

03/18/2016

# CareerSource

# Pasco Hernando

## LWDA 16

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Tel 352 593-2225

Fax 352 593-2205

7361 Forest Oaks Blvd.  
Spring Hill, FL. 34606

[www.careersourcepascohernando.com](http://www.careersourcepascohernando.com)

[jsalatino@careersourcepascohernando.com](mailto:jsalatino@careersourcepascohernando.com)

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Date Submitted: XXXXXXXXX

Plan Contact: Jerome Salatino, President/CEO

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## **ACRONYMGUIDE**

**ABE** Adult Basic Education

**ASE** Adult Secondary Education

**ADA** Americans with Disabilities Act

**APD** Agency for Persons with Disabilities

**CEU** Continuing Education Units

**CFR** Code of Federal Regulations

**CSNA** Comprehensive Statewide Needs Assessment

**CRC** Certified Rehabilitation Counselors

**DEO** Department of Economic Opportunity

**DJJ** Department of Juvenile Justice

**DPN** Disability Program Navigator

**DVOP** Disabled Veteran Outreach Program

**DCAE** Division of Career and Adult Education

**EFM** Employ Florida Marketplace

**EN** Employment Networks

**ESOL** English for Speakers of Other Languages

**ETA** Employment and Training Administration

**FDBS** Florida Division of Blind Services

**FDOE** Florida Department of Education

**FETPIP** Florida Education and Training Placement Information Program

**IEP** Individualized Education Plan

**ITA** Individual Training Accounts

**IWT** Incumbent Worker Training

**LWDA** Local Workforce Development Area

**LWDB** Local Workforce Development Board

**MIS** Management Information System

**MSA** Metropolitan Statistical Area

**MSFW** Migrant & Seasonal Farmworkers

**NEG** National Emergency Grant

**NFJP** National Farmworker Jobs Program  
**O\*Net** Occupational Information Network  
**OCR** Office of Civil Rights  
**OJT** On-the-Job Training  
**PY** Program Year  
**QRT** Quick Response Training/Florida Flex  
**RA** Reemployment Assistance  
**REACT** Reemployment and Emergency Assistance Coordination Team  
**RESEA** Reemployment Services and Eligibility Assessment  
**RFA** Request for Application  
**RFP** Request for Proposal  
**SNAP** Supplemental Nutrition Assistance Program  
**SSA** Social Security Administration  
**TAA** Trade Adjustment Assistance  
**TANF** Temporary Assistance for Needy Families  
**TABE** Test of Adult Basic Education  
**UI** Unemployment Insurance  
**USDOE** United States Department of Education  
**USDOL** United States Department of Labor  
**VETS** Veterans Employment and Training Service  
**VR** Florida Division of Vocational Rehabilitation  
**WIA** Workforce Investment Act  
**WIOA** Workforce Innovation and Opportunity Act  
**WP** Wagner-Peyser  
**FWIPRS** Florida Workforce Integrated Performance Reporting System  
**WRIS** Wage Record Information System

## INTRODUCTION

LWDA 16 (comprised of Pasco and Hernando counties) sits as the northern entrance to the Tampa-St. Petersburg-Clearwater Metropolitan Statistical Area (MSA). The MSA includes Hernando, Pasco, Pinellas, and Hillsborough Counties. Geographically, LWDA 16 encompasses two contiguous counties totaling 1,457 square miles. The 2014 population of Local Workforce Development Area (LWDA) 16 was estimated at 661,186. This represents a 19.94 percent increase from 2004.

The major cities and communities in the Region can be separated into three sections. The western portion includes Spring Hill, Hudson, Port Richey, New Port Richey and Holiday along the US Hwy. 19 corridor. The central portion comprises Brooksville and Land O'Lakes along US Hwy. 41. The eastern portion consists of Dade City and Zephyrhills along US Hwy. 301.

The Region has shed its retirement center reputation as it experiences a growth in manufacturing beyond pre great recession levels and construction rebounds in the commercial arena as well as homes for middle class families. While the average age still exceeds the two workforce regions to the south (Pinellas and Hillsborough), the 2010 census showed a lowering of average age and it holds the distinction as the only workforce region on the west coast of Florida to show a trend toward a younger population. Expansion of educational, retail, and service business activity results from this shift of age demographics and also increases the region's diversity, particularly its Hispanic population.

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA). With the passing of the law, WIOA has become the most significant reform of federal job training programs in over 15 years. This law, passed with overwhelming bipartisan majorities, is taking the steps needed to assist workers and employers succeed.

LWDA 16 will continue to work with partners to unify and streamline services to better serve job seekers and employers. LWDA 16 will promote work-based learning strategies (i.e. Registered Apprenticeships, On the Job Training, Internships and Employed Worker Training) and sector strategies that address the needs of multiple employers. LWDA will address the needs of jobseekers including veterans, individuals with disabilities or barriers to employment, the long-term unemployed and out of school youth while promoting accountability and transparency.

LWDA 16 serves thousands of individuals on an annual basis. These services range from assisting a first time jobseeker in finding employment to working closely with the long-term unemployed. Jobseekers can choose to receive services virtually or in-person at any of our full-service one-stops or itinerant locations. Some of these individuals come to the system with significant barriers, such as physical or mental disabilities. Others face different challenges, such as poverty, past incarceration, or cultural and language differences. The majority enters the system largely ready for work; however may need help with resume writing, career direction, and job search assistance. At the same time, businesses seek capable workers who can enhance their capacity and competitiveness—workers who are willing and able to learn new skills in a rapidly-changing

economy. Our business services team, partner agencies, staff and instructors all work together to help those individuals and employers succeed in their chosen path.

LWDA 16 has worked in collaboration with partners and programs to ensure a seamless system for employers and jobseekers, including those with a disability. We have strengthened our already existing partnerships with Vocational Rehabilitation, Adult Education and Blind Services – WIOA’s newest core programs. LWDA 16 staff met with new and existing partners as well as stakeholders to gather information and for planning purposes. Staff hosted committee meetings, met with partners’ one-on-one, shared information electronically and presented the information at local board meetings. Once the plan had been drafted, it was placed on the [careersourcepascohernando.com](http://careersourcepascohernando.com) website for public review and comment. The 2016-2020 Local Plan was presented to and approved by, the Local Workforce Development Board (LWDB) and the Local Elected Officials (LEO) in both counties.

This comprehensive four year plan is based on current and projected needs of both employers and jobseekers and to ensure a seamless system for all. This plan will elaborate on improved service integration, strategic alignment, reducing duplication of services and maximizing financial and human resources. The plan provides an analysis to include need and available resources, information on new and existing industry sectors and occupations and the knowledge and skills needed to meet the needs of regional employers as well as other pertinent information.

In 1998, the then Pasco Hernando Jobs and Education Partnership Regional Board (now Pasco-Hernando Workforce Board doing business as CareerSource Pasco Hernando) embraced the Workforce Investment Act and the Welfare to Work Program and transformed itself from a community college campus-based Job Training Partner Act system to a true one-stop system. Today, we continue to embrace the Workforce Innovation and Opportunity Act and the opportunities it has opened up for LWDA 16 employers and jobseekers. We will work to implement and build upon the existing plan. Continuing forward, the LWDB looks to deliver employer-driven services, including growing new partnerships, and placing a strong emphasis on providing excellent customer service in a universally designed one-stop.

## VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

Through the implementation of the Workforce Innovation and Opportunity Act (WIOA), CareerSource Pasco Hernando 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. It is our intent to have a focused and deliberate collaboration among education, workforce and economic development networks to maximize the competitiveness of businesses and the productivity of workforce, thus increasing economic prosperity.

The Local Workforce Development Board'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, and credentialing and post-secondary education opportunities.

The strategic goals of CareerSource Pasco Hernando align with the new plan, to include meeting the needs of local employers and customers, providing an educated and skilled workforce, creating a seamless, high-performing one-stop system, coordination with programs and partners and to promote maximum integration of service delivery through the one-stop system.

## 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.

Pasco: Kathryn Starkey, Chairman  
County Commissioner District 3  
8731 Citizens Dr., New Port Richey, FL 34654  
Phone: (727) 847-2411 ext. 8100  
[kstarkey@pascocountyfl.net](mailto:kstarkey@pascocountyfl.net)

Hernando: James E. Atkins, Chairman  
County Commissioner District 5  
1525 East Jefferson St., Brooksville, FL 34601  
Phone: (352) 754-4000  
[jadkins@hernandocounty.us](mailto:jadkins@hernandocounty.us)

- 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.

**Attachment A - Inter-local Agreement**

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

**Attachment A - Inter-local Agreement**

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

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

Directors appointed by the respective County Commissions shall be confirmed by The Board and shall hold office for a term of four (4) years running from the date of appointment, and until a successor shall have been elected and qualified or until an earlier resignation, removal from office or death.

- ii. The term limitations and how the term appointments will be staggered to ensure only a portion of membership expire in a given year;

Directors are eligible to serve for three consecutive four year terms and shall be required to have a break-in-service of one year before again becoming eligible for appointment to the Board.

- iii. The process to notify the CEO/President of a board member vacancy to ensure a prompt nominee;

Upon learning of a vacancy, the assistant for each Chief Elected Official is notified. Appropriate personnel within each county post the vacancy on their websites to solicit interest.

- 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;

Upon release of further guidance from the State, this will be reviewed and implemented.



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

In order to promote participation, arrangements for participation by teleconference are made for every Board and Committee meeting.

- 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; and,

We partner with stakeholders such as economic development, chambers of commerce, education and community-based organizations to hold meetings and focus groups with an emphasis on workforce needs. We also utilize our unrestricted funds to provide lunch and learns and focus groups for local stakeholders. We think that this networking along with building personal relationships is the best way to ensure active participation.

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

At such time that board appointments or membership needs to be revised based on current, Federal, State, or local legislation or guidance, as applicable, appropriate consideration will be given to further action.

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

Both Pasco and Hernando counties designate a commissioner to serve as a representative to LWDA 16. Upon review and approval of the local plan by the LWDB, a copy is sent to the local elected officials two weeks prior to the Board of County Commissioners (BOCC) meeting in the respective counties. The CEO/President of LWDA 16 is scheduled to meet with the designee prior to the Board Meeting to answer any questions or concerns that may have arisen. Once the review period has ended, the CEO/President and designated LWDA 16 staff will present the plan to the full board and the public and answer any additional questions at that time. After approval, the Chair of each county will sign three original copies (one executed agreement for each county and one for the LWDB to be submitted with the local plan).

## **Attachment B – Bylaws**

### **(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.

Mark Earl  
Market Asset Protection Manager  
Wal-Mart  
13381 Twinberry Drive  
Spring Hill, FL 34609  
Phone: (352) 428-0894  
[mearl@wal-mart.com](mailto:mearl@wal-mart.com)

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

The LWDB provided guidance and leadership on the development of the plan. Once the draft was written, it was submitted to the LWDB for review and comments. The draft plan was reviewed by an Ad Hoc Committee made up of core program and mandatory one-stop partners, businesses and Board members. The plan was also posted for 30 days for public comment from February 18 – March 18, 2016. There were no comments received. Upon approval from the Board, the plan was submitted to the Local Elected Officials in each county for their approval.

**(3) Local Grant Sub recipient** (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 Pasco-Hernando Workforce Board, Inc. is the local fiscal agent that receives and disburses grant funds.

- 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 Pasco-Hernando Workforce Board, Inc. is also the administrative entity.

- 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.

The financial policies and procedures of the LWDB require that the duties and responsibilities of the employees in the Finance Department must be separated, as staffing limits allow, ensuring that no one employee has sole control over cash receipts, disbursements, payrolls, bank reconciliations. Another example of the LWDB's efforts to ensure there are no conflicts of interest is in the Administrative plan, which contains the following Code of Conduct and Conflict of Interest policies:

**Code of Conduct:**

No employee or authorized agent, LWDB member or officer, shall participate in or cast a vote in the selection of or in the award of a contract if a conflict of interest, real or apparent, is involved. Such a conflict would arise when the individual (employee, agent, board member or officer), any member of the individual's immediate family, the individual's partner, or an organization which employs or is about to employ any of the above, has a financial or other interest in the firm or organization selected for award.

No employee or authorized agent, board member or officer, shall solicit or accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties to any sub-agreement.

Control for conflict of interest is exercised through the LWDB's funding process. Proposals are evaluated by a team of LWDB members, using a point system based on evaluation criteria published in each Request for Proposal. Final programmatic funding decisions are made by the LWDB. No one single individual or board member controls the selection or administration process.

**Conflict of Interest:**

No individual in a decision-making capacity, or involved in the writing of specifications or administration of the procurement process, shall engage in any activity, including the participation in the selection, award, or administration of a sub grant or contract supported by its funds, if a conflict of interest, real or apparent, would be involved.

Therefore, Financial and Organizational Disclosure Statements must be completed by all LWDB members and staff engaged in the award and administration of its contracts and sub grants. Within 30 days of their appointment or employment, and again annually, on January 1st, and at any other time that organizational affiliations change, such individuals will be notified that they must complete and file the above-mentioned disclosure form.

No LWDB member shall cast a vote, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents), or on any matter which would provide any direct financial benefit to the appropriate individual or organization, except when that interest has been placed in a disclosed blind trust.

**(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).

Local Workforce Development Area (LWDA) 16 has three full service one-stop centers that are located in Pasco and Hernando counties.

**Full Service Centers**

7361 Forest Oaks Blvd., Spring Hill, Florida 34606  
4440 Grand Blvd., New Port Richey, Florida 34652  
15000 Citrus Country Drive, Dade City, Florida 33525

**Satellite Offices**

Health & Human Services (Hernando County Courthouse)  
20 North Main St. #161 Brooksville, Florida 34601

Volunteer Way  
8061 Congress St. Port Richey, Florida 34668

Hernando County Sheriff's Substation/South Brooksville Community Center  
601 Martin Luther King Blvd. Brooksville, Florida 34601

Pasco Hernando State College – TBD which locations staff will have an itinerant office

In addition to the three comprehensive centers, our Mobile One Stop travels to remote locations on a weekly basis to provide services. Staff also provides services to customers at several satellite locations to include Pasco Hernando State College, Hernando County Health & Human Services, Hernando County Sheriff's Office sub-station and the Volunteer Way. Our Veteran staff utilizes the Mobile One Stop to deliver CareerSource services to homeless and low income veterans at the annual Veteran Stand Down and to participate in veteran job and resource fairs with Congressmen Gus Bilirakis and Rich Nugent. In addition, veteran staff teamed with CareerSource Florida to put on the Paychecks for Patriots event on November 12<sup>th</sup>, 2015 – a job fair for our veteran customers.

Our MOS continues to assist the community with extra deployments to assist the United Way in delivering free tax preparation assistance to low income residents resulting in thousands of refunds dollars returning to the region.

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.

All three comprehensive one-stop Resource Rooms (RR) are open to the public Monday-Friday from 8am until 5pm. Our Employment Support Center (ESC) is available telephonically or through email and live chat, 8am-7pm, Monday-Friday and 8am-5pm on Saturdays.

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

The current one-stop operator is LWDA 16. A new RFP will be issued in 2016 once guidance has been received and the one-stop operator will be competitively procured and in place on/before July 1, 2017.

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

LWDA 16 is the direct provider of services for Wagner-Peyser (WP), Temporary Assistance for Needy Families (TANF), Reemployment Services and Eligibility Assessment (RESEA) and Supplementary Nutrition Assistance Program (SNAP). LWDA will continue to request being the provider for these services. Goodwill Industries-Suncoast, Inc. currently provides WIOA services. A new RFP for WIOA (Adult, Dislocated Worker and Youth) will be issued early in 2016 and through a competitive procurement process, either the current provider will remain or a new provider will be in place July 1, 2016.

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.

LWDA 16 is “grandfathered” in as the career center operator until June 30, 2017. Until further guidance is received concerning the procurement of a one-stop operator, LWDA 16 will continue to provide the following services to include Wagner-Peyser, Temporary Assistance for Needy Families, RESEA and SNAP. It is the intention of LWDA 16 to procure a service provider for WIOA Adult, Dislocated Worker and Youth. LWDA 16 will be issuing a new RFP for WIOA Adult and Dislocated Worker as well as a new RFP for WIOA Youth in early 2016.

Those services that will be provided at the one-stops include, but are not limited to, the following:

- Eligibility determinations
- Assessments
- Job search and placement assistance
- LMI
- Recruitments and other business services on the behalf of employers
- Referrals and coordination of services with other programs
- Job vacancy listings
- Information on job skills necessary to obtain or advance in those positions
- ETP performance and program cost information
- Information on local performance accountability measures
- Information on supportive services
- Provision of information and assistance regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for financial aid
- Development of an individual employment plan
- Group or individual counseling
- Short-term prevocational services

- Internships and work experiences that are linked to careers
- Workforce preparation
- Literacy services
- Out of area job search and relocation assistance
- English language acquisition

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.

During the last Monitoring Review conducted by DEO staff, LWDA 16 met all certification requirements for all three one-stop locations. Career Center self-attestations will be sent as an attachment.

**Attachment D – self-attestations**

**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:

LWDA 16 sits as the northern entrance to the Tampa-St. Petersburg-Clearwater Metropolitan Statistical Area (MSA). The MSA includes Hernando, Pasco, Pinellas, and Hillsborough Counties. Pasco County is a diverse and rapidly growing mix of communities with unique character, charm and opportunity for growth. Once a bedroom community for the rest of Tampa Bay, Pasco County is emerging as a thriving center for business and commerce. An excellent quality of life and a supportive environment for business and industry has helped Pasco County become one of the top 40 fastest growing counties in the United States. Pasco County is outpacing the rest of the Florida in terms of new employers and employment opportunities and was recently named a “hot bed” for small business and entrepreneurial growth. Nestled on the northern tier of the eight-county Tampa Bay metropolitan market, Hernando County is the geographic center of Florida. Its transportation network of roads, air and rail offer easy connections for businesses that require time-saving distribution logistics throughout the Sunshine State. During the latter half of the 20th century, Hernando County became known mostly as a magnet for nature lovers and retirees, from which prosperous home-building and land development industries emerged to accommodate the growth in population and tourism. Today, that rooftop and retail-driven economy is complemented by an emerging base of diverse industrial, manufacturing, distribution and high-tech corporate neighbors. Geographically, LWDA 16 encompasses two contiguous counties totaling 1,457 square miles. The 2014 population of Local Workforce Development Area (LWDA) 16 was estimated at 661,186. This represents a 19.94 percent increase from 2004.

The region is a combination of businesses, from financial services to technology, manufacturing to leisure and hospitality, health and professional services. As the economy continues on an upward trend, the region is anticipating a bright outlook of increased job creation and business development in the area.

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

### **Labor Force and Unemployment**

The unemployment rate has declined by 0.9 percentage point over the year to 5 percent in September 2015. Since the trough of the Great Recession (unemployment rate = 11.1 percent), the unemployment rate has decreased by 6.1 percentage points. The labor force has been increasing in recent years (September 2015 labor force = 1,446,538). In addition, the number of unemployed persons has been declining in recent years (September 2015 unemployed persons = 72,020) and the number of employed persons has been increasing (September 2015 employed persons = 1,374,518).

### **Persons with Barriers to Employment**

The most recent information on unemployment rates for persons with barriers to employment is for 2013. The WDA16 2013 unemployment rate was 24.6 for disabled persons, 16.0 percent for American Indians and Alaska Natives, 0.0 percent for Native Hawaiians and Other Pacific Islanders, and 11.5 percent for persons 55 and older.

### **Education of the Workforce**

In 2013, the most common educational attainment level of WDA16 workforce participants from 25 to 64 years old was some college or Associate degree at 37.1 percent, followed by high school diploma (including equivalency) at 30.8 percent, and then Bachelor's degree or higher at 24.1 percent. Only 8.0 percent of workforce participants had attained less than a high school diploma.

### **Mining, Logging, and Construction**

This MSA has a super sector for mining and logging and a separate super sector for construction. In September 2015, the employment for mining and logging, and for construction, was 400 and 64,900, respectively. The over the year changes in September 2015 (mining and logging: -100 jobs, -20 percent; construction: +3,200 jobs, +5.2 percent) were, respectively, 100 less and 900 less when compared to September 2014 (mining and logging: +0 jobs, +0 percent; construction: +4,100 jobs, +7.1 percent). The number of jobs in mining and logging has remained fairly constant over the past six years, and, as of recent, employment in construction has been trending upward for over five years.

### **Manufacturing**

In September 2015, the employment was 62,100. The over the year change in September 2015 (+500 jobs, +0.8 percent) was 800 less when compared to September 2014 (+1,300 jobs, +2.2 percent). The number of jobs in this sector has been trending upward over the past five years.

### **Trade, Transportation, and Utilities**

In September 2015, the employment was 233,200. The over the year change in September 2015 (+1,400 jobs, +0.6 percent) was 9,100 less when compared to September 2014 (+10,500 jobs, +4.7 percent). The number of jobs in this sector has remained fairly constant over the past year.

### **Information**

In September 2015, the employment was 25,300. The over the year change in September 2015 (-300 jobs, -1.2 percent) was equal to September 2014 (-300 jobs, -1.2 percent). The number of jobs in this sector has been fairly constant over the past five years.

### **Financial Activities**

In September 2015, the employment was 103,100. The over the year change in September 2015 (-300 jobs, -0.3 percent) was 3,600 less when compared to September 2014 (+3,300 jobs, +2.5 percent). The number of jobs in this sector has been trending upward over the past five years.

### **Professional and Business Services**

In September 2015, the employment was 206,200. The over the year change in September 2015 (+2,500 jobs, +1.2 percent) was 2,500 less when compared to September 2014 (+5,000 jobs, +2.5 percent). The number of jobs in this sector has been trending upward over the past five years.

### **Education and Health Services**

In September 2015, the employment was 198,000. The over the year change in September 2015 (+8,600 jobs, +4.5 percent) was 3,700 more when compared to September 2014 (+4,900 jobs, +2.7 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 151,100. The over the year change in September 2015 (+12,900 jobs, +9.3 percent) was 7,400 more when compared to September 2014 (+5,500 jobs, +4.1 percent). The number of jobs in this sector has been trending upward over the past five years.

### **Other Services**

In September 2015, the employment was 44,200. The over the year change in September 2015 (+300 jobs, +0.7 percent) was 900 less when compared to September 2014 (+1,200 jobs, +2.8 percent). The number of jobs in this sector has remained fairly constant for almost a year.

### **Government**

In September 2015, the employment was 153,100. The over the year change in September 2015 (-200 jobs, -0.1 percent) was 800 less when compared to September 2014 (+600 jobs, +0.4 percent). The number of jobs in this sector has been fairly constant over the past five years.

### **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.

<b>Top Emerging Industries</b>					
Workforce Development Area 16- Hernando and Pasco Counties					
<b>Industry Code</b>	<b>Title</b>	<b>2015 Employment</b>	<b>2023 Employment</b>	<b>2015-2023 Total</b>	<b>2015-2023 Percent Change</b>
8129	Other Personal Services	213	299	86	40.4
5416	Management, Scientific, and Technical Consulting Services	1,003	1314	311	31.0
6219	Other Ambulatory Health Care Services	172	223	51	29.7
5415	Computer Systems Design and Related Services	528	683	155	29.4
5191	Other Information Services	75	96	21	28.0
6213	Offices of Other Health Practitioners	1,313	1,612	299	22.8
6114	Business Schools and Computer Management Training	62	76	14	22.6
6214	Out Patient Care Centers	1,013	1,228	215	21.2
6117	Educational Support Services	41	49	8	19.5
4452	Specialty Food Stores	219	260	41	18.7
4889	Other Support Activities for Transport	17	20	3	17.6
543	Architectural, Engineering and Related Services	748	868	120	16.0
6111	Private Elementary and Secondary Schools	856	992	136	15.9
5112	Software Publishers	19	22	3	15.8
5419	Other Professional, Scientific, and Technical Services	1,084	1,254	170	15.7
5417	Scientific Research and Development Services	83	94	11	13.3
6215	Medical and Diagnostic Laboratories	462	516	54	11.7
5239	Other Financial Investment Activities	180	199	19	10.6
5414	Specialized Design Services	91	96	5	5.5

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

### Existing Demand Occupations

The majority of the top 15 existing demand occupations are low-skill occupations characterized by relatively low wages and high rate of worker turnover. Most the top five existing demand occupations are related to customer service and hospitality. The only exception is registered nurses. Retail salespersons are the top existing demand occupation, with 2,978 projected total job openings between 2015 and 2023.

Only two of the top 15 existing demand occupations require significant technical training: registered nurses and elementary school teachers, except special education.

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 16- Hernando and Pasco Counties										
Rank	Code	Occupation	2015 Employment	2023 Employment	2015- 2023 Level Change	2015- 2023 Percent Change	2015-2023 Total Job Openings*	2015 Hourly Median Wage	2015 Hourly Entry**	2015 Hourly Experienced***
1	412031	Retail Salespersons	7,619	8,473	854	11.2	2,978	10.27	8.82	14.28
2	353021	Combined Food Preparation and Serving Workers, Including Fast Food	5,462	6,440	978	17.9	2,753	9.02	8.80	9.46
3	412011	Cashiers	5,415	5,745	330	6.1	2,317	9.18	8.82	10.10
4	353031	Waiters and Waitresses	4,537	5,046	509	11.2	2,289	9.13	8.79	11.34
5	291141	Registered Nurses	3,807	4,512	705	18.5	1,277	30.19	24.99	34.46
6	311014	Nursing Assistants	2,907	3,479	572	19.7	1,006	11.36	9.91	12.84
7	434062	Customer Service Representatives	2,831	3,218	387	13.7	998	14.55	10.74	18.00
8	435081	Stock Clerks and Order Fillers	3,277	3,377	100	3.1	903	10.83	8.87	12.95
9	436014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	3,259	3,777	518	15.9	831	14.85	10.68	17.44
10	372011	Janitors and Cleaners, Except Maids and House Keeping Cleaners	2,788	3,179	391	14.0	800	9.68	8.83	11.67
11	252021	Elementary School Teachers, Except Special Education	2,245	2,647	402	17.9	795	26.88	21.91	30.13
12	472061	Construction Laborers	1,678	2,127	449	26.8	735	12.90	10.17	14.58
13	537062	Laborers and Freight, Stock, and Material Movers	2,022	2,225	203	10.0	708	10.75	8.87	13.94
14	434171	Receptionists and Information Clerks	1,778	2,093	315	17.7	703	12.98	10.12	15.01
15	399011	Childcare Worker	1,684	1,973	289	17.2	688	9.26	8.82	10.35

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

## Emerging Occupations

The majority of top emerging occupations occur in the healthcare (six of top 15) and professional services (five of top 15) industry sectors, which follows the same pattern as Florida's statewide distribution of top emerging occupations.

