for career center activities and staff team meetings.
- Developing and updating the Operations and Governance Plan, Staff Incentive Plan, Staff Development Plan, Customer Service Plan and Continuous Quality Improvement Plan.
- Planning and conducting facility safety drills for fire, tornado, hurricane evacuation situations, etc. to include the provision to all occupants with information about facility safety issues.
- Planning for and conducting staff development, including cross training, of all CareerSource Polk partner staff in the services provided by partners.
- Ensuring relevant federal, state, and local policies and procedures are properly incorporate into the career center service delivery system.
- Resolving differences between partners working in each facility at the lowest possible level.
- Facilitating the development and enforcement of dress standards through the career center partner management team.
- Ensuring that all career center staff has appropriate workplace identification.
- Ensuring building issues (required repairs, maintenance or alterations to the facility, etc.) are communicated timely to appropriate staff.
- Scheduling and managing the use of common areas in each facility.
- Investigating and reporting all accidents occurring in each facility, to include facilitating the filing of appropriate insurance processing forms when applicable.
- Developing, with partners, efficient customer routing, processes and procedures.

Attachment B
Partner Resource Sharing and Performance Agreement
Between
CareerSource Polk
And
AARP Foundation Work Search

Facilities

AARP Foundation Work Search
1959 E. Edgewood Drive, #101
Lakeland, FL 33803
Sandra Swanson

Use of facilities at CareerSource Polk centers for meetings, trainings, presentations, and other related services for customers.

Services Provided

AARP Foundation Work Search program participants are eligible low-income unemployed residents who work at local non-profit organizations to gain general and specific occupational skills. Participants may be placed at CareerSource Polk career centers to assist job seekers as greeters, receptionist or resource room aides. Participants receive wages and may receive occupational training through AARP Foundation Work Search.

AARP Foundation Work Search program provides in-kind services to the career centers, such as: Customer assistance, which includes telephone operator and clerical assistance; Building Maintenance service 20 to 40 hours per week at both career centers. AARP Foundation Work Search does not have a contract with CareerSource Polk for delivery of these services.

1. **Program Goals:**

AARP Foundation Work Search, formerly AARP Foundation Senior Community Employment Service, now serves a broader range of mature job seekers with their new Work Search Assessment System, which identifies suitable job choices based on one's interests, personal characteristics, skills and experience. This system offers quick tests and online training programs to fill skill gaps and links to job openings by zip code. The Work Search Assessment System is available at no cost to mature job seekers of all ages. For job seekers 55 and older, who meet the federal low-income guidelines, AARP Foundation Work Search also offers paid training through their Senior Community Employment Service Program (SCSEP). SCSEP provides eligible enrollees with on the job experience to develop and update skills through paid training assignments at non-profit and public agencies. The goal is to assist enrollees in obtaining permanent unsubsidized jobs in their community.

2. **Recruitment and Referral Process:**

Customers are referred through job orders and career center staff.

Funding Source

WIA Title V Older Workers Act
U.S. Department of Labor

Local Performance Benchmarks

The authorized number of customers that receive services through AARP Foundation Work Search in Polk County is 92. The goal is to meet the required Unsubsidized Federal Placement Rate.