There are several emerging specialties for physicians: Hospitalists, who specialize in caring for patients throughout a hospital stay; nuclear medicine physicians, who use radiopharmaceuticals for diagnosis and therapy; and preventive medicine physicians, who develop ways to prevent disease and keep people from becoming ill or getting injured.

One of the professional services industry sector top emerging occupations is bioinformatics scientists. Bioinformatics scientists use bioinformatics theory and methods in areas such as pharmaceuticals, medical technology, biology, and medical informatics.

Distance learning coordinators and instructional coordinators are the top two emerging occupations in the education industry sector. Distance learning coordinators manage day-to-day operations of distance learning programs and schedule courses. Instructional coordinators develop instructional

material, coordinate educational content, and incorporate current technology in specialized fields that provide guidelines to educators and instructors for developing curricula and conducting classes.

The growth in the construction industry sector of the emerging occupation first-line supervisors of construction and extraction workers is due in part to activities related to solar energy installation.

Recycling and reclamation workers are the top emerging occupation in the clean tech industry sector. Persons in that occupation sort and prepare materials for recycling, identify and remove hazardous substances, and dismantle components of disused appliances.

Top 15 Emerging Occupations										
Workforce Development Area 16- Hernando and Pasco Counties										
Rank	Code	Occupation	2015 Employment	2023 Employment	2015 Level Change	2023 Percent Change	Industry Sector Linkage	2015 Median Wage	2015 Entry Wage	2015 Experienced Wage
1	191029	Bio informatics Scientists, Molecular Biologists, and Geneticists	8	12	4	50.0	Professional Services	32.25	18.85	38.81
2	291071	Physician Assistants	131	185	54	41.2	Healthcare	42.69	33.31	49.15
3	131081	Logisticians	30	41	11	36.7	Professional Services	32.18	23.81	40.46
4	119039	Distance Learning Coordinators, Fitness and Wellness Coordinators	14	19	5	35.7	Education	47.31	35.70	53.19
5	152041	Statisticians	7	9	2	28.6	Professional Services	28.78	17.15	37.37
6	471011	First Line Superv. of Construction and Extraction Workers	964	1,223	259	26.9	Construction	25.11	18.17	30.35
7	299099	Midwives	20	25	5	25.0	Healthcare	14.36	11.62	19.91
8	151121	Computer System Analyst	203	252	49	24.1	Professional Services	39.33	24.52	47.32
9	291069	Hospitalists, Nuclear and Preventative Medicine Physicians	261	320	59	22.6	Healthcare	95.38	68.44	124.39
10	292099	Neurodiagnostic and Ophthalmic Technologists, Surgical Assistants	191	233	42	22.0	Healthcare	20.11	13.35	28.84
11	291122	Occupational Therapists	175	211	36	20.6	Healthcare	39.78	31.18	49.89
12	519199	Recycling and Reclamation Workers	54	65	11	20.4	Clean Tech	11.57	9.05	14.42
13	291141	Registered Nurses	3,807	4,512	705	18.5	Healthcare	30.19	24.99	34.46
14	299031	Instructional Coordinators	146	173	27	18.5	Education	25.04	16.79	32.10
15	151199	Information Technology Project Managers, Web Administrators	35	41	6	17.1	Professional Services	38.88	22.80	45.80

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)

LWDA 16 has focused its goals on two industry clusters: Healthcare, and Manufacturing. Both of these industries have a positive impact on the local economy and minimal impact on the Nature Coasts environmental resources. LWDA 16 is prepared to assist employers expanding their workforces with incentives such as OJT, customized training and EWT, provided the outlook is both high wage and sustainable. LWDA 16 has education and training partners on its Board, and staff regularly attends meetings with the local Economic Development Organizations and Chambers to address training programs and educational needs in the region. The CEO/President sits on different community based organizations in the region.

To identify the needs of businesses in the local area, LWDA 16 hosts Business Advantage Seminars and Round Table Discussions and the local Economic Development organizations conduct employer forums. The Business Advantage Seminars are quarterly seminars that keep employers up-to-date

on essential HR developments, economic trends, benefits programs, and more. It provides employers with useful information on the workforce, personnel, and current legislative issues and changes affecting the business climate. The Business Advantage Seminars, as well as the Round Table discussions, provide an opportunity for employers to discuss their needs.

The LWDB uses community forums, surveys and direct contact with employers, employment seekers, and workers in order to ascertain the skills and gaps in skills in the current workforce. The community forums are hosted by a variety of organizations to include Pasco Hernando State College and the Economic Development organizations in both counties. LWDA 16 will use all data collected from the targeted industry sector employers to map and establish potential new career pathways. LWDA 16 will identify and focus on existing active training consortia and industry partnerships that could be expanded to meet the needs of local employers, workers and job seekers through an enhanced sector partnership.

LWDA 16 hosts regular meetings with the Business Competitiveness Council. Local business leaders and Economic Development organizations are included in the membership. Another important factor is the attendance from local educational facilities and community based organizations representing a cross-section of the region's population. All meetings follow the Sunshine Law and are open to anyone that would like to attend. Discussions encompass the workforce needs of employers in the local communities as well as the training opportunities that are needed to fill those needs.

Through its Business Competitiveness Committee, the Workforce Board continually seeks the input of businesses as to where they see skill gaps and how we can assist in filling them. One strategy implemented is the use of on-the-job training that permits employers to develop their own industry focused training and thus takes employment seekers with work skills and trains them in the industry specific skills needed for productivity. Additionally, through coordinated efforts with the Hernando Office of Business Development, Pasco Economic Development Council, Pasco Hernando State College, Hernando County Schools and Pasco County Schools, the Business Competitiveness Committee works to add technical and vocational educational programs for adults in manufacturing areas such as CNC machining and medical areas such as Pharmacy Technology. LWDA 16, in its close relationship with the local business community, will continue to monitor feedback from all employers, especially those in targeted industry sectors that have the largest need for services. LWDA 16 will address current and emerging skills gaps in these targeted industry sectors by periodically convening and listening to industry leaders and industry associations to enable our LWDB and key partners to respond to these targeted industry recommendations.

LWDA 16's Business Services team works directly with employers to hold recruitments and job fairs on a weekly basis. The Team also interacts with hundreds of businesses as they encourage the use of Employ Florida Marketplace (EFM) and its easy job listing system. Through these direct contacts, LWDA 16 gains an understanding of the business climate and, in particular, the workforce needs of employers versus the current skills of employment seekers.

LWDA 16 is anxiously looking forward to bringing focus groups and Business Advantage seminars virtually to our employers. LWDA 16 is researching available funding in an effort to apply for and receive a technology grant. If funding is found, LWDA 16 will purchase new software that will allow us to offer these business groups the chance to meet virtually from the comfort of their office. This virtual seminar is just one way that LWDA 16 is seeking to lighten the load on employers while focusing on their current and future needs. LWDA 16 meets with business leaders to discuss their needs both now and for the future. These employers respond to surveys that provides some insight into the supply and demand of regional employers. In the past, our partnership with the local Chambers and Economic Development agencies resulted in a survey that was completed by many area employers. Manufacturers play an important role in LWDA 16. LWDA 16 partners with the local colleges and universities in an effort to coordinate training to targeted and demand occupations. Talent development is critical to Florida Economic Development efforts and training a quality workforce, it is just the beginning stages of attracting new employers and creating jobs in our region. LWDA 16 staff also attends the Manufacturers Consortium meetings. This consortium, in partnership with the Hernando County Office of Business Development, was instrumental in bringing the Essentials of Manufacturing credentials to staff of interested employers. We continue to work closely with our Economic Development partners to bring in new, or to grow existing, businesses. LWDA 16 continues to focus heavily on OJT, EWT, apprenticeships, work experience and Customized Training. Since LWDA 16 has many manufacturers, we have had the chance to offer OJT, Customized Training and EWT opportunities to many of them. LWDA 16 will, during the process of budgeting funds, establish our local targeted occupations list and approved training vendors for occupational skills training that lead to recognized credentials, giving priority to programs that are aligned with local targeted in-demand industry sectors and/or occupations in those sectors.

- (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)

For Pasco and Hernando Counties the key for an individual to have positive employment prospects remains a post-secondary certification or degree in a targeted occupation. Additionally, imperative core job skills as identified by employer surveys include: literacy and numeracy at or above the 8<sup>th</sup> grade level, basic work related soft skills of timeliness, attitude, presentation, teamwork, and basic computer familiarity. For specific skills training the following demand and growing occupations are the jobs most likely to be filled in the next eight (8) years: Registered Nurses; Secretaries; Customer Service Representatives; Elementary School Teachers; Truck Drivers, Heavy and Tractor-Trailer; Bookkeeping; Accounting, and Auditing Clerks; Heating, A.C., and Refrigeration Mechanics and Installers; Licensed Practical Nurses; Carpenters; Electricians; Dental Assistants, and Dental Hygienist. Iterating, employers will be hiring individuals with these skills, but without the corresponding soft-skills, workers will be doomed to failure despite their certifications and training.

According to EMSI (2016) the top knowledge, skills and abilities for the in-demand industry sectors are as follows:

## Healthcare

Healthcare employers identified the need for additional practical experience to compete with the wide variety of state medical professionals. The top two knowledge competencies include psychology and medicine dentistry. Basic customer service and empathy skills for dealing with patients are also a key skill needed in the healthcare industry today and in the future.

### Competencies - Knowledge

Knowledge	Importance	Level
Psychology	80	84
Customer and Personal Service	83	73
Therapy and Counseling	72	63
Education and Training	72	59
Medicine and Dentistry	86	58
Mathematics	56	52
English Language	76	52
Biology	54	49
Sociology and Anthropology	53	48

### Competencies - Skills

Skill	Importance	Level
Social Perceptiveness	78	63
Reading Comprehension	72	61
Coordination	72	59
Speaking	75	57
Critical Thinking	72	57
Service Orientation	75	57
Active Listening	78	57
Monitoring	69	55
Judgment and Decision Making	69	54

### Competencies - Abilities

Ability	Importance	Level
Problem Sensitivity	78	71
Inductive Reasoning	75	70
Oral Comprehension	78	68
Oral Expression	78	66
Written Comprehension	75	61

Deductive Reasoning	75	59
Near Vision	69	59
Speech Recognition	72	57
Written Expression	69	55

## **Manufacturing**

Training in a real manufacturing setting is crucial. Employers in this industry are looking for individuals with manufacturing education and mechanical knowledge. There is a need to market the industry in the education institutions to create increased interest amongst the younger generation. Workers within the manufacturing industry must keep up with the technological advances by gaining more on the job education at technical schools. In addition, needs in soldering, welding and additive manufacturing were identified as skills needed by local manufacturing employers.

### **Competencies - Knowledge**

<b>Knowledge</b>	<b>Importance</b>	<b>Level</b>
Mechanical	76	77
Computers and Electronics	61	62
Engineering and Technology	72	62
Mathematics	67	60
Design	64	60
Production and Processing	74	59
Physics	48	48
Education and Training	43	47
English Language	56	45

### **Competencies - Skills**

<b>Skill</b>	<b>Importance</b>	<b>Level</b>
Operation Monitoring	75	52
Troubleshooting	53	50
Monitoring	63	50
Equipment Maintenance	63	50
Quality Control Analysis	56	50
Repairing	56	48
Active Listening	63	48
Reading Comprehension	66	48
Critical Thinking	66	48

### **Competencies - Abilities**

Ability	Importance	Level
Oral Comprehension	66	57
Oral Expression	66	52
Visualization	63	52
Problem Sensitivity	69	50
Written Expression	60	48
Information Ordering	53	48
Reaction Time	50	48
Deductive Reasoning	60	48
Written Comprehension	60	48

### **Competencies - Knowledge**

Knowledge	Importance	Level
Computers and Electronics	96	96
Mathematics	62	67
English Language	76	58
Administration and Management	50	53
Customer and Personal Service	52	46
Design	49	42
Education and Training	36	37
Communications and Media	35	36
Engineering and Technology	34	34

### **Competencies - Skills**

Skill	Importance	Level
Programming	88	68
Reading Comprehension	75	59
Quality Control Analysis	63	55
Critical Thinking	66	54
Active Listening	63	52
Systems Evaluation	56	50
Complex Problem Solving	66	50
Operations Analysis	56	50
Judgment and Decision Making	60	48

### **Competencies - Abilities**

Ability	Importance	Level
Oral Comprehension	66	61
Written Comprehension	72	61
Deductive Reasoning	63	59
Information Ordering	69	57



Oral Expression	60	55
Inductive Reasoning	63	55
Near Vision	66	52
Written Expression	56	52
Problem Sensitivity	63	52

### **Financial & Professional Services**

The primary knowledge competency in the field of financial and professional services is economics and accounting, followed closely by mathematics. Employees in the field of Financial/Professional services need to have good reading comprehension and be able to develop a personal relationship with customers. Being self-motivated and having the positive attitude to meet the needs of the customers is essential to the success of the employee in the workplace.

#### **Competencies - Knowledge**

Knowledge	Importance	Level
Economics and Accounting	90	79
Mathematics	76	75
English Language	83	70
Administration and Management	58	63
Customer and Personal Service	52	61
Clerical	45	61
Education and Training	44	61
Computers and Electronics	62	59
Law and Government	59	58

#### **Competencies - Skills**

Skill	Importance	Level
Reading Comprehension	72	57
Writing	72	57
Judgment and Decision Making	63	55
Critical Thinking	72	55
Active Listening	66	55
Active Learning	60	55
Speaking	69	54
Systems Analysis	53	52
Systems Evaluation	53	50

#### **Competencies - Abilities**

Ability	Importance	Level
Deductive Reasoning	72	63

Written Comprehension	78	63
Oral Expression	75	61
Near Vision	66	59
Oral Comprehension	75	59
Written Expression	75	59
Number Facility	63	55
Problem Sensitivity	63	55
Mathematical Reasoning	60	54

### **Education**

The primary knowledge competency in the field of education is English language, followed closely by education and training. Employees in the field of education need to have good reading comprehension and active listening skills. Oral comprehension and expression are key abilities to succeed in the Education.

#### **Competencies - Knowledge**

Knowledge	Importance	Level
English Language	93	81
Education and Training	92	91
Administration and Management	91	69
Customer and Personal Service	86	82
Public Safety and Security	76	60
Personnel and Human Resources	72	67
Psychology	71	64
Computers and Electronics	69	65
Communications and Media	68	51

#### **Competencies - Skills**

Skill	Importance	Level
Reading Comprehension	85	61
Active Listening	85	63
Speaking	85	63
Writing	81	61
Critical Thinking	81	61
Learning Strategies	78	64
Social Perceptiveness	78	59
Judgment and Decision Making	78	61
Monitoring	75	64

#### **Competencies - Abilities**

Ability	Importance	Level
Oral Comprehension	85	64
Oral Expression	85	66
Written Comprehension	81	61
Written Expression	78	63
Problem Sensitivity	75	61
Deductive Reasoning	75	63
Speech Recognition	75	59
Speech Clarity	75	55
Inductive Reasoning	72	57

### **Hospitality**

The primary knowledge competency in the field of hospitality is customer and personal service, followed closely by English language. Employees in the field of hospitality need to have active listening skills and be well spoken. Oral comprehension and speech recognition to meet the needs of the customers is essential to the success of the employee in the workplace.

#### **Competencies - Knowledge**

Knowledge	Importance	Level
Customer and Personal Service	76	54
English Language	58	41
Mathematics	62	40
Psychology	34	34
Public Safety and Security	34	28

#### **Competencies - Skills**

Skill	Importance	Level
Active Listening	60	32
Speaking	56	36
Service Orientation	56	39
Monitoring	53	30
Social Perceptiveness	53	34
Coordination	53	43
Instructing	50	34

#### **Competencies - Abilities**

Ability	Importance	Level
Oral Comprehension	66	41
Speech Recognition	66	48
Oral Expression	60	41

Speech Clarity	56	45
Information Ordering	53	37
Problem Sensitivity	50	39

### **Government**

The primary knowledge competency in the field of government is customer and personal service, followed closely by clerical. Employees in the field of government need to be well spoken and have active listening skills. Oral expression and comprehension are vital to meet the needs of the customers in this field.

#### **Competencies - Knowledge**

Knowledge	Importance	Level
Customer and Personal Service	87	81
Clerical	79	77
Law and Government	59	51
Mathematics	54	50
Administration and Management	51	40
Computers and Electronics	51	49

#### **Competencies - Skills**

Skill	Importance	Level
Speaking	88	59
Active Listening	85	59
Reading Comprehension	72	57
Critical Thinking	69	54
Social Perceptiveness	69	50
Writing	66	50
Service Orientation	66	54
Complex Problem Solving	60	45

#### **Competencies - Abilities**

Ability	Importance	Level
Oral Expression	91	57
Oral Comprehension	88	57
Written Comprehension	78	55
Speech Clarity	75	50
Written Expression	72	55
Problem Sensitivity	69	52
Deductive Reasoning	66	54
Speech Recognition	66	50

## **Construction**

The primary knowledge competency in the field of construction is building and construction, followed closely by mathematics. Employees in the construction field need to active listening skills and be well spoken. Manual dexterity and problem sensitivity are abilities that must be strong for success in this field.

### **Competencies - Knowledge**

Knowledge	Importance	Level
Building and Construction	91	81
Mathematics	79	58
English Language	70	52
Mechanical	66	66
Design	65	60
Public Safety and Security	61	51
Administration and Management	57	49
Education and Training	55	52
Customer and Personal Service	53	50

### **Competencies - Skills**

Skill	Importance	Level
Active Listening	53	41
Speaking	53	39
Monitoring	53	43
Reading Comprehension	50	41
Critical Thinking	50	45
Active Learning	50	41
Coordination	50	48
Complex Problem Solving	50	37
Judgment and Decision Making	50	41

### **Competencies - Abilities**

Ability	Importance	Level
Manual Dexterity	66	46
Problem Sensitivity	63	43
Visualization	60	52
Trunk Strength	60	54
Information Ordering	56	41
Near Vision	56	50
Oral Comprehension	53	48
Oral Expression	53	45

Deductive Reasoning	53	45
Arm-Hand Steadiness	53	43

- (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)

In LWDA 16, the unemployment rate declined by 0.9 percentage point over 2015 to 5.2 percent in December. Since the trough of the Great Recession (January 2009 unemployment rate = 13.2 percent), the unemployment rate decreased by 8.0 percentage points. The labor force increased 9.8% since its low point in November 2009 (December 2015 labor force = 279,398). In addition, the number of unemployed persons declined over the recovery (December 2015 unemployed persons = 14,648) and the number of employed persons increased (December 2015 employed persons = 264,120).

The career educational systems within the Pasco Hernando Workforce Region currently lack the capacity to answer all the varied demands of employers within the region. Even in areas of strongest demand, skilled medical, educational services, and transportation, the training volume at local institutions falls behind current need. The ability of individuals to utilize the MSA’s greater assortment of available training remains critical to answer the workforce demand.

Recognizing this deficit, LWDA 16 works as a partner with both Pasco and Hernando School districts and Pasco Hernando State College as they develop programs and evaluate current offerings. This cooperation resulted in the addition of new programs such as cyber security, CNC machining, Solid Works drafting as well as additional capacity in welding and nursing. The transformation of Pasco Hernando State College into providing four year degrees in nursing and education also addresses a critical need within the area. In addition, LWDA 16 sits on the advisory committee for Suntech Educational Center as it develops new and niche training to answer employer needs in manufacturing and information technology. Workforce Board staff continually seek grants (USDOL H1B, et al) that encourage identifying and addressing educational and skill needs. Currently we are in discussion with PHSC on a new round of H1B Grant applications and with the Hernando County Sheriff Department on a proactive program for inmates approaching release.

Employed Worker Training provided by the Business Services Team of LWDA 16 adds another dimension in answering employers’ need to train their current workforce in order to remain competitive. Whether as mundane as OSH 30 certification or as involved as Leer Jet pilot upgrade, employers identify the need and work with Business Services to find and fund these important trainings.

- (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)

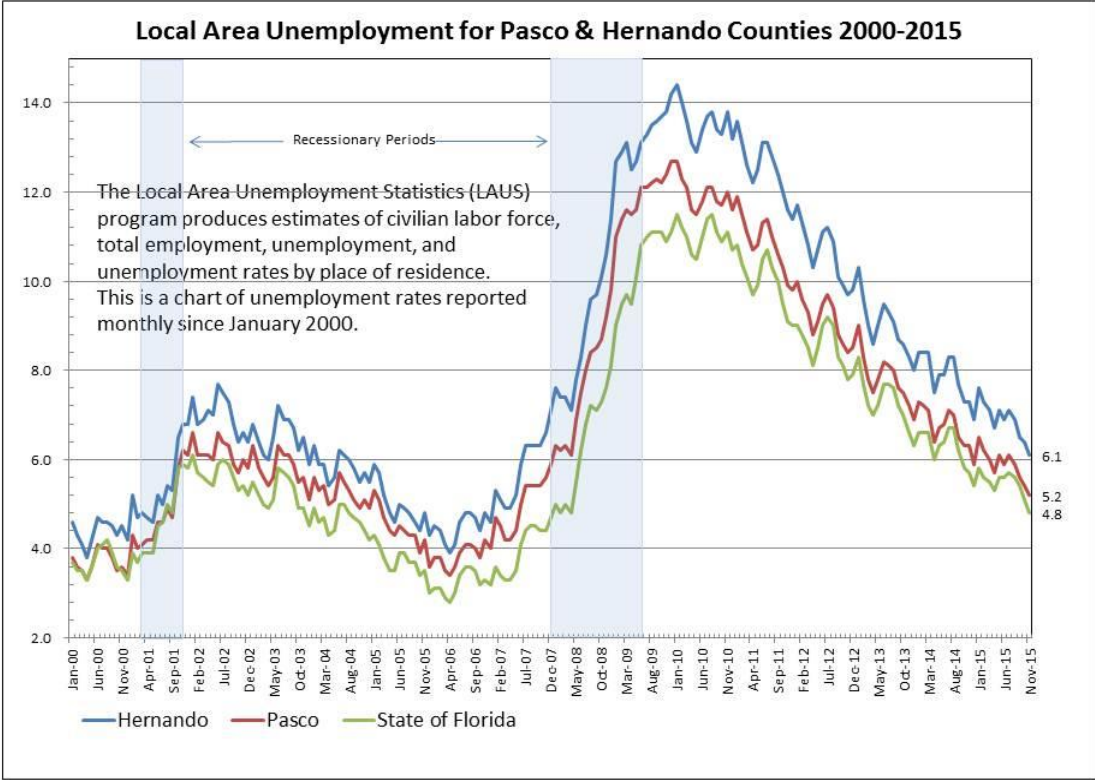
LWDA 16’s three one-stop centers provide resource room access to Wagner-Peyser, WIOA (Adult, Dislocated Worker and Youth), TANF, SNAP, DVOP/LVER staff, RESEA and Ticket to Work. Vocational Rehabilitation is also co-located in each of the one-stops. Customers are offered a wide selection of career services, including onsite recruitments, employability skills workshops, career exploration, networking opportunities through our Professional Placement Network and onsite recruitment events. In addition, LWDA 16 has ample services available to businesses, including career fairs, labor market information, job postings, and business advantage seminars and training assistance. LWDA 16 will continue to provide skills development training to meet our employer’s and jobseekers/worker’s needs, including individuals with disabilities or barriers to employment. Surveys are given to both jobseekers/universal customers and employers on a recurring basis to ensure we are meeting their needs. As the outlook in LWDA 16 continues to improve, so do the services we provide to our customers.

The LWDB does extensive analysis of available labor market information and of the employment seeking workforce. It understands that Healthcare and Retail Trade are the greatest employer sectors, followed by education, construction, and public administration. Such analysis allows the Board to see the growing sector of manufacturing as it becomes vital to the areas recovery from the Great Recession.

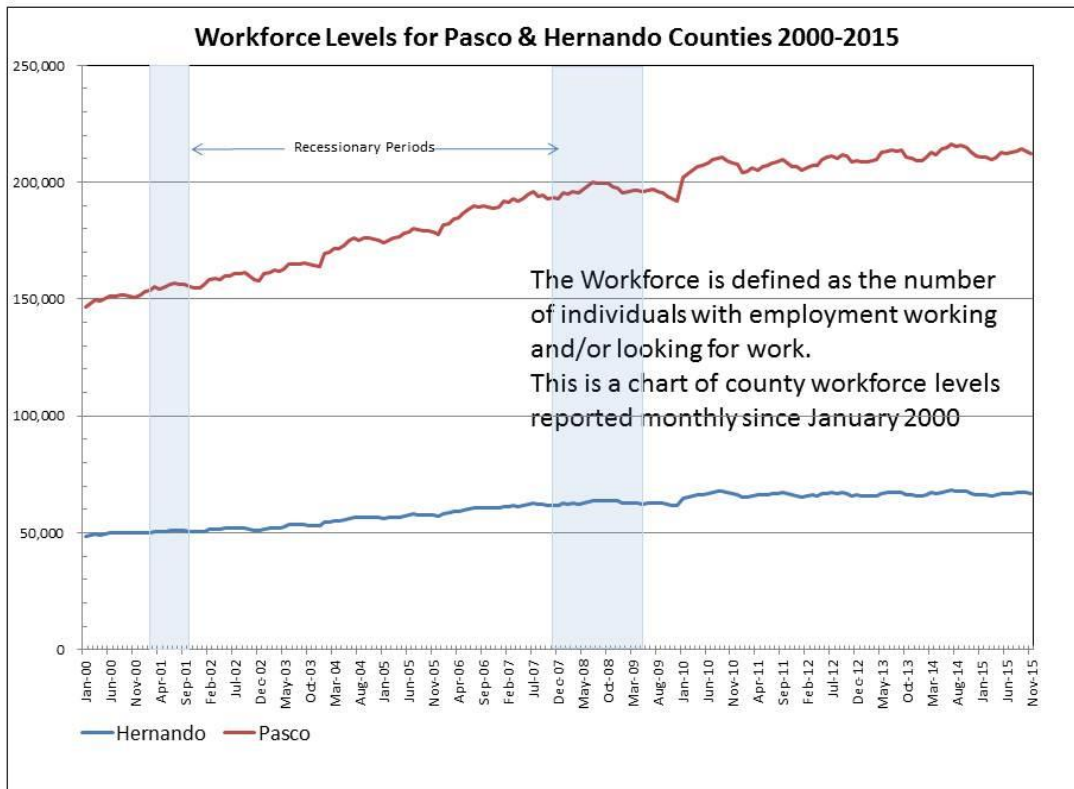
Census data and a review of Employ Florida Marketplace information indicates that the population lags the State of Florida as a whole in obtained education levels and is marginally older than the other two counties making up the MSA (Hillsborough & Pinellas).

<b>Registered individuals in Employ Florida Marketplace between 01/01/2014 and 12/31/2015</b>				
	<b>Total</b>	<b>Percentage</b>	<b>Self-Identified with disability</b>	<b>Offender</b>
<b>Male</b>	7,433		6.40%	1.80%
<b>Female</b>	7,457		4%	1%
<b>White</b>	11,784	79.10%		
<b>African American</b>	1,297	8.70%		
<b>Native American</b>	396	2.70%		
<b>Asian</b>	276	1.90%		
<b>Hawaiian/Pacific Islander</b>	89	0.60%		
<b>Decline to Answer</b>	1,412	9.50%		
<b>BA or Higher</b>	2,539	17.10%	4.70%	0.80%
<b>Associates Degree</b>	1,321	8.90%	5.60%	0.80%

<b>Vocational Certification</b>	899	6.00%	5.60%	1.40%
<b>1, 2, or 3 years of College</b>	2,735	18.40%	5.50%	1.00%
<b>High School or GED</b>	6,076	40.80%	5.00%	1.70%







- (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)

WIOA is designed to increase participant access to training services wherein training services are provided to equip individuals to enter the workforce and retain employment. Participants' will receive career/training services as is appropriate and LWDA 16 will develop a single unified plan aligned to the regional labor market needs. The full range of training activities (occupational skills training, including training for nontraditional employment; on-the-job training (OJT), including registered apprenticeship; employed worker/ incumbent worker training; workplace training and cooperative education programs; private sector training programs; skills upgrading and retraining; entrepreneurial training; transitional jobs; job readiness training provided in combination with other training activities; adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training) may be available based upon the assessment of the individual seeking services. The major activities utilized by LWDA 16 in the past have been Occupational Skills Training, On-The Job training and employed worker training. The use

of both private and public educational facilities for Occupational Skills Training has proven to be adequate although it is felt a need exists for new training to satisfy the demand for occupations representative of the regional labor market. An assessment of each training activity will be ongoing through in-house monitoring and an evaluation of outcome results for each training vendor/program operator. These outcomes will be assessed singularly and in total as to their contribution toward meeting local performance accountability measures.

Quoting TEGL 3-15 - WIOA authorizes “career services” for adults and dislocated workers, rather than “core” and “intensive” services, as authorized by WIA. There are three types of “career services”: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of the customer.

The three categories of services are:

#### Basic Career Services

Basic career services must be made available to all individuals seeking services served in the one-stop delivery system, and include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including—
- Job search and placement assistance, and, when needed by an individual, career counseling, including—
- Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and,
- Provision of information on nontraditional employment (as defined in sec. 3(37) of WIOA);
- Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs;

- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
- Job vacancy listings in labor market areas;
- Information on job skills necessary to obtain the vacant jobs listed; and
- Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD)<sup>1</sup>; and assistance under a State program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through that program;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim—
- Meaningful assistance means providing assistance:
  - On-site using staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim, or
  - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time;
  - The costs associated in providing meaningful assistance may be paid for by the State's UI program, the WIOA Adult or Dislocated Worker programs, the Wagner-Peyser Employment Service, or some combination thereof these funding sources.

#### Individualized Career Services

If one-stop center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. These services must be available in all one-stop centers. One-stop center/ staff may use recent previous assessments by partner programs to determine if individualized/career services would be appropriate. These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
- Diagnostic testing and use of other assessment tools; and
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

#### Follow-up Services

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Counseling about the work place is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

- (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)

Each youth receives an objective assessment of their academic levels, skill levels, and service needs for the purpose of identifying appropriate services and career pathways. Career exploration allows the youth to select an occupational direction based on interests and is matched with positive labor market information to ensure their chosen career direction is in demand within the regional economy. Communication skills emphasizing the development of an elevator speech are also

provided as is employment application/resume completion, interviewing skills and leadership opportunities provided through Service Learning Projects, all of which are forerunners to classroom training, occupational skills instruction, internships and on-the-job training opportunities. Work experiences are heavily emphasized within the youth program so the minimum expenditure rate of 20 percent of the youth formula funds mandate is achieved. Additionally, the 14 program elements as described in WIOA §129(c)(1) are also available to program participants based upon identified need. These 14 elements include those originally required under WIA, and subsequently condensed to 9, plus the 5 new elements included in WIOA.

These services will be provided to all eligible youth including youth who are individuals with disabilities. Reasonable accommodations and personalized service will be provided for such individuals to enable their full participation. Close coordination and collaboration will exist with both local school boards and vocational rehabilitation regarding service provision for this target group.

An identification of successful models of youth workforce investment activities focused on a body of work conducted by the National Collaborative on Workforce and Disability. According to NCWD/Youth's Innovative Strategies, exemplary youth programs include the following

- Provide workforce preparatory experiences;
- Provide youth development and leadership opportunities;
- Tailor services to individuals;
- Demonstrate awareness and attention to serving youth with disabilities;
- Have quantitative or qualitative outcome data

Each element listed above is a component of the current region's service provider, Goodwill Industries-Suncoast's program. As such, it is anticipated a successful program, with successful outcomes, will continue to be available to the region's eligible youth. All youth performance standards were achieved by this service provider in Program Year 14-15 thus attesting to the effectiveness of the region's youth program.

LWDA 16 has also met with staff from Vocational Rehabilitation to contract to provide pre-employment training workshops for youth with disabilities to enable them to successfully obtain competitive integrated employment. Pre-Employment Transition Services provided by VR include vocational evaluation, career guidance and counseling, work readiness training, and experiential activities such as community-based work experience and on-the-job training.

## 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)

The local vision of the Pasco-Hernando Workforce Board is to serve as a catalyst in the community for promoting self-sufficiency through the development of a quality workforce. That vision goes hand in hand with our mission. Our mission statement reflects the sentiments of both the Board and staff. “Pasco-Hernando Workforce Board enhances the economic development efforts of our region by providing a well-trained, high quality workforce which supports the success of local business and improves the quality of life”. We believe in integrity, customer service, accountability and respect. Working closely with employers and customers to provide the skills and training needed to succeed in a career shows in customer satisfaction ratings and performance reports. Pasco-Hernando has consistently ranked in the top ten on the Governor’s Placement Report since November 2011 and has met or exceeded on all performance goals. Under existing legislation, the LWDA’s have the policy and service design authority, taking into consideration the needs of the employers and jobseekers. Local input from Board Members, businesses, chambers of commerce, economic development councils and other partner organizations will continue to shape the level and quality of services provided.

LWDA 16 will continue to encourage the engagement of local employers in targeted industry sectors as well as developing strategies, to include career pathways, skills upgrades, certification for post-secondary credentials and apprenticeships that are designed to meet the needs of employers, workers and jobseekers. LWDA 16 will promote the use of industry sector partnerships to address the needs of multiple employers in the industry, including On the Job Training (OJT), Employed Worker Training (EWT), Incumbent Worker Training (IWT), apprenticeships and work experience.

LWDA 16 promotes the Governor's position on lifelong learning to upgrade skills that are relevant to finding/retaining employment in an ever-changing economy. This focus applies to employees as well as to job seekers. With that position in mind, there has been a stronger focus on OJT opportunities in all programs, including Temporary Assistance to Needy Families (TANF), Trade Adjustment Assistance (TAA) and Supplementary Nutrition Assistance Program (SNAP). OJT provides training as well as subsidized employment for a short period of time. Customers are assessed and offered workshops and work experience to enhance their “work readiness” skills. Many jobseekers have been on the same job for years and need a little support to bring their skills up to the standards of the employer. Many jobseekers need more support and workshops prior to being deemed work ready. Once customers are considered work ready, the job matching begins. We focus on finding the perfect match between employer and job seeker, including youth and individuals with disabilities. When the OJT has been completed and the employer is satisfied with the progress, the job seeker is hired into a permanent position. The employer and jobseeker have both been very pleased with this arrangement. Job creation in a sluggish economy along with the ability to place the “long term unemployed” into permanent positions has created a win-win situation for all involved.

Career Academies have been a strong focus in the past four years as LWDA 16 assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region’s School Board staff as well as higher education, business and economic

development organizations in order to review and determine needs of the area. The contracted youth provider and LWDA 16's Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully enter and advance in our workforce. LWDA 16 was invited to provide input on the five year strategic plan for both Pasco and Hernando counties. The school systems are excited about the prospect of engaging our youth at younger ages as middle school youth has become the next focus for Career Academies.

LWDA 16 has recently been awarded additional NEG funding so that it can continue to reach out to local claimants that are either long-term unemployed or may have exhausted their RA benefits. Jobseekers are informed about the available opportunities by utilizing the following methods in addition to services normally received during program orientations: email blasts, in house recruitments, advertising job openings in the local Chamber and Economic Development newsletters. Jobseekers are offered one-on-one assistance, online orientations and Live Chat to provide fast access to a Customer Service Representative. In addition, LWDA 16 has extended hours, more efficient follow-up with customers, Virtual Recruiter and the newest online workshops – custom designed to meet the needs of the jobseeker. The Mobile One Stop continues to travel to remote locations to assist customers and employers.

LWDA 16 staff research and apply for applicable Federal, State and Corporate grants in an effort to offset costs that will allow job seekers the ability to be trained quickly and re-enter the job force or upgrade their skills in a short time frame. In the past, LWDA 16 applied for and received two Federal Grants. The H1B grant (1.8 million in funding) provided skills upgrades to healthcare professionals. The H1B grant partners included Pasco Hernando State College and HMA hospitals. We were also awarded 1.4 million from the Workforce Innovation Grant. This grant provided the funding for new software to enhance the services provided by the Employment Support Center Reps. It also expanded the regions virtual abilities.

LWDB members set goals that align with the Common Measures. These goals include placement, retention and earnings for WIOA, TANF and WP programs. For youth goals, LWDB members are looking for youth to attain a degree or certificate, placement and literacy/numeracy gains. The LWDB also has a goal to have staff more visible in the community and to actively participate in community meetings. The CEO/President and staff actively participate in various community activities and meetings. The CEO/President is an active member of the Tampa Bay Partnership (TBP) Education Committee. The Tampa Bay Partnership galvanizes the business and political leadership of Tampa Bay to exert its collective influence on the policies, programs and projects that enhance the economic competitiveness and prosperity of our region. Through the Partnership's public policy, political action and research initiatives, a diverse community is united with one shared vision and one powerful voice on issues of regional significance. Founded in 1994, the regional advocacy organization is today supported by more than 120 private investors, public partners and community

stakeholders from the counties of Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas, Polk and Sarasota.

LWDB Members unanimously agree that LWDA 16 should exceed State average Job Seeker Customer Satisfaction rating. It is the desire of the Board to enhance job creation, work readiness skills, STEM related activities for youth, cement local partnerships, assist in local economic development efforts and tailor training to employers' needs.

### **Strategic Goals**

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary so that jobseekers acquire the skills and credentials that meet the employer's needs.
  - Promote accountability and transparency
  - Provide outstanding customer service
  - Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers
  - Enhanced and streamlined operations
  - Improved access to comprehensive services
  - Improved services to employers and promote work-based training
  - Enhanced workforce services to ensure unemployed and job seekers have access to high-quality workforce services
  - Improve services to individuals with disabilities
  - Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
  - Streamline and strengthen the strategic roles of the LWDB
- (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.

LWDA 16 staff meets with partners on a quarterly basis to leverage funds that are available to mutual customers. A referral process has been put into place between the agencies and LWDA 16. LWDA 16 has worked closely with Vocational Rehabilitation to provide pre-employment workshops to youth with disabilities or barriers to employment. In addition, we work closely with them to assist mutual customers that are currently receiving disability gain employment through the Ticket To Work program.

Regular discussions with core programs' key staff determine how to best coordinate and complement services to ensure jobseekers acquire the skills and credentials needed to meet the employer's needs. Meetings are also held with the business community through the Business



Competitiveness Committee. The BST meets with countless employers on a regular basis and receives input and feedback that is essential in the development of the local plan.

LWDA 16 also partners with Mid Florida Community Services to leverage funds to mutual customers that need training to find sustainable employment. Funds are also leveraged for supportive services. Interagency referrals were developed and LWDA 16 staff, as well as Mid Florida staff, was cross trained in the general eligibility requirements for both organizations.

LWDA 16 will continue to implement and support cross-training for staff as well as for partner programs. We will develop and execute Memoranda of Understanding with core program entities and other key partners that will document agreed to strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers

- (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.

The CEO/President of CareerSource Pasco Hernando meets with the LWDB Chair, the Local Elected Officials (LEOs), board members and business partners on a recurrent basis to obtain feedback on goals and priorities. All state and local performance measures are presented and discussed at committee and Board meetings to ensure satisfactory progress and appropriate correction measures. The CEO/President also meets with the management staff to provide direction in the day to day operational and financial processes needed to meet those goals. The Business Competitiveness Council is scheduled to meet quarterly and also provides input on reaching the local vision, goals and priorities. LWDA 16 will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. LWDA 16 will increase the number of OJTs, EWTs, apprenticeship, work experience and internships for training and job creation purposes. Staff will continue to receive a minimum of 15 continuing education hours annually, be Tier I certified, receive cross training and have goals that tie into performance measures. All programs are monitored internally throughout the year. DEO also monitors finance and programs on a yearly basis as does an independent CPA firm. By having processes and policies in place, LWDA 16 is intent on remaining a high-performing board.

- (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.

LWDA 16 has an Individuals with Disabilities Services Committee that meets on a quarterly basis to discuss the needs of customers within our community. LWDA 16 will meet with core program staff, partner agencies and businesses to leverage resources to improve meeting the needs of customers with disabilities and other population groups protected under the Act. LWDA 16 has also met with

staff from Vocational Rehabilitation to contract to provide pre-employment training workshops for youth with disabilities to enable them to successfully obtain competitive integrated employment. LWDA also participates in the Ticket to Work program to assist those customers that are receiving Social Security Disability, find sustainable employment. LWDA 16 will continue to provide accessibility to employment and training services for individuals with disabilities. The Board is exploring the use of on-the-job training for individuals with disabilities and how they might be able to self-market during their job search effort. This effort is in conjunction with the Individuals with Disabilities Services Committee and its partner agencies.

LWDA 16 will continue to bring together core program and partner staff as well as the business community to integrate services and support to improve services to individuals and youth with disabilities and barriers to employment. We will continue to improve upon the service delivery design by establishing new processes, policies, partnerships, assessments and programs to improve the employment outcome. A more active engagement with businesses will identify the skills support needed by individuals with disabilities. These needs will be communicated to core program staff, partner agencies, education providers, job seekers and state decision makers. LWDA 16 will continue to ensure physical and programmatic access to employment and training, training vendors and our facilities. We will also work to provide more job training opportunities, including OJT, EWT, apprenticeships and work experience. LWDA 16 will increase the number of individuals with disabilities who earn credentials, including high school diplomas, industry-recognized certificates, and two- and four-year postsecondary degrees, that enable them to compete for employment along a career pathway in targeted industries and other high-demand and emerging occupations.

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

The CEO/President of Pasco-Hernando met with the LWDB Chair, the Local Elected Officials (LEOs), board members, representatives of Economic Development, local colleges and universities, community agencies and business partners on a recurrent basis to obtain feedback on the vision and goals. The Business Competitiveness Council provided input on reaching the local vision, goals and priorities. LWDA 16 will continue to solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce and add new goals as needed. The plan process has also provided an opportunity for public comment and input into the development the plan. The plan was made available through a posting on our website, other electronic means and in open meetings to ensure transparency to the public.

- (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)

The CEO/President meets with the LWDB Chair, the Local Elected Officials (LEOs), board members and business partners on a recurrent basis to obtain feedback on performance accountability measures.

State and local performance measures are presented and discussed at committee and Board meetings to ensure satisfactory progress and appropriate correction measures. Staff is given yearly performance goals that directly align with the state performance measures. The state measures include the following:

- Percentage of participants in unsubsidized employment during second quarter after exit
- Percentage of participants in unsubsidized employment during fourth quarter after exit
- Median earnings of participants during second quarter after exit
- Percentage of participants who obtain a postsecondary credential or secondary school diploma within 1 year after exit
- Achievement of measureable skill gains toward credential or employment
- Effectiveness in serving employers

The CEO/President provides direction to the management staff to ensure the day to day operational and financial processes needed to meet those goals are being followed. Input from the Business Competitiveness Council is received after regularly scheduled meetings to ensure goals are in place to meet the needs of our employers and to continue in our efforts to support economic growth and self-sufficiency. LWDA 16 will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. LWDA 16 will increase the number of OJTs, EWTs, apprenticeships and work experience for training and job creation purposes and to support economic growth and self-sufficiency. Although the majority of LWDA 16’s goals relate to the performance accountability measures, the following most closely fall in line with those measures:

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary so that jobseekers acquire the skills and credentials that meet the employer’s needs.
- Enhanced workforce services to ensure unemployed and job seekers have access to high-quality workforce services
- Improve services to individuals with disabilities
- Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
- Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers

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

Common Measures	PY 2015-2016 Performance Goals
Adults:	
Entered Employment Rate	93.10%
Employment Retention Rate	92.40%

Average 6-Months Earnings	\$20,700.10
<b>Dislocated Workers:</b>	
Entered Employment Rate	95.00%
Employment Retention Rate	91.90%
Average 6-Months Earnings	\$17,394.00
<b>Youth Common Measures:</b>	
Placement in Employment or Education	77.90%
Attainment of a Degree or Certificate	95.00%
Literacy and Numeracy Gains	60.75%
<b>Wagner-Peyser:</b>	
Entered Employment Rate	71.88%
Employment Retention Rate	79.00%
Average 6-Months Earnings	\$13,225.00

- (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)

The negotiated performance measures are presented and discussed with sub-committees and the full Board. In past years, those discussions have led to the previous year’s proposed measures. The indicators used by the LWDB to measure performance and effectiveness are: Common Measures, Florida Workforce Integrated Performance Reporting System, Monthly Management Reports (MMR) and EFM reports. The LWDB’s Information Technology staff developed a system of ad hoc queries using the EFM Data Store so that staff may track local performance and direct changes in an effort to improve performance. We also run State created queries based on the MMR on a daily/weekly basis. The efficacy of this system is demonstrated in the 2014-2015 improvement in MMR standings and the Governor’s Daily Placement Report. LWDA 16 staff also monitors programs internally, not only for contracted service providers, but to ensure our own staff is in compliance. The CEO/President meets with the LWDB Chair to discuss previous performance measures as well as with staff. The CEO/President and/or the Sr. VP of Operations also have discussions with the Service Provider regarding any issues that may surface. DEO monitors programs and finance on a yearly basis. LWDA 16 also has an independent CPA company that audits finance and programs annually.

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

LWDA 16’S service providers shall base the accessibility of Workforce Innovation and Opportunity Act (WIOA) services which include intensive services and training services for

employed workers on the below definition of “self-sufficient employment”. The intent of such WIOA funded services and/or training shall be to increase the workers earnings to the level of self-sufficiency.

- For WIOA eligible **employed workers**: Family earnings of 200% or more of the LLSIL (Lower Living Standard Income Level) based upon family size as determined annually by the Department of Labor.
- The **employed worker**, whether served out of Adult or Dislocated Worker funds, must meet all eligibility requirements for the particular program from which they will be served.
- The **employed worker** must also be determined to be in need of these services in order to obtain or retain employment that allows for economic self-sufficiency.
- The participant’s lack of economic self-sufficiency is an eligibility criterion for serving the **employed worker**.
- The requirement to first serve Veterans, recipients of public assistance and other low-income individuals should funds be limited still applies when serving the **employed worker** with WIOA funds.

In LWDA 16 (Pasco and Hernando counties), self-sufficient employment means earning a rate of pay representing:

- For WIOA eligible **adults**: Family earnings of 200% or more of the LLSIL (Lower Living Standard Income Level) based upon family size as determined annually by the Department of Labor.
- For WIOA eligible **dislocated workers**: A worker who has been given notice of lay-off or is laid-off and at time of eligibility determination has income of no more than 80% of the job of dislocation.
- For WT eligible **adults**: Family earnings of 200% or more of the LLSIL (Lower Living Standard Income Level) based upon family size as determined annually by the Department of Labor

## 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

Committees were formed that consist of LWDA 16 staff, core program staff and partner staff. These committees meet on a quarterly or as-needed basis to discuss the coordination of individualized career services to prevent duplication and improve services to customers. During these meetings, each partner gives an overview of the services they offer and provides program updates. Partner staff and LWDA 16 staff work together to create internal referrals, discuss employment and training activities and integration of services to leverage funds among programs while addressing the needs of special populations, drop-out prevention and other needs among organizations. Attendees discuss and determine how to best coordinate and complement service

delivery so that job seekers acquire the skills and credentials that meet employers' needs. LWDA 16 staff and committee members will develop strategies to support staff training and awareness across programs supported under WIOA as well as other key partner programs.

Core programs managed through direct services:

- Labor Exchange services provided under Wagner-Peyser staff
- Trade Adjustment Assistance programs
- Veteran's Employment program
- TANF
- RESEA
- Information and local navigation assistance to DEO's state Unemployment Compensation program

Core programs managed through a contracted provider or partner under MOU:

- WIOA Adult, DW and Youth – Goodwill Industries-Suncoast, Inc.
- Division of Vocational Rehabilitation
- Department of Juvenile justice
- Senior Community Service Employment Program
- Adult Education and Literacy programs under Title II
- Career and Postsecondary Education programs
- TANF program employment and training services to the non-custodian parent through the Non-Custodial Parent Employment and Training program
- SNAP program
- Ticket to Work program

**(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)

LWDA 16 will coordinate planning and service delivery strategies with local economic development organizations and align with current economic development initiatives and strategies to meet the needs of local and regional industries and potential new employers. LWDA 16 will conduct periodic gap analyses in partnership with local economic development agencies through the use of surveys and focus group discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. Pasco Economic Development Council facilitates a series of CEO Roundtables for Target Industries in the region who provide valuable input into workforce development and service strategies. Core programs' key staff will be invited to participate in the discussion with the local employers, review the final draft of the analysis of the survey results, disseminate the final report and work with LWDA 16 to determine what changes, if any, are needed based on this input from

local employers in targeted industry sectors. LWDA 16 will participate in regional workforce committees and task forces convened for the purposes of working to meet the employee needs and training initiatives of employers. LWDA 16 will continue to work with the Economic Development organizations in both counties to expand partnerships and improve communication between the target industry clusters and the workforce development system. LWDA 16's CEO/PRESIDENT is a current member of the Pasco Enterprise Network. Since April of 2010, collaboration meetings were held to develop a plan to coordinate assistance to small businesses and entrepreneurs in Pasco County through the creation of a small business assistance network with "virtual network" components. LWDA 16's CEO/PRESIDENT has been involved in the development and continued meetings. Members of this committee also include the Pasco Economic Development Council, seven Pasco county Chambers of Commerce, Pasco County libraries, PHSC, City of New Port Richey, St. Leo University, Small Business Development, SCORE and the Hispanic Business Initiative Fund. The Pasco Economic Development council, Inc. has a full menu of services for entrepreneurs and people looking to start businesses. These programs include business and entrepreneurship education, business incubation and technical assistance in the form of workshops, classes and mentoring. LWDA 16 also attended the Annual Pasco Economic Forecast Meeting and networking event. The Business Services Team and the management team of LWDA 16 are invited to network and have tables at these events.

LWDA 16 continues to participate as a member of the Lacoochee Industrial Park Committee. There are 90 acres designated as a potential industrial site in the Pasco County/Lacoochee area. The project is being led by Withlacoochee River Electric Company (WREC), the Pasco Board of County Commissioners and the Pasco County School Board. Lacoochee has long been known as one of the poorest sectors of Pasco County. Over half of the residents live under the poverty line. In a newspaper article written several years ago, a WREC representative stated, "It's like stepping into a Third World country". Committee members are hoping to see a drastic change in the community beginning with job creation. At one time cypress trees were shipped from all over the state to be cut in Lacoochee. With that business no longer in existence, the area has declined and is now a high crime area with no water or sewer and houses that are falling apart, many with dirt floors. The Lacoochee Area Redevelopment Corp, working closely with Withlacoochee River Electric Corp, raised money along with funding from HUD and Pasco County. They celebrated the opening doors of a 16,000-square-foot center with a health clinic, a Boys & Girls club with structured afterschool program, a gymnasium, a sheriff's substation, a library, a computer lab and space for job training, and even a stage for performances. It will also serve as the area's only hurricane shelter. Pasco County Community Development has funded the construction of multiple Habitat for Humanity houses in the neighborhood using HUD's Neighborhood Stabilization and HOME funds. It is with great anticipation that LWDA 16 hopes to continue to serve on the committee and assist in any way possible. LWDA staff is now working on a H1B grant proposal that will be submitted to the Department of Labor. This grant will place a great emphasis on the Lacoochee Community Center and providing welding classes for eligible, interested individuals. Staff continues to provide services at the Community Center as needed. The mobile one stop also does site visits when

requested. Pasco County is also embarking on a redevelopment effort in West Pasco known as the Harbors Redevelopment. This effort will include Pasco County, Pasco Economic Development council, the cities of Port Richey and New Port Richey, Pasco county Sheriff Office, Community Redevelopment, Pasco County School Board, West Pasco Chamber of Commerce, Pasco Hernando State College, business community members and neighborhood associations. This redevelopment will include an area of 84 square miles and population in excess of 250,000.

- (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)

LWDA 16 has an extensive history of effective alignment between workforce programs and public secondary and post-secondary institutions and agencies. LWDA 16 will continue to work collaboratively with the local secondary and post-secondary education programs in the community to fully implement the strategic intent of WIOA.

LWDA 16, in close collaboration with Pasco Hernando State College (PHSC) works together to host an annual career fair. LWDA and PHSC staff has volunteered to provide resume assistance and other employability workshops during the career fair as well as to provide placement assistance. Staff has also partnered with PHSC in the application process for numerous grants. We have received and partnered on three grants. The first was the NEG manufacturing grant. LWDA 16 and PHSC staff meets on a regular basis to coordinate efforts to get training and employment for our mutual customers. The second was the H1B Technical Skills Training Grant. The goal of the program was to increase the access and availability of educational and training programs currently available in the region. Working in partnership with PHSC, Bay front Health Spring Hill and Brooksville Regional Hospitals, CSPH has served over 90 participants with 49 completing the Associate of Science Degree in Nursing Program at Pasco-Hernando State College and an additional 6 participants working on obtaining a Master's Degree in Nursing and gaining their Nurse Practitioner Certification at various educational institutions. Participants in this program have earned a total of 65 industry recognized credentials with 35 of those customers completing a degree program being long-term unemployed individuals. The third grant is the Sector Partnership National Emergency Grant which will begin in the spring of 2016. The focus is advanced manufacturing, specifically classroom and on-the-job training in partnership with Pasco-Hernando State College (PHSC) and local manufacturers. CSPH will enroll 24 Dislocated Workers in this program. As part of this grant, participants who pass all four assessments for the 3 week course will receive the Manufacturing Skill Standards Council's Certified Production Technician Certificate (MSSC/CPT), which articulates to 15 credits in the associate degree of engineering technology in the Florida State College system and will be eligible for on-the-job training with an employer



partner. We will continue to increase coordination, collaboration, and information sharing among the region's postsecondary institutions and to increase awareness about career ladders and opportunities in the target clusters among existing and future workers.

LWDA 16's Youth Coordinator focuses on services with our in-school youth in both counties. Working closely with both the Hernando and Pasco County School Boards and Pasco Hernando State College, the Youth coordinator has arranged for various employers to speak to the youth about their businesses and the types of training they may need. Some of the guest speakers include the Ironworkers Union, Supervisor of Elections and a CPA firm to name a few. The Youth Coordinator works closely with the Department of Juvenile Justice, Paxen Learning and Eckerd Youth. Youth throughout both counties have been given the opportunity to tour various businesses and manufacturing sites including the Dade City Courthouse, Artix Entertainment and PHSC. Apprenticeships and internships are high on the list of priorities for the Youth Coordinator and currently has active internships and apprenticeships going with Monster Transmission and the Ironworkers Union. In coordination with PHSC, LWDA's Youth Coordinator has started a new project. It is called the Career Prep Program. By partnering with the schools and colleges, duplication of services is at a minimum.

Our newest project is job shadowing videos. LWDA 16 Youth Coordinator and another staff member have been busy filming employers so that our youth will understand more of what type of education and training is needed to work with that specific company. It is also a good way to bring services to youth and other individuals with disabilities or barriers to employment.

Our WIOA Youth provider continues to work with Out of School Youth (OSY) and has active internships with many area employers. It is a true success when one of the interns finds sustainable employment at the worksite.

- (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)

Supportive services are provided through several programs in the local area. The Temporary Assistance for Needy Families (TANF) provides transportation, childcare, personal and family counseling (must be approved by the Program Manager or designee) and medical services that are necessary but not covered by Medicaid. In addition, it will also cover education and training as well as student fees. Gas card and bus passes are also given. LWDA 16 has operational policies and procedures to direct issuance and coordination of transportation and other supportive services. A participant budget is created and maintained as per allowable levels of services for non-transportation services tracking annual issuance. Part of the developed procedure is monthly or quarterly review of program issuances, participant budgets and program resources to manage overall delivery of services and maintain coordination.

Referrals are given to our partner agency, Mid Florida Community Services. Working closely with Mid Florida allows LWDA 16 to leverage funds. Services provided by Mid Florida include educational assistance, vocational training, rent/mortgage assistance, energy assistance and food assistance. In addition, Mid Florida will assist with childcare, medical and financial literacy.

LWDA 16's Mobile One Stop travels to remote locations throughout both counties to bring services to those remote areas where no public transportation is available.

LWDA 16 is also a participating member of the Pasco County Transportation Board. This ensures that workforce development representation is present to address the needs and issues facing our customers. It also provides us with the opportunity to provide input on budget issues facing public transportation needs in our community, as well as service delivery.

- (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)

Wagner-Peyser (WP) has been co-located in LWDA 16, long before it was mandated under WIOA regulations. LWDA 16/DEO staff provides WP services on a daily basis and have been trained to deliver those services to avoid duplication of services and to provide improved, coordinated service delivery. LWDA 16, in partnership with the state agency, the Department of Economic Opportunity (DEO), provides employment services through the one-stop system under the Wagner-Peyser Act. Funding for state employees is provided through DEO as well as oversight of human resources and policy guidance in the delivery of WP employment services. LWDA 16's management have the authority to hire and fire staff upon receiving approval from DEO, train state employees and supervise all day-to-day functions along with the delivery of WP services within the one-stop centers in coordination with all other programs and services.

LWDA 16 has operational policies and procedures for the delivery of programs and program services to include WP employment services under the Wagner-Peyser act. Staff training and development is seamless across board, partner and state staff. All staff manages and tracks delivery of services through a single integrated state management system, Employ Florida Marketplace (EFM), which captures staff-assisted and self-services through labor exchange. One central MIS system strongly supports coordination and reduces duplication of services. LWDA 16's central document management system, ATLAS system, helps support participant record retention promotes coordination of services and reduces duplication of services.

All three of LWDA 16's one-stops provide universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need. LWDA 16 provides a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants including work test requirements, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs. Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. The system also provides specialized attention and services to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

All staff is required to obtain a Tier I certificate within six months of being hired. Staff is given access to online training modules that covers topics including the history of workforce, an overview of workforce programs, customer service and various job placement techniques. Once the modules are completed, staff must then take and successfully pass a comprehensive exam to demonstrate their proficiency in assisting job seekers and employers. Staff is also required to complete 15 hours of continuing education on an annual basis.

- (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)

LWDA 16 has staff from the Hernando County School Board's Literacy Program in the one-stop center on a regular basis. An internal referral system is used to refer interested customers to services that are provided. Services provided are:

- Focusing on developing all students' literacy and numeracy proficiencies and emotional wellbeing through consistent use of evidence-based instructional practices
- Closing academic proficiency gaps between low-performing and high-performing student populations and schools
- Providing equitable funding and resources to maintain quality programs and services that support increased success for all students and school improvements

- Developing and improving comprehensive early-warning systems that work proactively to identify and provide supports for students at-risk for poor performance, failure or dropping out of school
- Soliciting and evaluating input and support from a diverse range of relevant stakeholders prior to implementing new programs and continuing existing programs

The term "family literacy activities" means activities that are of sufficient intensity and quality, to make sustainable improvements in the economic prospects for a family and that better enable parents or family members to support their children's learning needs, and that integrate all of the following activities:

- Parent or family adult education and literacy activities that lead to readiness for postsecondary education or training, career advancement, and economic self-sufficiency.
- Interactive literacy activities between parents or family members and their children.
- Training for parents or family members regarding how to be the primary teacher for their children and full partners in the education of their children.
- An age-appropriate education to prepare children for success in school and life experiences

The adult education system provides academic instruction and education services below the postsecondary level that increases an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its equivalent. In Pasco County, LWDA 16 works closely with the Principal of Fred K. Marchman Technical College Adult to determine local high-wage high-demand careers for developing career pathways. Fred K. Marchman Technical College provides student-centered learning guided by the needs of business to provide knowledge and skills necessary for today's workforce. In addition, Marchman offers technical programs, high school programs, GED and ESOL as well as underage GED preparation. LWDA 16 is working together with the Principal of Marchman in an effort to coordinate services to customers and perhaps co-locate on an itinerant basis. LWDA 16 provides job placement assistance and employability skills training to interested students. LWDA 16 staff and management of Marchman are currently working together to develop an internal cross-referral system and sharing of outcomes. A link to Employ Florida Marketplace has been added to Marchman's website.

Title II of the Workforce Innovation and Opportunity Act legislation requires the local workforce board to coordinate with adult education providers, including reviewing applications from eligible adult education providers to determine whether they are aligned with the local plan and make recommendations to the state agency administering adult education on promoting alignment. WIOA legislation also requires a partnership among the Federal Government, States, and local workforce development boards to provide adult education and literacy activities. The primary goals outlined in WIOA for Adult Education includes:

- Assisting adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency
- Assisting adults who are parents or family members to obtain the education and skills that—
  - Are necessary to becoming full partners in the educational development of their children; and
  - Lead to sustainable improvements in the economic opportunities for their family;
- Assisting adults in attaining a secondary school diploma and in the transition to postsecondary education and training, through career pathways; and

English language acquisition program.--The term "English language acquisition program" means a program of instruction to:

- designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language
- and leads to:
  - attainment of a secondary school diploma or its recognized equivalent
  - and transition to postsecondary education and training or employment;...

Outlined below are additional services that Adult Education provides to the workforce development system and One-Stop Career Center:

- Printed information about the educational services available
- Assistance to participants in obtaining available financial aid information and make appropriate referral
- Referrals for GED preparation and testing
- Information on nontraditional career opportunities
- Information on youth and adult apprenticeship programs
- Information on special events focusing on career exploration
- Information to Career Center staff on educational and training opportunities

**(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 (29 U.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.

Each Memorandum of Understanding (MOU) contains provisions describing services to be provided through the one stop delivery system following WIOA guidelines. Each MOU contains a description of how services are coordinated and delivered, how the costs of delivering services will be funded

(including cash or in-kind contributions or funding received through other alternative options). Also included, the MOU will cover funding of infrastructure costs, methods of referrals between partners and methods to ensure the needs of workers and youth with barriers to employment, including individuals with disabilities.

## 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)

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.

All core programs are included the one-stop delivery system. The entire one-stop system, operated by LWDA 16 provides access to core programs and other required partners. Each one-stop provides in-house access to Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Division of Vocational Rehabilitation, Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). In addition to the core programs, access is provided to partner programs. These are the foundations for all other services generated from LWDA 16. These activities ensure low-income and low-skilled workers have as great or greater access to services whether funded by WIOA formula funds, TAA, WP, SNAP or TANF. The first point of contact for all universal customers will be our Resource Room where staff are trained to assist customers with high-quality career services, education and training as well as supportive services to assist them with finding and retaining good jobs and by doing so, helping businesses find and retain skilled workers.

Partner programs that are located in the centers (either full or part time) are Title I/Career and Technical Education (CTE), Community Services Block Grant (CSBG), Local Veterans Employment Representatives (LVER), Disabled Veterans Outreach Program (DVOP), Senior Community Service Employment Program (SCSEP), Temporary Assistance for Needy Families (TANF) and Trade Adjustment Assistance (TAA), Ticket to Work Program (TTW) and Unemployment Compensation programs. Job Corps, YouthBuild, Native American Programs and Migrant Seasonal Farmworker Programs do not operate in Pasco and Hernando counties. Referrals are currently given to Job Corps, HUD and National Farmworkers Job Program while continuing to reach out to other required partners. CSPH also has a link on the [www.careersourcepascohernando.com](http://www.careersourcepascohernando.com) website to Job Corps and Native American Programs. CSPH has an MOU in place with the National Farmworkers Program that operates in Hillsborough County. Staff is currently working with correctional agencies and DJJ to coordinate activities relating to the reentry of individuals returning from incarceration into the community (Second Chance Act). CSPH also partners with the Pasco County Housing Authority and currently has an MOU and referral system in place.

The following partners are co-located in the one-stops and pay a proportionate amount of infrastructure costs.

- WIOA Dislocated Worker - WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
- WIOA Adult - WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.
- WIOA Youth - WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
- Division of Vocational Rehabilitation – Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual’s disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.
- Wagner-Peyser – WP, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.

Other co-located partner programs include:

- Temporary Assistance to Needy Families – co-located – proportionate share of costs
  - Local Veterans’ Employment Representative – co-located – proportionate share of costs
  - Disabled Veterans’ Outreach Program – co-located – proportionate share of costs
  - Senior Community Service Employment Program – co-located – nonpaying partner with in-kind support
  - Trade Adjustment Assistance Programs – co-located – proportionate share of costs
  - Unemployment Compensation Programs – co-located – proportionate share of costs
  - Hernando County School Board Title I Literacy Program – once or twice a month – nonpaying partner
- B. Identify any non-required partners included in the local one-stop delivery system.
- Gulf Coast Jewish Family & Community Services – co-located – proportionate share of costs
  - Lutheran Services – co-located – proportionate share of costs
  - VITA (Volunteer Income Tax Assistance) Program – weekly - January through April – nonpaying partner

- Mid-Florida Community Services – once a month – nonpaying partner – provides supportive services and training to mutual customers
- Tobacco Free Florida – monthly – contract with TFF to receive payment for referrals
- Supplemental Nutrition Assistance Program – co-located – proportionate share of costs

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).

**Attachment C – executed and draft MOUs**

**(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)

Over the years we have worked with various community and faith-based organizations to train staff on how to best provide services to targeted populations. Partner agencies that assist customers with disabilities are only a phone call away in most instances. Several of these agencies are Division of Blind Services and Division of Deaf Services. Vocational Rehabilitation is co-located in all of the region’s one-stops and interacts daily with customers with disabilities. Our one-stops are monitored internally by LWDA 16 and Vocational Rehabilitation staff for ADA compliance. In addition, the one-stops were monitored for compliance by the state and federal government. In order to ensure the highest level of service we have invested in various assistive technologies for our resource rooms. We have purchased computers that have Jaws and other software that will assist customers, whose sight is impaired, TTY phones for hearing impaired customers, computers loaded with information to connect customers to a translator, a ball mouse for customers with disabilities and adjustable height track tables that will raise or lower to accommodate wheel chairs. We also provide printed materials that describe specialized services to targeted populations. Other co-located partners include Lutheran Services, Experience Works and Gulf Coast Jewish Family and Community Services. Each actively participates in one-stop partner meetings. Our whole operation is geared to providing the very best service to each of our customers, including individuals with disabilities and barriers to employment. Each Resource Room has a BST member permanently located to assist our business customers with their employment needs.

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



By working with core and mandatory program partners, community and faith-based organizations, LWDA 16 has been able to incorporate a universal design to best provide services to any individual that walks through the doors. The first step was to make the design appealing to all users while accommodating a wide range of individual preferences and abilities. For example, the accommodation of right or left handed access and use, assessments that can be completed online or through an in-person interviewing process and resource materials available in places and heights that are highly acceptable, to name a few. Trainings and workshops present information verbally and in writing and also by incorporating graphics to illustrate the information being provided. Adjustable tables and chairs have been provided in the Resource Room and classrooms. All one-stops are ADA compliant and have wheelchair ramps located outside the main entrances in each building. Each one-stop also has an automatic door opener.

Upon entering the one-stop, all customers are welcomed and advised that staff is available to assist if needed. Staff is cross-trained in the general eligibility of all programs that are co-located within the one-stop in an effort to make the visit as pleasant as possible and to avoid duplication of services. Signs are clearly visible directing customers to the requested services. Customers have the option of visiting a one-stop in person, communicating via telephone, email or live chat and virtually through our online orientations and workshops. All three one-stop locations have access to public transportation. LWDA also has a calendar of events that can easily be accessed online. These workshops and events are available to universal customers.

- 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)

LWDA 16 staff operates the Mobile One Stop, a self-contained resource room on wheels with twelve computer stations; satellite Internet and telecommunications; printing, copying, and total mobility. The Mobile One Stop travels to remote locations within the region to bring services to customers that may not otherwise be able to access our services.

Employers can use the Mobile Unit to anchor employee on-site recruitment efforts, job fairs, testing and training. Job Seeking customers can search for work, create and print resumes, access local and statewide job listings, and receive referrals to and information about the programs offered by LWDA 16. The MOS is also available for Disaster Assistance, if needed. In recent years a state of disaster was issued for Pasco and Hernando counties. LWDA 16 staff traveled to remote locations to assist the Federal Emergency Management Agency (FEMA) and disaster affected individuals and employers.

Last year, LWDA 16 was also awarded an additional Veteran position. This new position is co-located at two of the local colleges, Pasco Hernando State College and Rasmussen College. This veteran position has been out stationed to serve Veteran customers with the assistance they need to further their educational and job seeking opportunities.

Virtual workshops to assist all universal customers can be easily accessed at our website: [www.careersourcepascohernando.com](http://www.careersourcepascohernando.com). There are a variety of workshops offered on a daily basis. Thanks to the Workforce Innovation Grant, new software was purchased that expanded the capacity of each virtual workshop. LWDA 16 also applied for and was awarded the H1B grant in the amount of 1.8 million dollars. This grant focused on the Healthcare Industry and provided skills upgrades to customers that were currently working in the Healthcare Industry. LWDA 16 is currently researching interactive software and associated costs so that Board Members and the business community can become more actively involved in partner meetings, Business Advantage Seminars and planning, to name a few.

In addition to the aforementioned virtual services that are available to LWDA 16 employers and jobseekers, the Employ Florida Marketplace (EFM) is available 24 hours a day, seven days a week. The EFM website at [www.employflorida.com](http://www.employflorida.com) provides access at to employment opportunities, resume-building resources and many other services. The Florida Abilities Work portal is available at [abilitieswork.employflorida.com](http://abilitieswork.employflorida.com). The micro-portal is housed on the EFM website. The portal was specifically designed to provide resources to persons with disabilities and to assist employers who are interested in hiring.

- (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)

Workforce has a number of programs and activities offered to individuals that touch the workforce system. Creating one-stop centers that are implementing and transitioning to an integrated, technology-enabled intake and case management process will allow for programs to be carried out effectively and expand on partnerships in our communities. The workforce system is a very complex system of required interactions between case managers and individuals seeking services in the one-stop centers. One-stop centers also collaborate with community agencies and partners to serve as a seamless system to provide job seekers with the highest level of services and resources.

One way that LWDA 16 has worked toward transitioning and implementing a more technology – enabled intake process is by utilizing a web-based portal system that allows individuals to access one main website and then transition to various websites within the one-stop integrated system. Some of the components utilized on the website allow individuals the opportunity to conduct job searches, orientations, electronic intake, electronic signatures, and ecourses. This means that the individuals we serve can actually apply for benefits online, meet work requirements online and lessen the burden and hardships that can create a stressful experience and is possibly time consuming. By permitting individuals to conduct online internet based applications and fully utilizing technology, it allows for an expanded pathway that is cost effective and allows LWDA 16 to collaborate with partner agencies in a more efficient timeframe. When systems being utilized have capabilities of interfacing with each other, such as the State of Florida DCF eligibility system and the One Stop Service Tracking system for cash and food stamp benefits, it not only allows individuals to

apply and participate 24/7 but is also effective for case managers. When two or more systems can interface on a nightly basis, productivity never stops and actions can be taken on through an automated process that is effective and reduces the amount of clerical work to be completed by case managers.

One of our continuous improvement pieces in our one-stop centers is creating e-courses that are web-based and accessible 24/7 from our website. This allows individuals access to technology based systems and deliver courses and materials that will provide and improve skills and abilities to seek employment. For example, we have created presentations that are voiced over that cover How to Write a Winning Resume, Dress for Success, Nail That Interview, and even Improving Social Skills. These e-courses have voice capabilities and provide the job seeker with a certificate of completion. These e-courses are offered to all programs and universal job seekers to help coordinate the seamless approach amongst programs and investing in those served in our centers.

**(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)

Once guidance is received, LWDA 16 staff will prepare draft outline(s) of the services to be provided. These needs will be presented to the Local Workforce Development Board or Executive Committee. The LWDB/Executive Committee will review, amend and approve the needs outline. A complete Cost/Price Estimate must be completed prior to release of the RFP. A cost or price analysis will be performed in connection with every procurement action including contract modifications. To ensure a reasonable and fair price is negotiated for a service, consideration will be given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once the outline is approved, the staff will prepare a solicitation package which contains detailed RFP requirements for the service(s) specified in the outline. That full RFP solicitation will be presented to the LWDB or Executive Committee for review and approval. When approval is given, staff can advertise to solicit responses.

If time permits, staff may advertise for potential providers to establish a list of interested respondents to which an RFP would be sent. This procedure can be implemented in the same manner as a specific RFP solicitation. It would establish a list of "eligibles". If such a list as mentioned above is not established, LWDA 16 will, or, in addition to the above list, LWDA 16 may, for at least one weekend, solicit responses to specific RFPs by advertising those RFPs in local area newspapers for one day. Such advertisements will be followed by a period of at least one month (30 calendar days) during which respondents may develop their proposals. This thirty-day period may be waived/decreased by the LWDA 16 in instances where such a time would cause a lack of services to meet an immediate need. One example of such a situation, but not meant to be limiting or all inclusive, would be one involving a plant closing or layoff.

LWDA 16 staff, along with an Ad Hoc Committee made up of LWDB members or partners, will be assigned by the CEO/President to review and rate the proposals in accordance with criteria established in the RFP. Those individual ratings will be averaged and combined into a Committee report which will be made available to the Committee for their review and selection of one-stop operator to be recommended to the LWDB/Executive Committee for its final approval. A cost price analysis will be part of the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

**Records Maintenance:** Records sufficient to detail the significant history of a procurement to include, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

**Protest Procedures:** Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

**Negotiation with Governmental Agencies and Institutions -** A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought. LWDA 16 may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the LWDB.

For both informal procurement and formal procurement actions, the basis of awarding contracts shall be: Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing.

If an organization is not chosen as the designated one-stop operator, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB/Executive Committee meeting, at which staff recommendations are presented, (date, time and location of meeting is included in the RFP Package) Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the ED. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

- (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)

All three one-stop centers in Pasco and Hernando counties are physically and programmatically accessible to all customers, including individuals with disabilities. LWDA 16 uses pictorial, written, verbal, and tactile modes to present information for customers with disabilities or limited English proficiency. Each center provides clear lines of sight to information for seated or standing users as

well as providing necessary accommodations. Our one-stop centers are ADA compliant and provide adequate space for the use of assistive devices or personal assistants. Each one-stop center uses assistive technology and flexible business hours to meet the range of customer needs. LWDA 16 has a focus on business engagement and customer service.

Outstanding customer service is a major priority in LWDA 16. Staff is courteous, polite, responsive and helpful to every individual that accesses the Resource Room. Resource Room staff is in the process of being cross-trained in the basic eligibility requirements for programs co-located in each one-stop. Cross-training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. LWDA 16 staff provides customers, including those with disabilities, as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options. LWDA 16 staff is routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.

LWDA 16 provides virtual service delivery for those individuals that cannot physically access a one-stop. Individuals can access services at home, or through community partners such as libraries, community and faith-based organizations or other partner agencies.

LWDA 16 one-stop centers reflect a robust partnership among partners through integration and co-location that seamlessly incorporates services of the core partners and other one-stop partners. One of the next focuses of LWDA 16 will be to look at having staff that perform similar tasks serve on teams. Our goal is to serve all customers through a seamless delivery system. LWDA 16 will follow the guidance issued by the State for our centers to become certified and maintain that certification to ensure continuous improvement, access to services (including virtual access), and integrated service delivery for job seekers and employers.

LWDA 16 will continue to use Florida's common identifier (CareerSource) and branding standards so job seekers that need employment or training services and employers that need qualified workers can easily find our local centers. LWDA 16 will encourage state and local organizations responsible for core programs and other key partner programs to dedicate funding for infrastructure and other shared costs if co-location space is available and joint programming is a possibility.

## 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)

LWDA 16 has formed strong partnerships with core program and other workforce development programs, including partnerships with Vocational Rehabilitation and Career and Adult Education. LWDA 16 has core and program partners are co-located both physically and through website linkages in all three one-stop centers. Physically co-locating in the LWDA 16 one-stop is not new to Vocational Rehabilitation (VR). VR has been co-located in each of the LWDA's one-stops for many years prior to becoming a mandatory program partner. VR offers services for adults (and youth, if needed to achieve job goals) that include vocational and other assessments to help a job seeker best define their job goal. VR staff works in partnership with LWDA 16 to develop workshop materials for cross-training staff members. VR also pays a proportionate amount of the infrastructure costs in each of the three one-stop centers. Goodwill Industries-Suncoast is the service provider for WIOA Adult, DW and Youth services. Wagner-Peyser services are provided at each career center. Knowledgeable staff provide services to include referrals, resume critique and assistance, employability skills workshops (in person or online), application assistance and a variety of other services. Partners from Career and Adult Education work in a close partnership with LWDA 16. Although not physically located at the one-stop, staff comes to the one-stops on a regular basis to provide services to our mutual customers and attend partner meetings. They also have linkages to our services on their website. Pasco County Adult Education and LWDA 16 have entered into discussions concerning the possibility of having a satellite office at Fred K. Marchman Technical College. LWDA 16's leadership has also established partnerships with Suncoast Technical Educational Center – the venture of the Hernando County School Board to develop a career and technical education school to answer the demand for skilled workers in Hernando County and beyond. Staff sits on its advisory committee as well on the welding program oversight committee.

As grant opportunities arise, we will continue to work closely with Pasco Hernando State College to explore the training side of the equation. In addition, LWDA 16 has a Youth Coordinator that is in continuous contact with the upper management of both Pasco and Hernando counties schools. The coordinator works closely with instructors, placement counselors and guidance counselors to coordinate site visits to area employers to bring in guest speakers and place graduating youth in internship and apprenticeship programs. The Youth Coordinator works with instructors to coordinate work-based learning and employability skills activities. The Youth Coordinator is a member of various educational committees, including those that focus on youth with disabilities and barriers to employment. Experience Works is co-located in all three one-stops and supplies staff to assist in the one-stops. Temporary Assistance to Needy Families and Supplemental Nutrition Assistance Program are both services provided under the direction of LWDA 16. Not only are services provided in all three one-stops, itinerant locations and new partnerships are being formed, to bring these services to customers that simply cannot get to our one-stop locations. Trade Adjustment Assistance services are provided by DEO staff under the direction of LWDA 16.

**(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)

LWDA 16 staff will prepare draft outline(s) of the needs it feels should be available in the local area according to WIOA guidelines. These needs will be presented to the LWDB. The LWDB will review, amend and approve the needs outline. A complete Cost/Price Estimate must be completed prior to release of the RFP. A cost or price analysis will be performed in connection with every procurement action including contract modifications. To ensure a reasonable and fair price is negotiated for a service, consideration will be given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once the outline is approved, the staff will prepare a solicitation package which contains detailed RFP requirements for the need(s) specified in the outline. That full RFP solicitation will be presented to the LWDB/Executive Committee for review and approval. When approval is given, staff can advertise to solicit responses.

If time permits, staff may advertise for potential providers to establish a list of interested respondents to which an RFP would be sent. This procedure can be implemented in the same manner as a specific RFP solicitation. It would establish a list of "eligibles". If such a list as mentioned above is not established, LWDA 16 will, or, in addition to the above list, LWDA 16 may, for at least one weekend, solicit responses to specific RFPs by advertising those RFPs in local area newspapers for one day. Such advertisements will be followed by a period of at least one month (30 calendar days) during which respondents may develop their proposals. This thirty-day period may be waived/decreased by the LWDB in instances where such a time would cause a lack of services to meet an immediate need. One example of such a situation, but not meant to be limiting or all inclusive, would be one involving a plant closing or layoff.

Staff, along with an Ad Hoc Committee made up of LWDB members or partners, will be assigned by the CEO/President to review and rate the proposals in accordance with criteria established in the RFP. Those individual ratings will be averaged and combined into a Committee report which will be made available to the appropriate LWDB Committee for their review and selection of service providers to be recommended to the LWDB/Executive Committee for its final approval. A cost price analysis will be part of the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

**Records Maintenance:** Records sufficient to detail the significant history of a procurement to include, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

**Protest Procedures:** Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought. LWDA 16 may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the Board.

For both informal procurement and formal procurement actions, the basis of awarding contracts shall be: Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing.

If an organization is not chosen to receive a sub grant or contract, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB /Executive Committee meeting, at which Staff Recommendations are presented, (date, time and location of meeting is included in the RFP Package) Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

- (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)

LWDA 16 undertook the mission of providing greater access to its employment and training services by expanding its online presence in 2012. Under a Workforce Innovation Fund Grant from the United State Department of Labor, LWDA 16 automated and digitized information and workshops to enable anyone with internet access the ability to use our services. These efforts included bi-lingual video presentations covering access to WIOA, Wagner-Peyser, SNAP, RESEA (formerly REA) and Temporary Assistance to Needy Families programs. USDOL recognized these efforts as best practices in 2015 and the LWDB continues its commitment to expand and automate entry into LWDA 16 services. Using technology to remove barriers and enhance access to services makes a huge difference to numerous customers. These automated services can allow for seamless, universal, and remote access to education, training and other workforce development services. By virtually serving customers, staff is freed up to perform other services.



In addition to the expansion of access through the internet, LWDA 16 partners with agencies and organizations that serve individuals with disabilities, including having leaders of these organizations serve as an LWDB member. The Individuals with Disabilities Services Committee was designated to explore expanding opportunities for these specific communities to include OJT, EWT, internship and apprenticeship opportunities. LWDA 16 staff participates in the on-going effort to find grants and other funds to serve specific populations. In early 2016, LWDA 16 will be exploring special projects for offenders and youth age 17-29 facing barriers to further reach employment seekers within the region.

The BST works with numerous employers to provide a better understanding of the services available, whether filling a vacant position or ensuring their employees have the industry specific skills needed to retain their positions.

LWDA 16 has staff assigned to work with different educational entities, most often career & technical schools and local state colleges, as they work to develop curriculum in response to employer needs. The goal of this effort is to identify new training programs that coincide with in-demand and targeted occupation. In combination, management staff meets with the economic development entities in the two counties including Chambers of Commerce, to recruit new employers and industries to the region.

LWDA 16 will align adult and youth career pathway programs using an updated career plan that will allow the individual job seeker to identify and define career goals and postsecondary plans and to make informed decisions regarding course selection and other educational requirements that will lead to industry-recognized credentials for in-demand jobs. Whenever possible, customers are co-enrolled in core programs.

- (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)

All ITAs are aligned with demand occupations as defined on the targeted occupation list (TOL) – either occupations identified locally or those set forth by the Department of Economic Opportunity. Current policy requires all ITAs to be aligned with occupations on the local TOL. Additionally, the TOL is annually reviewed and subject to edit as economic conditions change. Current key industry sectors of Healthcare, Information Technology, and Manufacturing are well represented on the regions list. LWDA 16 will, during the process of budgeting funds, establish our local targeted occupations list and approve training vendors for occupational skills training that lead to recognized credentials, giving priority to programs that are aligned with local targeted in-demand industry sectors and/or occupations in those sectors. LWDA 16 will identify and focus on existing active training consortia and industry partnerships that could be expanded to meet the needs of local employers, workers and job seekers through an enhanced sector partnership.

## Industries Gaining the Most New Jobs

### Workforce Development Area 16 - Hernando and Pasco Counties

Industry			Employment			2015 - 2023 Change	2014
Rank	Code	Title	2015	2023	Total	Percent	Wage
1	621	Ambulatory Health Care Services	11,764	14,708	2,944	25	\$57,427

2	722	Food Services and Drinking Places	15,715	18,074	2,359	15	\$15,297
3	930	Local Government	20,414	22,741	2,327	11.4	\$40,380
4	238	Specialty Trade Contractors	7,374	9,542	2,168	29.4	\$32,976
5	623	Nursing and Residential Care Facilities	5,790	7,002	1,212	20.9	\$29,553
6	561	Administrative and Support Services	6,814	8,001	1,187	17.4	\$25,114
7	622	Hospitals	7,103	8,164	1,061	14.9	\$48,995
8	540	Professional, Scientific, and Technical Services	5,279	6,308	1,029	19.5	\$45,625
9	452	General Merchandise Stores	7,281	8,072	791	10.9	\$20,355
10	624	Social Assistance	2,732	3,284	552	20.2	\$23,287
11	610	Educational Services	2,433	2,960	527	21.7	\$38,660
12	236	Construction of Buildings	1,522	1,978	456	30	\$30,737
13	237	Heavy and Civil Engineering Construction	1,536	1,968	432	28.1	\$45,541
14	445	Food and Beverage Stores	6,282	6,675	393	6.3	\$20,531
15	441	Motor Vehicle and Parts Dealers	3,521	3,876	355	10.1	\$45,301
16	444	Building Material and Garden Supply Stores	1,988	2,308	320	16.1	\$26,799
17	327	Nonmetallic Mineral Product Manufacturing	767	1,025	258	33.6	\$47,575
18	531	Real Estate	1,596	1,820	224	14	\$30,662
19	813	Membership Associations and Organizations	3,105	3,320	215	6.9	\$21,417
20	446	Health and Personal Care Stores	2,210	2,418	208	9.4	\$38,573

**(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)

The LWDB works diligently with key industry partnerships by participating on educational committees, developing industry specific jobs fairs, and sitting on community development boards identifying sectors of industry most advantageous for the region and its residents. LWDA 16 staff and leadership sit on transportation and housing committees throughout the region and have a special partnership with the two economic development entities (Pasco Economic Development Council & Hernando County Office of Business Development). On an ad hoc basis the LWDA 16 has teamed with these two groups to pursue specific employers and have been very successful in efforts to land manufacturing employers to the region.

- (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)

The LWDB annually develops a targeted occupation list (TOL) using labor market information provided by the State of Florida's Department of Economic Opportunity. To meet the threshold of the list, occupations must historically show openings of ten (10) or more per year and have a Mean Wage of \$13.52/hour and Entry Wage of \$11.00/hour. In addition, industries and training providers may request addition of other occupations if they can show both the necessary demand and the required wage levels. Such additions are then approved or disapproved by LWDB (full or committee) action. This system produces a very open list of consideration for customers and ensures occupations are in demand and paying sufficient wage. The Targeted Occupation List includes occupations in demand in the State of Florida that may not be 'in demand' locally. These occupation are denoted on the TOL with an 'S' designation. This allows LWDB customers to choose occupations and their related training from other areas, as long as a demand is established statewide.

- (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;
- B. Specific focus on the skill needs of targeted industry sectors important to local, regional, or state economies and reflective of the active engagement of businesses;

LWDA 16 will promote more active engagement with the business sector to identify the skills and support that workers need and to better communicate these needs to the core programs' staff, other key partners, education and training providers, job seekers, and state decision-makers. LWDA 16 will continue to encourage and facilitate the engagement of local employers, including small businesses and employers in targeted industry sectors. The region is divided into designated geographical areas based on employer location and designated industry sector in order to serve all employers within the region. The BST's have contact with employers on a daily basis. Veteran services staff work together with this team to provide the most comprehensive and highest quality of service for the employer. The region has also established a single point of contact assigned to each employer which allows for a uniform service delivery system for employers. Employer packets containing brochures and information on listing job orders, training programs, and WIOA training are provided to employers. Options of self-service through The Employ Florida Marketplace (EFM) system or working directly with a BST member is discussed to best meet each employers staffing needs. All visits are followed up by phone calls or emails.

The Job Hub staff and BST are the primary contacts for employers in the region. The BST will deliver employers services through onsite visits, email or phone contact depending on each situation and need. The Job Hub staff will have only email and phone contact; however there are rare

occurrences when employers visit LWDA 16 and discuss their business needs face to face with the Job Hub staff. Job orders are obtained by the BST and Job Hub staff. After obtaining the job order, it is posted by the Job Hub staff. If any employer in the region needs to post a job order, the BST or Job Hub will assist. Job orders are obtained from all industry sectors to including manufacturing, healthcare, retail, IT, and agriculture in an effort to obtain job orders for veterans, MSFW, and other job seekers, including those with disabilities and barriers to employment. LWDA 16's BST provides outreach to all employers within the Pasco and Hernando county region. The business outreach provided to the business industries in Pasco and Hernando counties includes agricultural. Agricultural employment in Pasco and Hernando is minimal. LWDA 16 does not have a significant number of MSFWs in the region and none of the one-stops are designated as significant one-stops. LWDA 16 complies with 20 CFR 652.207, in providing those labor exchange services to all employers and job seekers, including Reemployment Assistance (RA) claimants, veterans, migrant and seasonal farmworkers, and individuals with disabilities.

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

LWDA 16 will place a priority on and budget funds for demonstrated effective work-based strategies that meet employers' workforce needs, including on-the-job training, employed/incumbent worker training, registered apprenticeship, and paid work experience. Through allowable use of local funds, LWDA 16 will incentivize local employers with increased reimbursement rates to meet their workforce needs and offer opportunities for job seekers and workers to learn new skills. LWDA 16 will explore developing and delivering innovative workforce development strategies for area employers, as allowed by WIOA, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credentials, apprenticeship, and other effective initiatives for meeting the workforce needs of local area employers, workers and job seekers. LWDA 16 will continue to promote the use of industry and sector partnerships to address the workforce needs of multiple employers within an industry.

Other services offered to all employers include:

- Access to Employ Florida Marketplace
- Assessments & Testing
- Business Seminars
- Career Fairs
- Easy & Convenient Job Postings
- Employee Training Grants
- Labor Market Information
- Recruitments
- On-The-Job Training Grants
- Internship/Candidate Matching
- Work Experience Program
- Networking

- On-site Interviews
- Pre-screening Candidates for Available Positions

B. better coordinate workforce development programs and economic development; and

LWDA 16 has a strong relationship with our local economic development organizations in both counties. Through those relationships business owners that are in need of services are referred to LWDA's Business Services Team (BST). Employers are frequently provided updated information on new and current programs, economic development updates, and community events that are employer focused. The BST will also give employers a referral to Economic Development if their assistance is needed. The BST has worked in coordination with our Economic Development partners to host recruitments for new employers that were considering moving to the area. Surveys are shared between the organizations that indicate services that are needed in the business community. LWDA 16 provides both Economic Development organizations with current labor market information and available training funds, when requested. The Hernando County Office of Business Development and the Pasco Economic Development Council work closely with the BST to develop strategies and provide information on new and prospective businesses and assist with various events.

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

Each Resource Room in the three, full-service one-stop centers is equipped with computers that are available to our universal customers. Individuals that are interested in filing a claim can connect to the state's RA claims and benefits system to complete an online application and work registration. Staff is available to assist customers with general computer and unemployment application questions.

For the long-term unemployed and those who have exhausted their Unemployment Insurance (UI) to the newest UI claimant, re-employment services include the full scope of services available. These services are offered to all customers in LWDA 16. Services include the use of computers, faxes, job-search and referral to qualifying positions, as well as referral to all available, appropriate services needed to assist customers in returning to work, which include participation in local skills workshops provided at all three one-stops.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RSEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EFM and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EFM case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is

needed, the customer will also be given a referral to training. Due to changes in the UI work search requirements, customers are advised of the process to schedule attendance on the [careersourcepascohernando.com](http://careersourcepascohernando.com) website, for all available workshops, including the process to schedule approved on-line virtual skills workshops, where successful completion is documented in EFM by the trainer. Customers are also provided with information on how to utilize all services available through the offices, including the following: instructions on updating employment history and resumes in EFM; referral for job search assistance; testing services such as CareerScope, TABE, Prove It and Ready-to-Work; group 'Job Ready' workshops (with instructions on how to schedule on the LWDA 16 website); resource room to include job search, referrals, faxing and copying; referral information on education and training/FAFSA applications and future WIOA training assistance; and information on current programs offered, as well as possible customized training opportunities. In addition, partner services, i.e., Vocational Rehabilitation, SNAP and TANF related services and other local providers' services are presented. Customers are provided contact information for both RESEA staff and the training provider and advised to follow-up on all desired services, as needed.

LWDA 16 employs a number of DEO as well as Resource Room staff that is cross-trained and available to provide assistance to those customers receiving unemployment insurance. Any customer that visits a one-stop looking for employment can receive reemployment assistance services.

If employers are in need of assistance due to downsizing, the local area stands ready to assist in cases where a formal WARN notice is received or any type/size of potential layoff. The Reemployment and Emergency Assistance Coordination (REACT) Team provides onsite and offsite rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff. LWDA staff will immediately contact other employers to assess their hiring needs and supply resumes of impacted workers. In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers. Other services to be provided:

- Applying for re-employment assistance
- Claiming benefit weeks
- WIOA training opportunities
- Available workshops – either in-person or online
- Transferrable Skills
- Career Exploration
- Employ Florida Marketplace
- Other services provided at the local one-stop center

LWDA 16 has a Professional Placement Network (PPN) Coordinator that is available to assist professional candidates who have at least a 4-year degree and/or management experience with employment needs. This is a great opportunity for employers to have exposure to professionals with current and potential career opportunities that can benefit their organization.

LWDA 16 employs a number of DEO as well as Resource Room staff that is cross-trained and available to provide assistance to those customers receiving unemployment insurance. Any customer that visits a one-stop looking for employment can receive reemployment assistance services.

- (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.

Workforce Innovation and Opportunity Act (WIOA) establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, LWDA 16 staff responsible for these funds must 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.

#### WIOA Priority

WIOA Section 134 (c) (3) (E) establishes a priority requirement with respect to funds allocated to a local workforce area for the Adult program. LWDA 16 staff follows this priority requirement. Under this section, staff responsible for managing these funds will give priority to the following “priority groups”:

1. Recipients of public assistance;
2. Other low-income individuals (as defined in the WIOA Eligibility Directive, WIO-DR-0211); and
3. Individuals who are basic skills deficient for the provision of individualized career services (previously referred to as intensive services under the Workforce Investment Act (WIA)) and training services.

When programs are statutorily required to provide priority for a particular group of individuals, priority will be provided by CareerSource Pasco Hernando in the following order:

1. To veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals [as defined by WIOA Sec. 3(36)], or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.

2. To non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3. To veterans and eligible spouses who are not included in WIOA's priority groups.
4. To non-covered persons outside the groups given priority under WIOA. Local policy limits the number of adults enrolled in WIOA who are not low income, public assistance recipients, or basic skills deficient.

LWDA 16's Priority of Service (POS) covers WIOA Adult and Dislocated Worker, WIOA Youth, Trade Adjustment Assistance (TAA), and Wagner-Peyser.

- (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)

Training services are provided through the use of educational programs offered to the public by both public and private training institutions. These training providers have responded to requests for credentials from LWDA 16 in accordance with the policy set forth by Florida's Department of Economic Opportunity. The cadre of providers is not limited geographically to the workforce region but covers locales beyond the region and even beyond the MSA. The limitation on the variety of training services and programs is the necessity to adhere to the region's target occupation list (TOL).

Customers will access these approved training providers through LWDA 16's website and in its resource room. It is an element of customer choice for them to research and select the training provider they wish to use.

WIOA case managers determines the customer's need for WIOA funded training services following completion of an interview, evaluation, or assessment, and career planning based on the following criteria:

- Candidate is unable or unlikely to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services.
- Candidate is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
- Candidate has selected a training program or training services that are directly linked to the demand occupations that will lead to employment opportunities in the local area or the planning region.
- Candidate has the skills and qualifications to successfully participate in the selected training program.
- Candidate doesn't currently possess skills in a demand occupation.



- Candidate has limited skills in the chosen training program that will significantly reduce employment opportunities.

LWDA 16 retains flexibility to modify the approved list and to allow “by-exception” training provider access if the desired training is not offered locally or other circumstance.

**(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)

The customer has total choice of the training program he or she wishes to pursue as long as the training occupation is listed on the region’s targeted occupation list (TOL) and available through an approved training provider. Customers interested in pursuing training services are encouraged to review these tools to explore and research the training programs listed prior to selecting a training program in a demand occupation.

LWDA 16 case managers ensure that each customer is aware of the full array of training services available under WIOA. Other limitations could include a programs limited access, a customer’s inability to meet entry requirements (testing & prerequisites), or distance of the provider from the region making training impractical. Customer may also petition LWDA 16 to allow exceptions to the approved provider list.

WIOA counselors and case managers are strictly reminded that they may not advocate for any particular provider or program, but are allowed to advise the customer while developing a workable training and employment plan to ensure necessary support is available and that successful completion is obtainable.

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

A. Describe any ITA limitations established by the board

State statute requires 50% of the formula funds for adults and dislocated workers to be allocated to ITAs unless the LWDB obtains a waiver from CareerSource Florida. Qualifying costs under the 50 percent rule include all customer service costs associated with the ITA program such as tuition, fees and books, and other training services. Florida allows LWDBs to establish ITA limits and durations.

The process in issuing an ITA is dependent upon the time of enrollment and how much training is needed to complete, tuition/books needed through completion and or current amount owed if already enrolled into training. The ITA is currently awarded at \$3500 per program year. This amount is not a guarantee or entitlement. Receiving this full amount again is contingent upon what is needed. The ITA is also taken into consideration if the customer is PELL eligible or not. Federal Aid is always applied first and then WIOA ITA picks up any remaining cost for required needs of the training.

WIOA is typically a two year program. The intent is to allow a person to gain up to an Associate's degree in an occupation, if needed. If a customer will be enrolled for a full two year program and it falls within two WIOA program years, they can receive up to \$3500 per program year. This would be the limit of funding and anything outside of this cost for training will be at the students' expense. This could include but is not limited to PELL, loans and personal payments. If it is imminent that a customer will not complete training due to not having enough funds, a request will be sent to LWDA 16's Operations Manager or designee for permission to exceed the stipulated ITA amount the customer was provided at the time of enrollment.

OJT funding limitations are based upon the contracted hours between LWDA 16 and the employer. If extended hours are needed for training, the BST will follow up with the Vice President of Business Services as well as the employer to determine any additional needs in funding. Additional funding for OJT is approved by LWDA 16's CEO/President.

B. Describe any exceptions to the use of ITA

All exceptions to the use of an ITA that are out of the normal guidance of training dollars are sent to LWDA 16 designee for approval. This is generally sent to LWDA 16's Operations Manager. A summary is provided as to what the expenditure is for and the need it represents on the customer's behalf. A possible exception would be additional books needed for training that are not required but listed as optional on a request. Another exception may be to pay for a specific course that is not part of the required curriculum especially if this course has a high impact on the customer passing exams. Exceptions are based upon customer's need to be successful in completing training and or gaining employment to have not only a positive outcome for the WIOA program but to ensure we are assisting the customer to become self-sufficient.

In any circumstance that is out of normal range of expenditure to assisting a customer, the information is provided to LWDA 16's Operations Manager for approval. All requests are on a case to case basis and the circumstances that surround the customer in being successful.

- (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)

LWDA 16 is developing this facet to our training services by partnering with the Greater Hernando County Chamber of Commerce and its Small Business Development counseling and mentoring program offered through the Chamber. In addition to this partnership our website, [www.careersourcepascohernando.com](http://www.careersourcepascohernando.com) has a link to entrepreneurial training.

We are also a member of the Pasco Enterprise Network. Since April of 2010, collaboration meetings were held to develop a plan to coordinate assistance to small businesses and entrepreneurs in Pasco

County through the creation of a small business assistance network with “virtual network” components. LWDA 16’s CEO/President has been involved in the development and continued meetings. Members of this committee also include the Pasco Economic Development Council, seven Pasco county Chambers of Commerce, Pasco County libraries, Pasco Hernando State College, City of New Port Richey, St. Leo University, Small Business Development, SCORE and the Hispanic Business Initiative Fund.

**(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. TEGL 3-15

LWDA 16 will maintain the flexibility available in WIOA to offer pre-apprenticeship training to prepare youth for registered apprenticeship or other career opportunities. Career Academies have been a strong focus in the past four years as LWDA 16 assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region’s School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth and other job seeking customers to successfully enter and advance in our workforce. LWDA 16 was invited to provide input on the five year strategic plan for both Pasco and Hernando School Boards. The school systems are excited about the prospect of engaging youth at younger ages – middle school youth are now a focus for Career Academies.

LWDA 16 will continue to include registered apprenticeship programs on our eligible training provider list for the Adult and Dislocated Worker programs as long as they remain registered and achieve the minimum standard of performance outcomes. LWDA 16 will continue to include a representative of a registered apprenticeship program as a member of the LWDB, thus ensuring that a key employer voice contributes to strategic planning activities for the workforce system. LWDA 16 will recognize registered apprenticeship completion certificates as a post-secondary credential as allowed by WIOA, providing job seekers with employment flexibility.

**(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)

LWDA 16 will emphasize the use of career pathways in targeted industry sectors to provide education and employment and training assistance allowing job seekers access to high quality training that will

lead to industry-recognized credentials for in-demand jobs, which will accelerate job seekers' educational and career advancement.

OJT, EWT, Customized Training, Apprenticeship and Work Experience programs will also be utilized in LWDA 16. The LWDBs are currently awaiting further guidance on Registered Apprenticeship Programs.

OJT is training provided by an employer to a paid participant while he/she is engaged in productive work in a job. OJT provides the knowledge or skills crucial to the full and acceptable performance of the job. An OJT is limited in duration as appropriate to the occupation, taking into account prior experience of participants, content of training, etc. OJT reimburses the employer a certain percentage of the wages (exclusive of benefits) paid to participants for the costs of providing training and the additional supervision related to the training. Participants are compensated at same rate, including periodic increases as other employees that are similarly situated. The employer will provide appropriate supervision and training and comply with safety standards and workers' compensation requirements. All OJT experiences are provided through contracts between local employers and the LWDB.

Customized training is training that is designed to meet the specialized skill needs or requirements of an employer or group of employers. Customized training is conducted with a commitment by the employer to retain the individual after successful completion of the training and requires the employer to pay a significant share of the cost of the training. Customized training offers the opportunity for employers to train individuals to the specified needs of the employer and provides the opportunity for the individual to learn and gain desired employer skills specific to an employer or industry.

Employed Worker Training is a short-term, customized training project that has the intent of upgrading employees' skills, retaining jobs, advancing current employee wages, and creating new entry-level jobs. An employed worker may be enrolled in work-based training when the employee is not earning a self-sufficient wage (per local board definition) and the training relates to the introduction of new technologies, new production or service procedures, upgrading to new jobs that require new skills, workplace literacy, or other appropriate purpose identified by the local board.

Additionally, as grant opportunities arise, we work closely with Pasco Hernando State College to explore the training side of the equation. This year we partnered with CareerSource Pinellas to receive a portion of an advanced manufacturing focused National Emergency Grant for dislocated workers. The NEG will allow us to combine classroom training with on-the-job training.

The manufacturing focused Florida TRADE Grant saw LWDA 16 host two manufacturing Job Fairs in 2015. These are our first industry specific hiring events since the great recession. The BST also went all out in August to help staff the new outlet mall in Pasco County as dozens of shops needed

hundreds of employees. In addition, Pasco Hernando State College took second place in placements among the Florida Trade Colleges. This is just another instance showing that great things can be attained when close partnerships are formed.

**(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).

An integral part of LWDA 16's process for continuous improvement also includes quarterly reviews of programs and administrative procedures by internal monitors. The findings and recommendations from the internal monitoring, as well as state sponsored monitoring, complement other efforts to improve services on an on-going basis.

LWDA 16 uses a multi-tier process to gather information from employers, job seekers, and the local workforce to assist in determining the needs of our communities. A selection of employers using EFM to list positions are surveyed by phone monthly to ascertain their satisfaction with LWDA 16 services and provide comment on steps for improvement in our services. Additionally, quarterly surveying of employers explore hiring patterns and other workforce needs such as training and recruitment issues. LWDA 16's BST visits hundreds of employers annually, gaining their input on current needs. Job seekers are engaged by LWDA 16 with quarterly surveys using EFM generated target lists and employing Survey Monkey to measure customer satisfaction and input on LWDA 16 services. Additionally three times a year, job seekers using LWDB 16's resource rooms are surveyed on a variety of topics such as current skills, prior industries, relocation, and training needs. This surveying is done with paper and pencil and compiled by LWDA 16 staff. LWDA 16 customers are able to directly input their review of services at each computer terminal in its Resource Rooms. Primarily workers receive information from LWDA 16 through its web site and labor market information products updated several time per month. Continuous improvement is also facilitated through a series of meetings between the one-stop provider and LWDA 16 staff. These meetings often include front-line staff. Most often these meetings are management team meetings, scheduled monthly or as needed, where LWDA 16 staff and provider staff report and discuss performance, goals, and the means that they may be achieved and performance improved. The LWDA 16 committee structure includes LWDB, provider and interested party input in the decision-making process, and recommendations generated from the committee structure are often implemented into the service delivery model. The CEO/President has an open communication policy that encourages LWDA 16 and provider staff to elevate concerns quickly. Performance that falls below negotiated performance standards will be deducted from provider at a rate stipulated in the current contract. There are currently no performance incentives offered in LWDA 16.

Regular meetings between core program and partner staff will be required for continued coordination and collaboration.

**(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)

LWDA 16 youth program design utilizes a very individualized approach in determining the needs of enrolled youth. The case manager and youth participant jointly agree on which of the 14 program elements are necessary to ensure participant success. This decision is based upon results obtained through assessment, counseling, observed interactions and/or uncovered needs realized while enrolled. Each element provided is fully documented in EFM and made part of the participant's ISS. The elements are provided by a variety of entities both public and private as well as the use of volunteers. For example, tutoring and alternative secondary school offerings are coordinated with the district school boards within the region. Likewise, summer youth employment opportunities are provided by LWDA 16 and the contracted youth provider, Goodwill-Industries-Suncoast, Inc. Paid and unpaid work experience is conducted through arrangements with local employers and occupational skills training is delivered by approved educational vendors, both public and private. Leadership development is an available element through our Service Learning Projects where youth decide on worthwhile community projects, develop and initiate plans for participation and work closely with business and government leaders as they give back to the community. Supportive service needs are identified and provided as is appropriate. Mentoring is provided by volunteers recruited by a dedicated youth staff person who ultimately matches mentors with our youth. Comprehensive guidance and counseling is provided by the mentors and youth staff that performs the majority of the services under this element. As the participant continues to move through the youth program the case manager constantly monitors progress, follows up with their participants and modifies the youth's plan as is appropriate to ensure a successful outcome.

In LWDA 16, the Youth Program places an emphasis on the Health Care industry to include C.N.A certification, Home Health Aid Certification, CPR certification, and Medical Technician certification. This training offers a beginning process for a youth and opens the door to additional training in high skill, high wage occupations within the medical field. LWDA 16 also offers Customer Service training through the National Retail Federation thus securing a nationally recognized credential coveted by employers. This allows a youth to gain employment within the customer service industry and retail sales both of which, along with the medical field, are major employers within the region. This certification helps employers distinguish and recognize qualified customer service professionals. Successful providers include all locally approved training providers.

**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

Definition: A youth who has English reading, writing, or computing skills below the 8th grade level are deemed to be unable to function well enough to be successful in the world of work, in their family and/or in society. Assessment includes the TABE and official test scores from the region's school boards. English speaking ability is determined by case managers who personally interact with the youth participant and can attest to their English speaking proficiency through empirical evidence.

**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

“Requires additional assistance to complete an educational program” shall be defined as an individual who:

- Is currently at risk of dropping out of school, as determined by referral from a school staff person, probation officer, or other responsible person with documentation evidencing chronic poor attendance or discipline problems during the last 12 months, or has educational underachievement; or
- Is currently enrolled in special education classes that require appropriate education for children with disabilities and has an Individual Education Plan (IEP); or
- Is currently attending an alternative education program that leads to a high school diploma or High School Equivalency; or
- Is currently credit deficient (i.e., one or more grade levels behind peer group); or
- Is currently failing two or more academic subjects in the current academic period (e.g., semester, trimester, etc.).

“Requires additional assistance to secure employment and hold employment” shall be defined as an individual who:

- Has failed to secure a job within the past three months after a documented employment search; or
- Is employed part-time (less than 30 hours per week) and has been unable to obtain full-time employment within the past three months after a documented employment search; or
- Is an emancipated youth; or
- Is a former foster care youth; or
- Receives public assistance, or is a member of a family receiving public assistance.

## 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:

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

The regional economy of the Tampa, St. Petersburg, and Clearwater Metropolitan Statistical Areas (TSCMSA) – consists of over 1,160,000 wage earning employees generating a payroll of \$53 billion of which LWDA 16 holds 12.3% of the employed workers and 9.7% of the payroll. Pinellas and Hillsborough Counties are the drivers of the regional economy.

The centers of the employment remain consistent with the two counties of LWDA 16 – Healthcare and Social Assistance (14.9%), Retail Trade (13.0%), Accommodations and Food Services (10.1%), and Educational Services (7.6%), although Retail Trade, Educational Services, and Construction are stronger in the local area and manufacturing is underrepresented.

Local Area Unemployment Statistics show TSCMSA outperforming the State of Florida as a whole in December 2015, 4.4% versus the States 4.7%. However the counties of the PHWB lag at 5.0% for Pasco and 6.0% for Hernando. The region is nearly fully recovered from the Great Recession but the driving force of prosperity in Pasco and Hernando Counties, construction, has yet to return to pre-recession levels.

There are three labor market corridors in TSCMSA following the tradition, US Highways 19, 41, & 301. These are the arteries where development and particularly industrial development gravitate. Manufacturing, Services, and Retail historically locate along or near these three transportation passages and employment follows.

The region does have growth potential because of accessible transportation resources, including a super seaport and proximity to the Panama Canal and South America. Airport and rail capacity are above average and the highway system and its recent improvement mean trucks have direct and easy access to northern markets for both the sale of goods and the transfer to ports for shipment worldwide.

- (2)** Specific milestones and timelines for consultation with:
  - A. Other local workforce development boards

LWDA 16 will coordinate with other local boards, core programs, and other key partners to align workforce programs to provide coordinated, complementary, and consistent services to job seekers and employers. In addition to the CEO/President meeting with other CEOs throughout the state, the Chief Operational Officers meet and/or communicate through emails or telephonically. There are



ongoing communications between the Chief Operational Officers in each region. The final deadline for consulting on the local plan will be March 2016.

B. Local elected officials;

The local plan was delivered to the Local Elected Officials two weeks prior to their meeting and vote. The CEO/President also met with the officials of both counties prior to presenting the plan to answer any questions or concerns they may have. The plan was presented in March 2016.

C. Economic development organizations;

The plan was given to both Economic Development Organizations in January 2016 for their responses. The timeline given was until January 31, 2016. The draft plan was issued to partner agencies, including Economic Development, in February 2016. The plan was posted for public comment for 30 days.

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

The plan was given to core and mandatory one-stop partners in January 2016 for their responses. The timeline given was until January 31, 2016.

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

Once the plan template was received, it was dispersed to core and mandatory one-stop partners for their review and responses. The timeline given was January 31, 2016 for responses. Those partners were willing to provide input and most had their responses in prior to the deadline. All responses worked to the benefit of LWDA 16 as a whole to include coordination of services, cross-training and leveraging of funds.

## 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)

The plan was posted on our website from February 18 – March 18, 2016. We also ran ads in the local newspapers stating that it was posted on our website.

- (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 was posted on the website for 30 days.

- (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)

In addition to running an ad in the local newspapers and posting on our website, all Board members were provided a chance to review and comment on the plan.

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

The plan was sent to local partners and economic development organizations to provide input and/or comments on the plan.

- (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)

There were no comments or disagreements expressed.

SIGNATURE PAGE

This plan represents the efforts of LWDA 16to implement the Workforce Innovation and Opportunity Act in the following counties:

- Pasco County
- Hernando County

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

Workforce Development Board Chair

*[Handwritten Signature]*

Signature

Chief Elected Official

*Kathryn Starkey*

Signature

ATTEST:

*Paula S. O'Neil*

PAULA S. O'NEIL, PH.D.  
CLERK & COMPTROLLER



MARK EARL, BOARD CHAIR

Name (printed or typed)

Title

Kathryn Starkey

Name (printed or typed)

Title Chairman

3/17/16

Date

APPROVED  
IN SESSION

APR 12 2016

PASCO COUNTY

BCC  
Date

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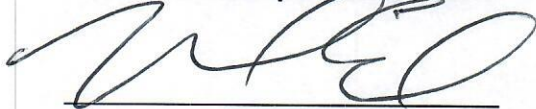
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- Pasco County
- **Hernando County**

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

**Workforce Development Board Chair**



Signature

MARK EARL, BOARD CHAIR

Name (printed or typed)

Title

3/17/16

Date

**Chief Elected Official**



Signature

James E. Adkins, Chairman, BOCC

Name (printed or typed)

Title

3-22-16

Date



**AMENDED AND RESTATED INTERLOCAL AGREEMENT  
BETWEEN PASCO COUNTY AND HERNANDO COUNTY  
FOR THE CONTINUATION OF A REGIONAL WORKFORCE BOARD**

This AMENDED AND RESTATED INTERLOCAL AGREEMENT is made and entered into by and between PASCO COUNTY, a political subdivision of the State of Florida, by and through its Board of County Commissioners, whose principal address is 37918 Meridian Avenue, Dade City, Florida, 33523, hereinafter called "PASCO" and HERNANDO COUNTY, a political subdivision of the State of Florida, by and through its Board of County Commissioners, whose principal address is 20 N. Main St., Rm. 263, Brooksville, Florida, 34601, hereinafter called "HERNANDO."

**W I T N E S S E T H:**

**WHEREAS**, the legislative and executive branches of the State of Florida have identified the need for a consolidated workforce development system and has adopted a uniform policy to guide education, training, and employment programs within the State; and

**WHEREAS**, Chapter 445, Florida Statutes, designates Workforce Florida, Inc. as the principal workforce policy organization with the responsibility of planning and accountability for the State's workforce development strategy; and

**WHEREAS**, the Governor of the State of Florida has identified the Interlocal Agreement as the method for establishment of the community board, also known as the Regional Workforce Board , in a multi-county area; and

**WHEREAS**, the Workforce Investment Act (29 USC § 2732, Public Law 105-220, Sec 117), authorizes the expenditure of federal funds for the job training programs within designated service delivery areas; and

**WHEREAS**, PASCO and HERNANDO Counties constitute designated Region 16 under the Workforce Investment Act and a region for workforce development activities under the Workforce Florida Act; and

**WHEREAS**, pursuant to the Florida Interlocal Cooperation Act of 1969, Section 163.01, Florida Statutes, PASCO and HERNANDO Counties mutually desire to enter into an Interlocal Agreement for the purpose of the continuation of the Regional Workforce Board; and

**WHEREAS**, the State of Florida has identified the Regional Workforce Boards as the local entities to implement the policy which guides the education, training and employment programs; and

**WHEREAS**, the local elected officials of PASCO and HERNANDO Counties acknowledge the need for maximization of education, training and employment resources and the need for a local workforce development board charged with the responsibility for implementing federal and state policies at the local level and hereby express their desire to continue this agreement for a workforce development board.

**NOW, THEREFORE**, in consideration of the foregoing recitals which are true and correct and an integral part of this Agreement and of the mutual covenants and conditions set forth herein, the parties intending to be legally bound hereby agree as follows:

1. **WHEREAS CLAUSES.**

The WHEREAS clauses set forth above are incorporated herein by reference and made a part of this Amended and Restated Interlocal Agreement.

2. **OBLIGATIONS OF THE PARTIES.**

A. The parties agree to the formation of the Regional Workforce Board pursuant to Section 163.01(7), Florida Statutes, to be known as the Pasco-Hernando Workforce Board hereinafter referred to as the "WORKFORCE BOARD."

B. The WORKFORCE BOARD shall be composed of representatives of the two counties. PASCO and HERNANDO Counties shall appoint the representatives to the WORKFORCE BOARD in accordance with criteria established by Section 117 of the Workforce Investment Act and Chapter 445, Florida Statutes, and applicable rules and regulations. The

majority of the appointed representatives shall consist of members of the businesses in Pasco and Hernando Counties.

C. The WORKFORCE BOARD will notify the Chief Elected Officials, for the purpose of this Agreement, the Chairman of the respective County Commission, of a vacancy on the WORKFORCE BOARD including any criteria established by Section 117 of the WIA and Chapter 445, Florida Statutes, as applicable, for filling the vacancy. Upon notification, PASCO and HERNANDO will solicit nominations utilizing county procedures to seek qualified candidates.

D. Appointments to the WORKFORCE BOARD will be made in accordance with Section 117 of the WIA and Chapter 445, Florida Statutes, as applicable. PASCO and HERNANDO will work together to achieve balanced representation to the extent possible, taking into consideration factors such as the category of membership as described in Section 117 of the WIA, Chapter 445, Florida Statutes, and other applicable rules and regulations. Generally, PASCO and HERNANDO will split the appointments of the WORKFORCE BOARD seats. Consideration will also be given to the location of the operating base of the entity being represented and the location of the residence of the member.

E. PASCO and HERNANDO will appoint members to the Youth Council who are not already members of the WORKFORCE BOARD, in accordance with applicable rules and regulations upon notification by the WORKFORCE BOARD of vacant seats.

F. PASCO and HERNANDO counties hereby designate the WORKFORCE BOARD as the local grant subrecipient and local fiscal agent for all WIA and workforce development programs operating within Region 16. In that capacity, the WORKFORCE BOARD shall act as its own administrative entity.

G. PASCO and HERNANDO counties hereby designate the WORKFORCE BOARD as the One-Stop Career Center Operator within Region 16.

H. On the occasion Additional One-Stop Partners are required, the approval of the Chief Elected Officials of PASCO and HERNANDO counties will be secured.

I. Pursuant to WIA and in accordance with the requirements established by the Governor of the State of Florida, the WORKFORCE BOARD shall develop the Local Plan and other plans, as required, and shall present said plans to PASCO and HERNANDO for review and approval.

J. PASCO and HERNANDO shall each be responsible for its proportionate part of any liability arising from its status as a grant recipient. PASCO and HERNANDO either jointly or separately may at any time request that an audit be performed by the WORKFORCE BOARD to determine how grant funds are being expended.

### **3. DUTIES OF THE WORKFORCE BOARD.**

The duties of the WORKFORCE BOARD shall include:

- A. Developing and evaluating the region's strategic workforce development plan and its subsequent implementation.
- B. Reporting to the Board of Directors of Workforce Florida, Inc. as required, regarding its functions, duties and responsibilities.
- C. Soliciting, accepting, receiving, investing and expending funds from any public or private source.
- D. Contracting with public and private entities as necessary to further the directives of the workforce development strategy.
- E. Developing and approving an annual budget for recommendation to the County Commission for approval.
- F. Overseeing and monitoring activities under its jurisdiction in accordance with the Workforce Investment Act of 1998, the Florida Workforce Innovation Act of 2000, Chapter 445, Florida Statutes, and any subsequent enabling legislation.
- G. Establish a Youth Council as a subgroup of the WORKFORCE BOARD.



**4. POWERS OF THE WORKFORCE BOARD.**

The WORKFORCE BOARD shall have the power to:

A. Act as the grant subrecipient, administrator and program planner for all programs funded under the Workforce Investment Act (29 USC § 2832, Public Law 105-220, Sec 117) with all the responsibilities and liabilities associated therewith.

B. Act as the administrative entity and fiscal agent for workforce development activities within Pasco and Hernando Counties.

C. Serve as the community board under Workforce Florida, Inc. and the Workforce Investment Board under the Act.

D. Serve as the local entity for education, training and employment programs for Pasco and Hernando Counties.

**5. CODE OF CONDUCT AND ETHICS.**

A. All meetings of the WORKFORCE BOARD, its committees and between members shall comply with the Florida Government in the Sunshine Act and the Public Records Act, and Chapter 112, Florida Statutes.

B. The WORKFORCE BOARD of Directors and its Officers shall be governed by Chapter 112, Florida Statutes, in their conduct.

C. All actions taken by the WORKFORCE BOARD shall be made without regard to age, sex, race, religion, national origin, political affiliation, marital status, disability or handicap, or any other reason prohibited under applicable law.

**6. ALLOCATION OF FUNDS.**

Funds shall be allocated on behalf of each county on the same formula basis as funds are allocated by the State. Funds may be reallocated within the two-county area for a specific time and purpose, only by mutual agreement of the counties affected by the reallocation.

**7. AUTHORITY FOR AMENDED AND RESTATED INTERLOCAL AGREEMENT.**

Each party warrants and represents to the other party that the execution and delivery of this Amended and Restated Interlocal Agreement has been duly authorized by all appropriate actions of its respective governing body, that this Amended and Restated Interlocal Agreement has been executed and delivered by an authorized officer of the respective governmental entity, and that this Amended and Restated Interlocal Agreement constitutes the legal, valid, and binding obligation of the executing governmental entity enforceable against it by the other party in accordance with its terms (except as enforceability may be limited by statutes or applicable bankruptcy or similar laws affecting creditor's rights, and by application of equitable principals if equitable remedies are sought). This Amended and Restated Interlocal Agreement shall be effective immediately when fully executed by the duly authorized representatives of both PASCO and HERNANDO and filed with the Clerk of the Circuit Court for each County and replaces and supersedes the former Interlocal Agreement approved in January of 2012. This Amended and Restated Interlocal Agreement may be executed in multiple counterparts each of which may be deemed an original.

**8. SURVIVABILITY.**

The warranties, representations, covenants, and agreements set forth herein and in the exhibits hereto shall be continuous and shall survive the existence of this Agreement.

**9. DURATION OF AGREEMENT.**

This Agreement shall have the duration equal to the period that the service delivery area designation remains in effect for the geographical area covered by this Agreement.

**10. NOTICE REQUIREMENTS.**

Whenever either party is required to give notice unto the other, written notice shall be sent via hand-delivery, overnight delivery or first class mail to:

For Pasco County:  
John J. Gallagher  
County Administrator  
8731 Citizens Drive, Suite 340  
New Port Richey, FL 34654

For Hernando County:  
Leonard Sossamon  
County Administrator  
20 N. Main St., Rm. 263  
Brooksville, FL 34601

All notices shall be effective upon receipt. Any party may change their representative to get notice or their address by giving notice in this manner without the need of formal amendment of this Amended and Restated Interlocal Agreement.

11. TERMINATION.

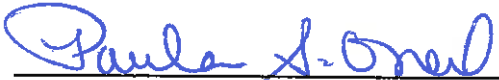
Either party to this Agreement may cancel the same, upon the provision of ninety (90) days written notice advising the other party of its intent to cancel the Agreement.

12. DISPUTE RESOLUTION.

As local government entities, disputes between the parties are governed by Chapter 164, Florida Statutes. This shall not prevent the parties from entering into informal discussions prior to invoking this process.


**IN WITNESS WHEREOF**, the parties hereto have executed the foregoing Amended and Restated Interlocal Agreement:



  
\_\_\_\_\_  
PAULA S. O'NEIL, Ph.D., CLERK & COMPTROLLER

DATE: 9/25/2012

BOARD OF COUNTY COMMISSIONERS  
OF PASCO COUNTY, FLORIDA

  
\_\_\_\_\_  
ANN HILDEBRAND, CHAIRMAN

APPROVED  
IN SESSION

SEP 25 2012

PASCO COUNTY  
BCC



BOARD OF COUNTY COMMISSIONERS  
OF HERNANDO COUNTY, FLORIDA

ATTEST:

Karen Nicolai  
KAREN NICOLAI, CLERK OF THE CIRCUIT COURT

DATE: September 25, 2012

Wayne Dukes  
WAYNE DUKES, CHAIRMAN

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY  
[Signature]  
County Attorney's Office

## **Attachment B- Bylaws**

BYLAWS OF  
PASCO-HERNANDO WORKFORCE BOARD, INC.

ARTICLE I. PURPOSE

**Section 1. Purposes.** The purposes of this Corporation shall be as stated in the Articles of Incorporation and as follows:

- (A) The Pasco-Hernando Workforce Board, Inc. shall be hereafter referred to as "The Board." The Board was formed in response to the Workforce Investment Act of 1998 (Public Law 105-220), Florida's welfare reform initiative titled the "Work and Gain Economic Self-Sufficiency Act (WAGES), and an Interlocal Agreement between Pasco and Hernando Counties ("Interlocal Agreement").
- (B) To operate exclusively in any other manner for such charitable and educational purposes as will qualify it as an exempt organization under Section 501(c)(3) of the Internal Revenue Code, as amended, or under any corresponding provisions of any subsequent federal tax laws covering distributions to organizations qualified as tax exempt.
- (C) The duties and responsibilities of The Board include:
  - 1. Developing and evaluating the region's strategic workforce development plan and its subsequent implementation.
  - 2. Reporting to the Board of Directors of CareerSource Florida, Inc., as required, regarding its functions, duties, and responsibilities.
  - 3. Soliciting, accepting, receiving, investing, and expending funds from any public or private source.
  - 4. Contracting with public and private entities as necessary to further the directives of the workforce development strategy.
  - 5. Approving an annual budget.
  - 6. Overseeing and monitoring activities under its jurisdiction in accordance with the Workforce Investment Act of 1998, the Workforce Innovation and Opportunity Act of 2014 and the Florida Workforce Innovation Act of 2000, as they may be amended from time to time; any implementing rules and regulations promulgated thereunder; and any subsequent enabling legislation.

**Section 2. Prohibited Activities.** Notwithstanding any other provision of these Bylaws or the Articles of Incorporation, The Board shall not conduct or carry on any activities not permitted to be conducted or carried on by any organization that shall be exempt under Section 501(c)(3) of the Internal Revenue Code and its Regulations, now existing or hereafter amended.

**ARTICLE II. MEMBERS**

The Corporation shall have no members and shall be governed by the Board of Directors.

**ARTICLE III. BOARD OF DIRECTORS**

**Section 1. Function.** All corporate powers shall be exercised by or under the authority of the Board of Directors. The business and affairs of the Corporation shall be managed under the direction of the Board of Directors.

**Section 2. Number.** The Board of Directors of this Corporation shall have not less than three (3) directors, and no more than the number necessary to meet the composition and representation requirements set forth in Section 3 of this Article, or as otherwise required by applicable federal, state, and local law and the Interlocal Agreement.

**Section 3. Composition.** The Board shall be comprised of directors who are appointed in accordance with the requirements set forth in the Workforce Investment Act of 1998 [29 USC §2832(b)], as amended by the Workforce Innovation and Opportunity Act of 2014, and the Florida Workforce Innovation Act of 2000 (Fla. Stat. §445.007), as these laws exist from time to time, and the Interlocal Agreement, as may be entered into or amended from time to time. It shall be required that:

- (A) A majority of the Board of Directors of the Board be representatives of business (Business Category) in the Region who: (i) are owners of businesses, chief executives or operating officers of business or other business executives or employers with optimum policy making authority; (ii) represent businesses, including small businesses, or organizations representing business described herein, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the Region; and (iii) are appointed from among individuals nominated by local business organizations and business trade associations; and,
- (B) Not less than twenty (20) percent of the members of the Board of Directors be representatives of the workforce (Workforce Category) within the Region, who shall include: (i) representatives of labor organizations, if employees in the Region are represented by a labor organization, who have been nominated by local labor federations, or, in the absence of a labor organization, other representatives of employees; (ii) a representative, who shall be a member of labor organization or a training director, from a joint labor-management apprenticeship program in the area, if such a program exists; and may include (iii) representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities, and (iv) representatives of organizations that have demonstrated experience and expertise in addressing the employment, training or education needs of eligible youth, including representatives of organizations that serve out-of-school youth; and,

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(C) The remaining membership of the Board of Directors shall include:

1. Representatives of entities administering education and training activities (Education Category) in the Region, who shall include: (i) a representative of eligible providers administering adult education and literacy activities under Title II; (ii) a representative of institutions of higher education providing workforce investment activities, including community colleges; and may include: (iii) representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment. If a public education or training provider is represented, a representative of a private not for profit provider and a representative of a private, for-profit provider must also be appointed; and,
2. Representatives of economic and community development entities (Economic Development Category) serving the Region who shall include: (i) a representative of economic and development entities, (ii) an appropriate representative from the State employment service officer under the Wagner-Peyser Act (29 U.S.C. 49, et seq.) serving the Region, (iii) an appropriate representative of the programs carrier out under Title I of the Rehabilitation Act of 1973 ((29 U.S.C. 720, et seq.), other than section 112 or part C of that title (29 U.S. C. 732, 741) serving the local community, and may include (iv) representatives of agencies and entities administering programs serving the Region relating to transportation, housing, and public assistance, and (v) representatives of philanthropic organizations serving the Region; and,
3. Persons who are current or former recipients of welfare transition assistances or workforce services, or in the alternative, such persons be included as ex officio members of the Board of Directors, or of committees organized by the Board of Directors (Client Category); and,
4. Such other individuals or representatives of entities as may be determined to be appropriate.

Notwithstanding these requirements, the composition of the Board of Directors may be modified in accordance with, and as is required to comply with, applicable federal and state law governing not-for-profit corporations or regional workforce boards, and any changes to the Interlocal Agreement.

**Section 4. Election and Term.** Directors appointed by the respective County Commissions shall be confirmed by the Board and shall hold office for a term of four (4) years running from the date of appointment, and until a successor shall have been elected and qualified or until an earlier resignation, removal from office or death. Directors are eligible to serve for three (3) consecutive four-year terms and shall be required to have a break-in-service of one (1) year before again becoming eligible for appointment to the Board. The terms of Directors serving at the time these Bylaws are adopted shall not count against their three term limit.

**Section 5. Resignation and Removal of Directors.** A director who resigns, or is removed by



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an appointing County Commission or other authority, or otherwise fails to serve shall be replaced by an appointment of the responsible County Commission. The Executive Committee of The Board may make recommendations to the respective County Commissions on potential board of director replacements.

**ARTICLE IV. OFFICERS**

**Section 1. Officers.** The officers of the Board shall consist of a Board Chair, a Vice-Chair and a Treasurer, each of whom shall be elected by the Board of Directors. Elections shall be held at the annual meeting of the Board of Directors, and officers shall serve until their successors are chosen and qualified. The Chair and Vice-Chair shall be elected from among the Board of Directors under the Business category. The Board Chair may serve a term of no more than two (2) years and shall serve no more than two (2) terms. It is the intention of the Board, but not a requirement of these bylaws, that the offices of Chair and Vice-Chair be alternated between Pasco and Hernando County where practical. Such other officers and assistant officers and agents as may be deemed necessary may be elected by the Board of Directors from time to time. Any two or more offices may be held by the same person. The failure to elect a Board Chair, a Vice Chair or Treasurer shall not affect the existence of the Board.

**Section 2. Duties.** The Officers of this Corporation shall have the following duties:

- (A) The Chair shall preside at all meetings of the Board of Directors and meetings of the Executive Committee. The Vice-Chair shall ascend to the position of Chair and complete the term of a Chair unable to complete his or her term of office. In no event shall the Chair serve more than two (2) terms of two (2) years each.
- (B) The Vice-Chair shall, in the absence of the Chair, or in the event of the Chair's death or inability or refusal to act, perform the duties of the Chair and, when so acting, shall act with all of the powers of and be subject to all of the restrictions on, the Chair. The Vice-Chair shall perform such other duties as may be assigned, from time to time, by the Chair or the Board of Directors. A Vice-Chair who succeeds to the office of Board Chair during the term of a Chair shall be eligible to serve a subsequent full term as Board Chair.
- (C) The Treasurer shall have custody of all corporate funds and financial records, shall keep full and accurate accounts of receipts and disbursements and render accounts thereof at the annual meetings and whenever else required by the Board of Directors or the Chair, and shall perform such other duties as may be prescribed by the Board of Directors or the Chair. The Treasurer shall be responsible for preparing minutes of the Board of Directors' meetings and for authenticating the records of the Corporation.

**ARTICLE V. BOARD AND OFFICER COMPENSATION**

Neither Directors nor Officers of the Board shall receive any salary or compensation for their services, other than reimbursement for actual out-of-pocket expenses incurred in the performance of their duties.

**ARTICLE VI. MEETINGS**

**Section 1. Quorum and Voting.** A majority of the number of Directors fixed by these Bylaws shall constitute a quorum for the transaction of business. The act of the majority of the Directors present at a meeting at which a quorum is present shall be the act of the Board of Directors unless a different number is specified in these Bylaws. Provided, however, that approval of a contract with an organization or individual represented on the Board of Directors shall require approval by a two-thirds vote of the Board, a quorum having been established, and the Board member who could benefit financially from the transaction must abstain from voting on the contract.

**Section 2. Time, Notice and Call of Meetings.** Regular meetings of the Board of Directors shall be held on dates designated by the Board of Directors. Written notice of the time and place of special meetings of the Board of Directors shall be given to each director by personal delivery, regular mail, e-mail or facsimile transmission at least two days before the meeting.

- (A) Notice of a meeting of the Board of Directors need not be given to any Director who signs a waiver of notice either before or after the meeting. Attendance of a Director at a meeting shall constitute a waiver of notice of such meeting and waiver of any and all obligations to the place of the meeting, the time of the meeting, or the manner in which it has been called or convened, except when a Director states, at the beginning of the meeting, any objection to the transaction of business because the meeting is not lawfully called or convened. Neither the business to be transacted at, nor the purpose of, any regular or special meeting of the Board of Directors need be specified in the notice or waiver of notice of such meeting.
- (B) Meetings of the Board of Directors other than those regularly scheduled may be called by the Chair of the Board or by any five (5) Directors.
- (C) Members of the Board of Directors may participate in a meeting of such Board by means of any method of telecommunications, including conference, telephone or similar communications equipment, by means of which all persons participating in the meeting can hear each other at the same time. Participation by such means shall constitute the presence in person at a meeting, including for purposes of establishing a quorum. Provided, however, if the Board meets entirely by a method of telecommunication, the public must be given proper notice of the meeting and reasonable access to observe and, when appropriate, participate.

**Section 3. Annual Meetings.** The annual meeting of the Board of Directors shall be the last regularly scheduled Board meeting for each Program Year.

**ARTICLE VII. CHIEF EXECUTIVE OFFICER**

**Section 1. Chief Executive Officer.** The Chief Executive Officer shall be employed by the Board of Directors to manage and supervise the day-to-day operation and administration of The Board. The Chief Executive Officer shall be responsible to the Board of Directors and shall act on its behalf in the conduct of The Board's business. The Chief Executive Officer shall have

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such additional duties and responsibilities as may be designated by the Board of Directors.

**Section 2. Duties of the CEO.** The Chief Executive Officer shall be responsible for the employment of all other members of the staff in accordance with the policies and procedures set forth by the Board of Directors, and as specified in adopted policies and procedures and shall designate their duties and have general supervision of their work.

**Section 3. Removal of Staff Officers.** Any officer or agent may be removed by the Board of Directors whenever in its judgment the best interest of the Corporation will be served thereby.

- (A) Any vacancy, however occurring, in any office may be filled by the Board of Directors.
- (B) Removal of any officer shall be without prejudice to the contract rights, if any, of the person so removed; however, election or appointment of an officer or agent shall not, of itself, create contract rights.

**ARTICLE VIII. COMMITTEES**

**Section 1. Committee Structure and Functions.** The Board of Directors shall adopt a committee structure consistent with applicable federal and state law, and their implementing rules, regulations and policies. The Board may designate, direct and delegate to committees any duty, function, or activity which it deems necessary to provide information and to assist in carrying out the Board's duties; provided, however, the Board may not delegate the duty of electing or removing board members or officers, or adopting, amending or repealing bylaws.

**Section 2. Standing Committees.** The Board of Directors shall have the following standing committees, which committee members shall serve for one (1) year:

Executive Committee  
Audit and Finance Committee

Such other committees as the Board of Directors, by resolution, deems necessary

**Section 3. Ad Hoc Committees.** The Chair of the Board of Directors may appoint ad hoc committees for specific purposes. Ad hoc committees will serve until their purpose has been accomplished.

**Section 4. Committee Membership.** Standing Committees shall be chaired by a member of the Board of Directors. Committees, whether standing or ad hoc, may include other members of the Board of Directors, but shall include other individuals appointed by the Board who are not members of the Board of Directors and who the Board of Directors have determined to have appropriate experience and expertise. Unless otherwise provided by law, these Bylaws or by resolution of the Board, the Chair of the Board of Directors shall appoint all committee Chairs and committee members, except that the Chief Executive Officer, or designee, shall be an ex-officio member of all committees of the Board.

**Section 5. Meeting Procedure.** Unless otherwise provided in these Bylaws, meetings, quorum, notice and other procedural matters of the committees shall be the same as that of the Board.

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**Section 6. Executive Committee.**

- (A) The Executive Committee shall consist of the Chair, Vice-Chair, Treasurer, and not more than four (4) additional members nominated by the Chair and confirmed by vote of a majority of a quorum of Directors at any regular or special meeting.
- (B) During the intervals between the meetings of the Board of Directors, the Executive Committee shall possess and may exercise all the powers and functions of the Board of Directors in the management and direction of the affairs of The Board in all cases in which specific directions shall not have been given by the Board of Directors.
- (C) All actions by the Executive Committee shall be reported to the Board of Directors at its meeting next succeeding such action. Regular minutes of the proceedings of the Executive Committee shall be kept. A majority of the members of the Executive Committee in office at the time shall be necessary to constitute a quorum and in every case an affirmative vote of a majority of the members of the Committee present at a meeting shall be necessary for the taking of any action.
- (D) The Executive Committee shall fix and establish its own rules of procedure and shall meet as provided by such rules, and it shall also meet at the call of its Chair or of any member of the Committee.

**Section 7. Audit and Finance.**

- (A) It shall be composed of not less than five (5) directors appointed annually by the Chair and shall be representative of all counties in the Region.
- (B) The Audit and Finance Committee shall serve as a direct communication link between the independent audit firm and The Board. The committee shall engage in audit planning, monitor the progress of the annual audit, maintenance and investment of Company retirements plans and shall be responsible for financial reporting oversight.
- (C) Meetings shall be held as often as is necessary to discharge the duties of the committee.

**ARTICLE IX. PARLIAMENTARY AUTHORITY**

The rules contained in Roberts Rules of Order as Revised, except for the rules of Disciplinary Proceedings, shall govern the Board of Directors, officers and chair of various committees, in all cases to which they are applicable, provided, however, that they do not conflict with the Bylaws of the Corporation, or with any laws in effect of the State of Florida.

**ARTICLE X. BOOKS AND RECORDS**

**Section 1. Accounts and Minutes.** The Board shall keep correct and complete books and records of account and shall keep minutes of the proceedings of its Board of Directors and committees of Directors.

**Section 2. Form of Records.** Any books, records and minutes may be in written form or in any other form capable of being converted into written form within a reasonable time.

**Section 3. Fiscal Year.** The fiscal year of The Board shall begin on July 1 and end on June 30 of the following calendar year.

**ARTICLE XI. CORPORATE SEAL**

The Board of Directors shall provide a corporate seal which shall be circular in form and shall have inscribed thereon the name of the corporation and the year of incorporation.

**ARTICLE XII. EXECUTION OF INSTRUMENTS**

**Section 1. Checks.** All checks, drafts and orders for payment of money shall be signed in the name of the Corporation and shall be countersigned by those officers or agents as the Board of Directors shall from time to time designate for that purpose.

**Section 2. Contracts, Conveyances.** When the execution of any contract, conveyance or other instrument has been authorized without specification of the executing officers, the president or any vice president may execute the same in the name and behalf of the Corporation and may affix the corporate seal to the document. The Board of Directors shall have power to designate the officers and agents who shall have authority to execute any instrument on behalf of the Corporation.

**Section 3. Contracts; Voting Requirement In the Event of Potential Conflict of Interests.** If The Board proposes to enter into a contract with an organization or individual represented on the Board of Directors, the contract must be approved by a two-thirds vote of The Board, a quorum having been established, and the member who could benefit financially from the transaction must abstain from voting on the contract in accordance with F.S. §445.007(1).

**ARTICLE XIII. CODE OF CONDUCT AND ETHICS**

**Section 1. Sunshine Law and Public Records.** All meetings of The Board, its committees and between members shall comply with Section 24, Article I of the State Constitution, the Florida Government in the Sunshine Act (Fla. Stat. §286 et seq.) and the Public Records Act (Fla. Stat. §119 et seq.).

**Section 2. Conduct Standards.** Directors and Officers shall be governed by Chapter 112, Florida Statutes, in their conduct.

**Section 3. Conflicts of Interest.** Upon discovery of an actual or potential conflict of interest, a member of the Board of Directors or Officer shall promptly file a written statement of

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PASCO-HERNANDO WORKFORCE BOARD, INC.

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disqualification and shall withdraw from any further participation in the transaction involved. No member of the Board of Directors shall cast a vote on any matter on which he or she has a conflict of interest as defined by federal or state law.

**Section 4. Non Discrimination Policy.** All actions taken by The Board shall be made without regard to age, sex, race, religion, national origin, political affiliation, marital status, disability or handicap, or other reason prohibited under applicable law.

**Section 5. Restriction on Benefits of Net Earnings.** No part of the Corporation net earnings shall inure to the benefit of any director, staff, private individual, Corporation or other entity.

**Section 6. Procurement.** The Board is not a state agency, and is therefore exempt from the Chapters 120 and 287 of the Florida Statutes; however, The Board shall apply the procurement and expenditure procedures as required by applicable federal, state or local law and the rules, regulations and policies promulgated thereunder.

**ARTICLE XIV. INDEMNIFICATION**

The Board of Directors may by resolution indemnify any person who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative, by reason of the fact that the person is or was a director, officer, employee or agent of the corporation, against expenses (including attorneys' fees), judgments, fines and amounts paid in settlement, reasonably incurred in connection with such action, suit, or proceeding, including any appeal thereof, if he or she acted in good faith with the care of an ordinarily prudent person in a similar position and in a manner he or she reasonably believed to be in the best interests of the corporation and, with respect to any criminal action or proceeding, had no reasonable cause to believe his or her conduct was unlawful. This obligation shall not extend to any claim, issue, or matter as to which such person derived an improper personal benefit, directly or indirectly; or as to which such person's actions constituted recklessness or an act or omission which was committed in bad faith or with malicious purpose or in a manner exhibiting wanton and willful disregard of human rights, safety, or property.

**ARTICLE XV. AMENDMENT**

These Bylaws may be replaced or amended by a vote of two-thirds (2/3) of a quorum of the Board of Directors.

EFFECTIVE DATE: February 4, 2016.

Adopted by the Board of Directors at its meeting on February 4, 2016.



Mark Earl, Board Chair

## **Attachment C- Executed and draft MOUs**

**Interagency Cooperative Agreement Between  
The Pasco-Hernando Workforce Board, Inc.  
And  
Connections Job Development**

**March 1, 2016 to June 30, 2018**

**Purpose**

The purpose of this agreement is to increase and improve services to area employers through the development of a quality workforce. Working together we will continue to reduce welfare dependency and enhance productivity and competitiveness in Pasco and Hernando counties by providing effective workforce services to job seekers, including dislocated workers, youth, incumbent workers, employed workers, new entrants to the workforce, veterans, and individuals with disabilities.

**Goals**

The goals of this agreement are to build on and strengthen the existing partnership between the PHWB and Connections Job Development in the provision of employment related services for joint customers, to ensure best practices and ethical standards are maintained and the consumer's rights and meaningful choices are respected. We agree not to discriminate by age, race, religion, sex or national origin, and will not knowingly work with organizations which do.

**Roles and Responsibilities**

To this end, the parties agree to:

1. Maintain and provide updated information and eligibility determination services to customers interested in Pasco Hernando One-Stop Services.
2. Accept and process customers referred by other Pasco Hernando One-Stop System agencies/organizations.
3. Actively participate in a referral and information exchange process that ensures job seeking customers maximize their employment potential.
4. Coordinate customer needs to develop the best mix of services.
5. Participate in and contribute to cultural cross training, meetings, data entry, collaboratively developed reports and other activities as required to maintain good customer service, achieve organizational goals and further effective partnerships.
6. Follow all applicable federal, state, and local laws, regulations, policies and procedures to the best of our ability.
7. Process and maintain customer files and personal information as confidential information.

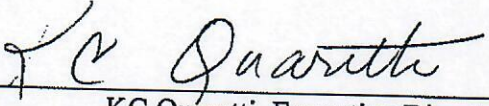


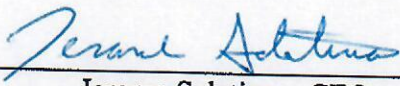
8. Negotiate solutions to differences/problems that threaten this agreement and/or the Pasco Hernando One-Stop System.

Either party can terminate this agreement by providing the other party thirty (30) days written notice by certified mail, return receipt requested.

Signed

Connections Job Development Corporation      Pasco-Hernando Workforce Board, Inc.

  
\_\_\_\_\_  
KC Quaretti, Executive Director

  
\_\_\_\_\_  
Jerome Salatino, CEO

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
EXPERIENCE WORKS, INC.**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and Experience Works, Inc. (EWI) of Hernando and Pasco Counties, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Region 16.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE PARTNERS ONE STOP COMMITTEE (POC)** By July 1, 2015 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include **EWI** shall designate in writing a representative to serve as a member of The Partners One Stop Committee (POC). The One Stop Operator Program Director shall chair The POC and shall, through the PHWB's Operations/Management Consultant and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE LOCAL CENTER COMMITTEES** – By July 1, 2015, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The Local Center Committee (LCC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

LCC Committee chairs will forward any issues/problems not resolved by the LCC to the Chair of the POC. The POC Chair will review these items and may take action or make recommendations for resolution to the LCC and/or to the individuals involved. If the issues/problems are not resolved, The POC chair will notify the PHWB's Operations/Management Consultant prior to placing these items on The POC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the POC or the LCC. Issues unresolved by The POC will be referred to the PHWB's Operations/Management Consultant, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

**c. THE PARTNERS ONE STOP COMMITTEE/LOCAL CENTER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The LCC reports to The POC, the POC reports through the PHWB Operations/Management Consultant and the CEO to the PHWB. The POC and LCC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**5. EWI RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **EWI** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated **EWI** information to customers interested in Pasco Hernando One Stop Core Services.

2. Provide **EWI** program eligibility determination services to all customers interested in and possibly eligible for **EWI** program services.

3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **EWI** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.

4. Provide **EWI** services to program certified customers.

5. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.

6. Ensure a CareerCentral.jobs email address is the primary email address for all staff located on a full time or itinerant basis in a CareerSource Pasco Hernando and/or One-Stop Delivery System office.

7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.

8. Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.
9. Ensure **EWI** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.
10. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **EWI** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **EWI**'s operations. Provide this information to the One Stop Operator at least quarterly.
11. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **EWI** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **EWI** staff assigned to positions within the Pasco Hernando One Stop.
2. Fund all **EWI** supplies and resource materials related to the delivery of **EWI** related services.
3. Pay the **EWI** portion of costs for office spaces and common area usage as agreed to by **EWI**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

- a. Administer and oversee Workforce Investment Act (WIA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop

Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.

**b.** Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIA, WTP, WP and other One Stop programs.

**c.** Provide WIA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.

**d.** Coordinate, assist with, and arrange for office spaces and standard equipment to support **EWI** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **EWI** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.

**e.** Provide staff to assist with POC and LCC responsibilities, as needed and possible.

**f.** Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.

**g.** Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.

**h.** Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized

recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on July 1, 2015 or the date signed by both parties, and will remain in effect through midnight, June 30, 2016.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p> <p>By: <u><i>Jessie A. [Signature]</i></u></p> <p>Date: July 30, 2015</p>	<p>Experience Works, Inc.</p> <p>By: <u><i>Larry Finkle</i></u></p> <p>Date: <u><i>07/17/2015</i></u></p>
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**Attachment A**

**Description of Services**

**Experience Works, Inc.**

Experience Works, Inc. will provide placement and training assistance for low income citizens aged fifty-five and older.

## Attachment B

### **Pasco-Hernando Workforce Board, Inc. Grievance Procedure**

**PURPOSE:** To comply with the Workforce Investment Act Code of Federal Regulations (CFR), 20 CFR Section 667.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 670.990.) WIA regulations, 20 CFR 667.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIA, a grievance/complaint can be filed by One-Stop partners, One-Stop operators, service and training providers, participants, contractors, and others receiving WIA funds or participating in WIA activities who have been adversely affected by the local WIA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIA, Welfare-to-Work regulations, Welfare Transition Program, TANF Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIA, Welfare-to-Work, or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Career Staff via the form entitled **Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing**

**and Appeal Procedures** found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIA Act and 20 C.F.R., Section 627.460.

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint Hearings Officer, Pasco-Hernando Workforce Board, Inc. 3185 Premier Drive, Brooksville, FL 34604. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (*in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter*).

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department Economic

Opportunity, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Investment Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIA regulations, 20 CFR Section 667.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIA Section 667.630 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room s5514, 200 Constitution Avenue, Washington, D.C. 20210 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

## **REPORTING DISCRIMINATION COMPLAINTS:**

WIA Section 667.275 (a) requires that recipients of WIA funds comply with federal nondiscrimination and equal opportunity laws. WIA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Department Economic Opportunity, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250.

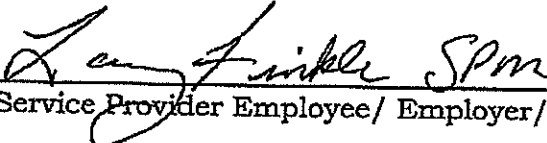
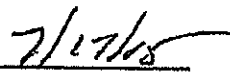
Forms and instructions for filing a discrimination complaint may be obtained by contacting the Department Economic Opportunity, Human Resource Management, 1320 Executive Center Drive, Room 115 Atkins Building, Tallahassee, Florida 32399-2250. (850-488-7228, ext. 1160). If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 1-800-955-8770 for voice assistance in contacting the Department Economic Opportunity.

**LOCAL CONTACT:**        **Dave Hamilton, [dhamilton@careercentral.jobs](mailto:dhamilton@careercentral.jobs)**

**EXPIRATION DATE:**     Indefinite

**Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant  
Grievance/Complaint Hearing and Appeal Procedures**

As a WIA/WP/Welfare Transition Program participant, contractor, One-Stop partner, One-Stop operator, service and/or training provider, employee, employer and/or other entity receiving WIA/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., I **certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

   
\_\_\_\_\_  
Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIA/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

   
\_\_\_\_\_  
PHWB Service Provider Signature      Date

REVISED 4/10

## ATTACHMENT C

### COMMON AREA RULES AND RESPONSIBILITIES PASCO HERNANDO SERVICE CENTERS

#### (THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando Operator and shared by all agencies/organizations physically co-located in the . Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the Operator. Designated Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All CareerSource Pasco Hernando staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB. **Monday through Thursday:** Men are required to wear business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **CareerSource Pasco Hernando logo shirts are acceptable business attire.** **Friday/Casual Days:** Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No flora or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. CareerSource Pasco Hernando shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the CareerSource Pasco Hernando offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances

may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.

- **BUILDING ACCESS/SECURITY** – The Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the Operator.
- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones; taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.
- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility. The Operator is responsible for managing those contributions and expenses. The Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – All staff physically located either full time or on an itinerant basis at a CareerSource Pasco Hernando or Service Delivery System office will utilize a CareerCentral.jobs email address as their primary email address. Computers are to be used for business purposes only. Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.
- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the Operator. All



staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of conference rooms and training/testing rooms using the Operator's scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a Operator manager will have final say on conference room and training/test room/area scheduling.

- **COPIERS** – staff may use any/all copiers located in the . Bulk copying (over five hundred copies) of forms, for example, shall be accomplished outside the One-Stop Center and shall be at the expense of the One-Stop partner. Copier codes or logs may track agency/organization usage by program and volume. Accurate tracking supports equitable cost sharing. All users must identify themselves to the copier or log in usage. Staff experiencing a problem with a copier should ask for assistance from the designated point-of-contact for the copier in question.
- **CROSS TRAINING** – Cross training sessions will be scheduled by the Operator on an as needed basis. Sessions will highlight Center agency/organizations or services provided in the community or at the Center. All participants agree to have its staff attend, participate in, and support Center cross training activities.
- **DOOR CODES** – door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the Operator immediately.
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando Center, all staff, regardless of parent agency, must be familiar with and closely follow emergency/evacuation policies and procedures that are developed and implemented by the Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB's CareerSource Pasco Hernando Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.
- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are

properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All agencies/organizations should regularly check their mail slots for fax correspondence.

- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the Operator. Those items will be brought to the attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.
- **MAIL** – Mail Center procedures are established and overseen by the Operator. Upon agreement with the Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and equitable basis. The Operator and Center agency/organization management coordinate scheduling, work requirements and training procedures.
- **PARKING** – While the Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the Operator, with assistance from other partner agencies/organizations as agreed to by participating Center agency/organization management. All Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the Operator. The Operator will ensure that greeters are advised of those events. Good coordination between staff will result in more seamless and professional services to our customers.

- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. CareerSource Pasco Hernando staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according to the employing organization's disciplinary policy and may be barred from further employment or other activities within CareerSource Pasco Hernando and/or Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.
- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-workers when talking near work areas, especially when in switchboard and clerical areas.
- **STORAGE** – Storage space is very limited in the Centers. Staff needing to store something temporarily should coordinate storage with the Operator. Long-term storage may be unavailable in the Center. If the Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). Participants must ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.
- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have first checked with that unit to determine if the required supplies are

available. Borrowed items will be returned or replaced as soon as possible.

- **TELEPHONE USAGE** – Full time, CareerSource Pasco Hernando staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All staff may use the vending machines. Any staff member who loses money in a vending machine should place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

**Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant  
Grievance/Complaint Hearing and Appeal Procedures**

As a WIA/WP/Welfare Transition Program participant, contractor, One-Stop partner, One-Stop operator, service and/or training provider, employee, employer and/or other entity receiving WIA/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

*Larry Linkle SPM* *7/17/15*  
Participant/Service Provider Employee/ Employer/or other Signature Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIA/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

*Terrance Adetuna* 7/30/2015  
PHWB Service Provider Signature Date

REVISED 4/10

Pasco-Hernando State College

**AGREEMENT FOR CONTINUING  
WORKFORCE EDUCATION**

Donor I.D.# \_\_\_\_\_ (PHSC Use Only) Today's Date: 2/9/2016  
Organization: Career Source Pasco-Hernando Contact: Dave Hamilton  
Address: 7361 Forest Oaks Blvd. Phone: 352-593-2231  
Spring Hill, FL 34606 Email: dhamilton@careersourcepascohernando.com  
Fax: \_\_\_\_\_

**COURSE INFORMATION**

Course Title: MSSC CPT Boot Camp Course #: NCI0008-0806  
Begin Date: 2/16/2016 End Date: 3/4/2016 Days: M-F Times: 8 a.m. - 4 p.m.  
Training Location: PHSC West Campus, Room J105 and S316  
Instructor(s): Eric Dickinson, MGSC

Textbook(s): Foundations of Manufacturing, 3rd ed., Units 1 - 4 (4 books per student)

Books to be ordered/provided by: \_\_\_\_\_ PHSC  Organization  
Supplies: Student Registrations, Assessments, Proctoring Fee, and Certificates

Supplies to be ordered/provided by: \_\_\_\_\_ PHSC  Organization  
Equipment:  TV/VCR  PowerPoint Projector/Laptop  Overhead Projector  
 White Board  Flip Chart/Pad  Other: \_\_\_\_\_  
Equipment to be provided by:  PHSC \_\_\_\_\_ Organization

**REGISTRATION INFORMATION**

Number of Students: 25 Registration Deadline: 2/16/2016

*Unless other arrangements have been made, student registration must be completed a minimum of five (5) business days prior to the start of the training program.*

**COST OF TRAINING**

PHSC shall provide training as outlined above at a total cost of: \$ 28,750 for up to and including 25 students. Career Source will be billed for actual attendees at \$1150 per student with a minimum of 12 guaranteed at \$13,800.

Should additional students be added to this training program, the cost per person will be \$ N/A.

*Unless other arrangements have been made, payment (or Purchase Order) must be received a minimum of five (5) business days prior to the start of the training program.*

## TERMS OF AGREEMENT

This document serves as the Agreement (the "Agreement") between Pasco-Hernando State College (the "College") and the client (the "Organization") whose representative's signature appears below for continuing workforce education course(s) delivered by the College for the Organization. **A fully executed Agreement must be in effect before any course(s) of instruction can begin.**

Please refer to the reverse of this Agreement for details pertaining to the course, including fees, dates, location and needed materials and supplies, which is incorporated herein and made a part of the Agreement.

.....

Pasco-Hernando State College is committed to providing the highest quality of instruction. To ensure this quality, the College agrees to:

- Recommend, design, develop and coordinate curriculum as required. (Curriculum developed by the College, its instructors or contractors remain the sole property of PHSC.)
- Select and pay qualified instructor(s).
- Provide course materials, if required. (Refer to the reverse of this Agreement for details.)
- Provide training equipment, if required. (Refer to the reverse of this Agreement for details.)
- Provide and arrange classroom space, if required. (Refer to the reverse of this Agreement for details.)
- Register students.
- Provide Certificates of Achievement to students who meet the performance or attendance criteria as established by the Organization as part of the training objectives.
- Maintain records in accordance with the requirements of the State of Florida and the Southern Association of Colleges and Schools.

In return for these services, the Organization agrees to:

- Assist with the registration of students.
- Provide course materials and/or supplies, if required. (Refer to the reverse of this Agreement for details.)
- Provide training equipment, if required. (Refer to the reverse of this Agreement for details.)
- Provide and arrange training space, if required. (Refer to the reverse of this Agreement for details.)
- Pay to the College any and all amounts due by the registration deadline. (Refer to the reverse of this Agreement for details.)

### Cancellation Policy:

In the event this training program is cancelled by the Organization within five (5) business days prior to the start of the training, the College may assess a cancellation fee equal to and not more than fifty percent (50%) of the agreed upon total cost of training. The College reserves the right in our discretion to cancel training within five (5) business days prior to the start of the training and refund all monies paid to the College by the Organization.

## ACCEPTANCE OF TERMS OF AGREEMENT

I understand and agree to all of the information as outlined in this Agreement.

  
\_\_\_\_\_  
Signature of Organization Representative

2/9/2016  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Signature of PHSC Representative

2/9/16  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Signature of Budget Supervisor

2/9/16  
\_\_\_\_\_  
Date

**Interagency Cooperative Agreement Between  
Pasco-Hernando Workforce Board, Inc.  
and  
The Early Learning Coalition of Pasco and Hernando Counties, Inc.  
July 1, 2015 to June 30, 2018**

**Purpose**

The purpose of this agreement is to increase and improve services to area employers through the development of a quality workforce. Working together we will continue to reduce welfare dependency and enhance productivity and competitiveness in Pasco and Hernando counties by providing effective workforce services to job seekers, including dislocated workers, youth, incumbent workers, employed workers, new entrants to the workforce, veterans, and people with disabilities.

**Goals**

The goals of this agreement are to build on and strengthen the existing partnership between the PHWB and **The Early Learning Coalition of Pasco and Hernando Counties, Inc.** in the provision of employment related services for joint customers, to ensure best practices and ethical standards are maintained and the consumer's rights and meaningful choices are respected. We agree not to discriminate by age, race, religion, sex or national origin, and will not knowingly work with organizations which do.

**Roles and Responsibilities**

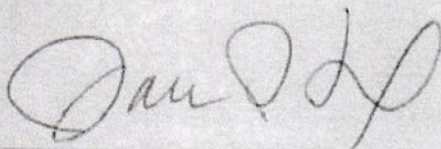
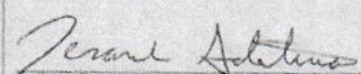
To this end, the parties agree to:

1. Maintain and provide updated information and eligibility determination services to customers interested in Pasco Hernando One-Stop Services.
2. Accept and process customers referred by other Pasco Hernando One-Stop System agencies/organizations.
3. Actively participate in a referral and information exchange process that ensures job seeking customers maximize their employment potential.
4. Coordinate customer needs to develop the best mix of services.
5. Participate in and contribute to cross training, meetings, data entry, reports and other activities as required to maintain good customer service, achieve organizational goals and further effective partnerships.
6. Follow all applicable federal, state, and local laws, regulations, policies and procedures to the best of our ability.
7. Process and maintain customer files and personal information as confidential information.
8. Negotiate solutions to differences/problems that threaten this agreement and/or the Pasco Hernando One-Stop System.



Either party can terminate this agreement by providing the other party thirty (30) days written notice by certified mail, return receipt requested.

Signed

The Early Learning Coalition of Pasco and Hernando Counties, Inc.	Pasco-Hernando Workforce Board, Inc.
	
Executive Director	Jerome Salatino, CEO
7/23/15	7/23/15
(Date)	(Date)



**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE PASCO HERNANDO  
AND  
PASCO COUNTY HOUSING AUTHORITY**

This Agreement, made by and between CareerSource Pasco Hernando, hereinafter referred to as "CSPH" and the Pasco County Housing Authority, Inc., hereinafter referred to as "PCHA", is for the purpose of promoting family self-sufficiency among low-income families.

PCHA will refer low-income households needing assistance with career assessment, general assistance with preparation for job searching and interviewing skills, access to career workshops, training and education, and additional mentoring and counseling necessary to achieve family self-sufficiency. These services may be necessary to provide additional stability to families with goals of economic self-sufficiency and independence from welfare assistance. CSPH will refer eligible clients to PCHA for assistance with obtaining low income affordable housing through PCHA. Both CSPH and PCHA will further screen referrals as needed to determine eligibility.

**PCHA will:**

1. Provide referral information to qualified applicants who are in need of career assessment, job search assistance, job training, and help finding employment.
2. Prepare a "Referral Form" for the applicant to present to CSPH if the applicant is eligible for and interested in applying for services.
3. Provide additional information if necessary concerning the applicant to CSPH once applicant has given permission for release of such information.
4. Coordinate case management activities with CSPH on identified mutual clients to facilitate the provision of services to the household and to prevent duplication of services.

**CSPH will:**

1. Accept referrals from PCHA of low-income households interested in and eligible to receive career assessment, job search assistance, job training, and help finding employment
2. Screen applicants and determine eligibility for assistance.
3. Notify the applicant if additional information is required to be requested from the PCHA and obtain permission to obtain that information.
4. Inform the applicant and PCHA if assistance has been approved and is to be provided for the applicant.
5. Be responsible for obtaining verification of the service need, and career assessment results if applicable
6. Coordinate case management activities with PCHA for identified mutual clients to facilitate the provision of services to the household.

**CSPH and PCHA agree to:**

1. Adhere to the federal guidelines regarding client confidentiality and not release information without the permission of the client.
2. Jointly develop any forms needed to facilitate the processing of applicant information to assure the data needs of both parties are met and reduce duplicate effort for applicants.
3. Designate agency staff as contact individuals for the purposes of this agreement and promptly notify the other party should the contact change.
4. Meet as needed, but at least one time during the period of the Agreement, to assure that the processing of applicants is being accomplished effectively and both parties have all required documentation.
5. Provide notification should resources related to this Agreement no longer be available.

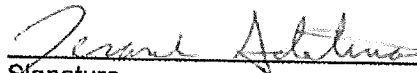
**TERM of Agreement** will be for August 1, 2015 through July 31, 2016. Either party may elect to withdraw from this Agreement at any time by notifying the designated contact persons in writing:

**PCHA Contact:** Name: Valerie Anderson  
Address: 36739 S.R. 52  
Dade City, FL 33525  
  
Telephone: 352-567-0848, ext 104 FAX: 352-567-6035  
EMAIL: Vanderson@pascocountyhousing.org

**CSPH Contact:** Name \_\_\_\_\_  
Address \_\_\_\_\_  
  
Telephone \_\_\_\_\_ FAX \_\_\_\_\_  
EMAIL \_\_\_\_\_

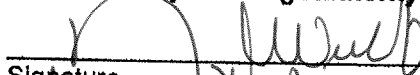
This Agreement is being entered between CSPH and PCHA by their duly authorized representatives:

**CareerSource Pasco Hernando:**

  
Signature  
Jerome Salatino, President/CEO  
Print or Type Name, Title

7/23/2015  
Date

**Pasco County Housing Authority:**

  
Signature  
Nancy L. Wozell, Ex. Director  
Print or Type Name, Title

7/28/2015  
Date

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
DEPARTMENT OF EDUCATION, DIVISION OF VOCATIONAL REHABILITATION, AREA IV**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is made pursuant to Rehabilitation Act of 1973, 29 U.S.C. §721(a)(II) and the Workforce Innovation and Opportunity Act of 2014, and is hereby entered into by and between the Pasco Hernando Workforce Board, Inc. (PHWB) and the Department of Education, Division of Vocational Rehabilitation (DVR), Area IV of Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** - By or before July 1, 2015 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include **DVR** shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC).

The One Stop Operator Program Director or designee shall chair the OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2015, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The One Stop Partner Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Partner Committee, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

The OSPC will ensure all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

**5. DVR RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **DVR** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated **DVR** information to customers interested in Pasco Hernando One Stop Core Services.

3. Provide **DVR** program eligibility determination services to all customers interested in and possibly eligible for **DVR** program services. Coordinate with PHWB to provide access to its workforce services and programs through the one-stop delivery 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.
4. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **DVR** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.
5. Provide **DVR** services to program eligible customers. Coordinate with PHWB 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 delivery system.
6. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.
7. **COMPUTER/INTERNET** – Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of **INTERNET** services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to the OSPC or OSGC.
8. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.
9. Ensure **DVR** staff attend, participate in, and contribute to Pasco Hernando One Stop System training activities designed to increase partner awareness of services available.
10. Provide the PHWB with outcome numbers for performance data tracking on a periodic basis. Provide feedback to the PHWB regarding the performance of the partnership.
11. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures that apply to One Stop System operations are followed.

Attachment A contains a description of services to be provided by **DVR** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **DVR** staff assigned to positions within the Pasco Hernando One Stop.
2. Fund all **DVR** supplies and resource materials related to the delivery of **DVR** related services.
3. Pay the **DVR** portion of costs for office spaces and common area usage as agreed to by **DVR**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

- a. Conduct oversight with respect to the one-stop delivery system in the region (Pasco and Hernando Counties).
- b. Review this MOU annually and solicit feedback from the Partner regarding improvements, changes, and/or additions.
- c. Coordinate with the Partner to provide access to workforce services and programs through the one-stop delivery 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; UI; Veterans programs; TAA; TANF program; adult education and family literacy; Perkins Act programs; and Vocational Rehabilitation.
- d. Coordinate with the Partner for the funding of the infrastructure costs of the one-stop career centers in accordance with §678.700 through §678.755 of the WIOA and the funding of shared services and operating costs in accordance with §678.760 of the WIOA and any state infrastructure funding mechanism requirements issued by the State of Florida.
- e. Coordinate, assist with, and arrange for office spaces and standard equipment to support **DVR** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **DVR** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- f. Provide staff to assist with OSPC and OSGC responsibilities, as needed and possible.

- g. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- h. Identify a qualified agency/organization or consortium to serve as the One Stop Delivery System Operator. Closely coordinate with the Operator to optimize One Stop System operations and customer services 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 delivery system.
- i. Maintain the statewide "CareerSource" branding.
- j. Maintain and operate at least one comprehensive one-stop center with extended hours to exclude holidays and emergency closings.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Local Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**9. MOU EFFECTIVE PERIOD:** The MOU becomes effective for a three (3) year period with automatic renewal unless cancelled by either party commencing on July 1, 2015 or the date signed by both parties, and will remain in effect through midnight, June 30, 2018.



**10. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p>  <p>By: Jerome Salatino CEO/President</p> <p>_____</p>  <p>Date: _____</p>	<p>Department of Education, Division of Vocational Rehabilitation, Area IV</p>  <p>By: Pam Stewart Commissioner of Education</p> <p>_____</p>  <p>Date: _____</p>
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**Attachment A**

**Description of Services**

**Division of Vocational Rehabilitation (DVR), Area IV**  
**Requirements for Confidentiality**

Notwithstanding anything in this agreement to the contrary, the parties acknowledge and agree as follows:

1. Customer information obtained by **DVR** is confidential under both Florida and federal law. **DVR** may share this information only under limited circumstances to include: a) when necessary to administer the State Vocational Rehabilitation Program; and b) when the customer has consented in writing to the sharing of information.
2. **DVR** agrees to share with its One Stop System Partners and other System organizations all customer information necessary to secure appropriate employment outcomes for **DVR** customers (“**DVR** Customer Information”), in accordance with #1 above.
3. The One-Stop Center Operator agrees to: a) access and/or release **DVR** Customer Information only when required to meet its legal obligations under the Workforce Innovation and Opportunity Act or when required to secure appropriate employment outcomes for **DVR** customers; and; b) ensure that all other One-Stop System Partners and organizations agree in writing, prior to the receipt of any **DVR** Customer Information, to access and/or release **DVR** Customer Information only as consistent with 3 a) above.

**Division of Vocational Rehabilitation (DVR), Area IV**  
**Description of Services**

The State of Florida’s Division of Vocational Rehabilitation is a federally mandated (Rehabilitation Act of 1973 as amended), state-operated Program intended to rehabilitate eligible persons with disabilities and place them into the employment force. The Program’s single performance outcome is described as continuous employment for at least 90 days. Quality employment is defined as a competitive employment consistent with an individual’s unique strengths, resources, abilities, capabilities and interests. The Program’s emphasis is upon the most significantly disabled individuals, who cannot be employed without the Program’s assistance. There is no mandate or intent to provide services to disabled individuals capable of employment without the assistance of the Program’s services. Program eligibility is based upon the presence of a disability that creates employment impediments and the individual requires Vocational Rehabilitation services to prepare for, secure, retain or regain employment. The Program works with adults and with youth still in secondary schools.

At the Full One Stop Center, **DVR** will provide for Program access through a written application, and eligibility determination for Vocational Rehabilitation services. These services may include vocational evaluation, assessment, disability diagnosis, eligibility determination, vocational counseling, individual planning for employment, restoration services, training, placement and follow-up services. Some of

these services are provided on-site by **DVR** staff and others are provided off-site by the medical community, vendors and community rehabilitation partners.

At any Satellite Centers, **DVR** will provide facilitated access to the Program. This Program access will include, as a minimum, the opportunity to make written application.

At all other **DVR** locations (regardless of Workforce Board designation as a Full One-Stop/Satellite), **DVR** will provide those same services indicated for the Full One-Stop Center, above. **DVR** will provide services at these non-designated locations in support of DVR and the Pasco Hernando One Stop Delivery System.

**DVR** will provide training to the other partners in the One-Stop System concerning the organization and the Program's goals, eligibility criteria, benefits of Program participation and actual services provided.

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## ATTACHMENT B

### COMMON AREA RULES AND RESPONSIBILITIES PASCO HERNANDO ONE STOP SERVICE CENTERS

#### (THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando One Stop Operator and shared by all agencies/organizations physically co-located in the One Stop. Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the One Stop Operator. Designated One Stop Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All CareerSource Pasco Hernando staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB.  
**Monday through Thursday:**  
Men are required to wear business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **CareerSource Pasco Hernando logo shirts are acceptable business attire.**  
**Friday/Casual Days:** Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No flora or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. CareerSource Pasco Hernando shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the CareerSource Pasco Hernando offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.
- **BUILDING ACCESS/SECURITY** – The One Stop Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the One Stop Operator.
- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the One Stop Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones;

taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.

- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility, but cannot be required. The One Stop Operator is responsible for managing those contributions and expenses. The One Stop Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and One Stop Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the One Stop Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.
- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the One Stop Operator. All One Stop staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of conference rooms and training/testing rooms using the One Stop Operator’s scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a One Stop Operator manager will have final say on conference room and training/test room/area scheduling.
- **CROSS TRAINING** – Cross training sessions will be scheduled by the One Stop Operator on an as needed basis. Sessions will highlight One Stop Center agency/organizations or services provided in the community or at the One Stop Center. All One Stop participants agree to have its staff attend, participate in, and support One Stop Center cross training activities.
- **DOOR CODES** – One Stop door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The One Stop Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the One Stop Operator immediately.
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando One Stop Center, all staff, regardless of parent agency, must be familiar with and closely follow One Stop emergency/evacuation policies and procedures that are

developed and implemented by the One Stop Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB's CareerSource Pasco Hernando Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.

- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. One Stop Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All One Stop agencies/organizations should regularly check their mail slots for fax correspondence.
- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** One Stop staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the One Stop Operator. Those items will be brought to the attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.
- **MAIL** – Mail Center procedures are established and overseen by the One Stop Operator. Upon agreement with the One Stop Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and equitable basis. The One Stop Operator and One Stop Center agency/organization management coordinate scheduling, work requirements and training procedures.
- **PARKING** – While the One Stop Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the One Stop Operator, with assistance from other partner agencies/organizations as agreed to by participating One Stop Center agency/organization management. All One Stop Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the One Stop Operator. The Operator will ensure that greeters are advised of those events. Good coordination between staff will result in more seamless and professional services to our customers.

- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. CareerSource Pasco Hernando staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according to the employing organization's disciplinary policy and may be barred from further employment or other activities within CareerSource Pasco Hernando and/or One Stop Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.
- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-workers when talking near work areas, especially when in switchboard and clerical areas.
- **STORAGE** – Storage space is very limited in the One Stop Centers. Staff needing to store something temporarily should coordinate storage with the One Stop Operator. Long-term storage may be unavailable in the One Stop Center. If the One Stop Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). One Stop participants must ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.
- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have first checked with that unit to determine if the required supplies are available. Borrowed items will be returned or replaced as soon as possible.
- **TELEPHONE USAGE** – Full time, CareerSource Pasco Hernando staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the One Stop Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All One Stop staff may use the vending machines. Any staff member who loses money in a vending machine should

place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

**Sharing of infrastructure costs:**

<u>Lease</u>	<u>Lease Term</u>	<u>Includes</u>	<u>Square Footage</u>	<u>Price Per Square Foot</u>	<u>Monthly Rent</u>	<u>Annual Rent</u>
<b>DADE CITY</b>						
JDR Properties	6-1-14 - 5-31-19	utilities	5579	14.50	6,741.29	80,895.48
Vocational Rehabilitation	6-1-15 - 5-31-19	utilities - office equipment	1364	14.50	1,648.17	19,778.04
<b>NEW PORT RICHEY</b>						
Trouble Creek	3-1-15 - 5-31-15	nothing	18713	7.76	15,414.22	145,130.00
	6-1-15 - 5-31-16	nothing	14513	10.00	12,094.17	145,130.00
	6-1-16 - 5-31-17	nothing	14513	10.25	12,396.52	148,758.24
	6-1-17 - 5-31-18	nothing	14513	10.50	12,698.88	152,386.56
	6-1-18 - 5-31-19	nothing	14513	10.75	13,001.23	156,014.76
	6-1-19 - 5-31-20	nothing	14513	11.00	13,303.58	159,642.96
Vocational Rehabilitation	11-1-15 - 10-31-16	utilities - office equipment	2805	18.85	4,405.32	52,863.84
	11-1-16 - 10-31-17	utilities - office equipment	2805	19.10	4,463.76	53,565.12
	11-1-17 - 10-31-18	utilities - office equipment	2805	19.35	4,522.20	54,266.40
	11-1-18 - 10-31-19	utilities - office equipment	2805	19.60	4,580.64	54,967.68
	11-1-19 - 10-31-20	utilities - office equipment	2805	19.85	4,639.07	55,668.84
<b>SPRING HILL</b>						
CDSS Forest Oaks	7-1-12 - 4-30-17	utilities	14132	17.10	20,138.46	241,661.49
Vocational Rehabilitation	6-1-15 - 4-30-17	utilities - office equipment	2180	20.56	3,735.07	44,820.84



**Interagency Cooperative Agreement Between  
Pasco-Hernando Workforce Board, Inc.  
and the  
Florida Department of Children and Families  
Central Region, 5<sup>th</sup> Circuit**

**March 1, 2016 to June 30, 2018**

**Purpose**

The purpose of this agreement is to increase and improve services to area employers through the development of a quality workforce. Working together we will continue to reduce welfare dependency and enhance productivity and competitiveness in Pasco ,and Hernando counties by providing effective workforce services to job seekers, including dislocated workers, youth, incumbent workers, employed workers, new entrants to the workforce, veterans, and people with disabilities.

**Goals**

The goals of this agreement are to build on and strengthen the existing partnership between the PHWB and the Florida Department of Children and Families, Central Region, Circuit 5 in the provision of employment related services for joint customers, to ensure best practices and ethical standards are maintained and the consumer's rights and meaningful choices are respected. We agree not to discriminate by age, race, religion, sex or national origin, and will not knowingly work with organizations which do.

**Roles and Responsibilities**

To this end, the parties agree to:

1. Maintain and provide updated information and eligibility determination services to customers interested in Pasco Hernando One-Stop Services.
2. Accept and process customers referred by other Pasco Hernando One-Stop System agencies/organizations.
3. Actively participate in a referral and information exchange process that ensures job seeking customers maximize their employment potential.
4. Coordinate customer needs to develop the best mix of services.
5. Participate in and contribute to cross training, meetings, data entry, reports and other activities as required to maintain good customer service, achieve organizational goals and further effective partnerships.
6. Follow all applicable federal, state, and local laws, regulations, policies and procedures to the best of our ability.
7. Process and maintain customer files and personal information as confidential information.

8. Negotiate solutions to differences/problems that threaten this agreement and/or the Pasco Hernando One-Stop System.

Either party can terminate this agreement by providing the other party thirty (30) days written notice by certified mail, return receipt requested.

Signed: 

Florida Department of Children and Families, Central Region Circuit 5

Pasco-Hernando Workforce Board, Inc.

Regional Managing Director  
(Title)

  
Jerome Salatino, CEO

**Interagency Cooperative Agreement Between  
Pasco-Hernando Workforce Board, Inc.  
And the  
Florida Department of Children and Families, SunCoast Region**

**March 1, 2016 to June 30, 2018**

**Purpose**

The purpose of this agreement is to increase and improve services to area employers through the development of a quality workforce. Working together we will continue to reduce welfare dependency and enhance productivity and competitiveness in Pasco and Hernando counties by providing effective workforce services to job seekers, including dislocated workers, youth, incumbent workers, employed workers, new entrants to the workforce, veterans, and people with disabilities.

**Goals**

The goals of this agreement are to build on and strengthen the existing partnership between the PHWB and the Florida Department of Children and Families, SunCoast Region in the provision of employment related services for joint customers, to ensure best practices and ethical standards are maintained and the consumer's rights and meaningful choices are respected. We agree not to discriminate by age, race, religion, sex or national origin, and will not knowingly work with organizations which do.

**Roles and Responsibilities**

To this end, the parties agree to:

1. Maintain and provide updated information and eligibility determination services to customers interested in Pasco Hernando One-Stop Services.
2. Accept and process customers referred by other Pasco Hernando One-Stop System agencies/organizations.
3. Actively participate in a referral and information exchange process that ensures job seeking customers maximize their employment potential.
4. Coordinate customer needs to develop the best mix of services.
5. Participate in and contribute to cross training, meetings, data entry, reports and other activities as required to maintain good customer service, achieve organizational goals and further effective partnerships.
6. Follow all applicable federal, state, and local laws, regulations, policies and procedures to the best of our ability.
7. Process and maintain customer files and personal information as confidential information.
8. Negotiate solutions to differences/problems that threaten this agreement and/or the Pasco Hernando One-Stop System.

Either party can terminate this agreement by providing the other party thirty (30) days written notice by certified mail, return receipt requested.

Signed

Florida Department of Children and Families, SunCoast Region  <hr/>	Pasco- Hernando Workforce Board, Inc.  <hr/> Jerome Salatino, CEO
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**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
THE DISTRICT SCHOOL BOARD OF PASCO COUNTY**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is made pursuant to Rehabilitation Act of 1973, 29 U.S.C. §721(a)(II) and the Workforce Innovation and Opportunity Act of 2014, and is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and the District School Board of Pasco County (DSBPC) of Land O' Lakes, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** - By or before July 1, 2016 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include DVR shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC).

The One Stop Operator Program Director or designee shall chair the OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2016, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The One Stop Partner Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Partner Committee, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

The OSPC will ensure all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

**5. DSBPC RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **DSBPC** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated Adult Basic Education/GED, Title I Literacy and Career and Technical Education information to customers interested in Pasco Hernando One Stop Core Services.

3. Provide Adult Basic Education/GED, Literacy and Career and Technical Education services to program certified customers. Coordinate with PHWB to provide access to its workforce services and programs through the one-stop delivery 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.
4. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for Adult Basic Education/GED, Title I Literacy and Career and Technical Education services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.
5. Provide **DSBPC** services to program eligible customers. Coordinate with PHWB 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 delivery system.
6. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.
7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.
8. Ensure **DSBPC** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities designed to increase partner awareness of services available.
9. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **DSBPC** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **DSBPC's** operations. Provide this information to the One Stop Operator at least quarterly.
10. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **DSBPC** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities

for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **DSBPC** staff assigned to positions within the Pasco Hernando One Stop.
2. Fund all **DSBPC** supplies and resource materials related to the delivery of **DSBPC** related services.
3. Pay the **DSBPC** portion of costs for office spaces and common area usage as agreed to by **DSBPC**, the PHWB, and the One Stop Operator.

**NOTE: DSBPC staff wages represent in-kind contributions toward the total cost of Pasco Hernando One-Stop operations. Those wages will be considered when calculating partner cost sharing commitments.**

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

- a. Conduct oversight with respect to the one-stop delivery system in the region (Pasco and Hernando Counties).
- b. Review this MOU annually and solicit feedback from the Partner regarding improvements, changes, and/or additions.
- c. Coordinate with the Partner to provide access to workforce services and programs through the one-stop delivery 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; UI; Veterans programs; TAA; TANF program; adult education and family literacy; Perkins Act programs; and Vocational Rehabilitation.
- d. Coordinate with the Partner for the funding of the infrastructure costs of the one-stop career centers in accordance with §678.700 through §678.755 of the WIOA and the funding of shared services and operating costs in accordance with §678.760 of the WIOA and any state infrastructure funding mechanism requirements issued by the State of Florida.
- e. Coordinate, assist with, and arrange for office spaces and standard equipment to support **DSBPC** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **DSBPC** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- f. Provide staff to assist with OSPC and OSGC responsibilities, as needed and possible.



- g. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- h. Identify a qualified agency/organization or consortium to serve as the One Stop Delivery System Operator. Closely coordinate with the Operator to optimize One Stop System operations and customer services 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 delivery system.
- i. Maintain the statewide "CareerSource" branding.
- j. Maintain and operate at least one comprehensive one-stop center with extended hours to exclude holidays and emergency closings.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIOA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on July 1, 2016 or the date signed by both parties, and will remain in effect through midnight, June 30, 2018.

**11. AUTHORIZATION FOR SIGNATURE:**

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

Pasco-Hernando Workforce Board, Inc.    By: _____  Date: _____	The District School Board of Pasco County    By: _____  Date: _____
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**Attachment A**

**Description of Services**

**District School Board of Pasco County**

The District School Board of Pasco County will provide information on Adult Basic Education/GED, Literacy and Career and Technical Education.

**Attachment B**  
**Attachment B**

**Pasco-Hernando Workforce Board, Inc.**  
**Grievance Procedure**

**PURPOSE:** To comply with the Workforce Innovation and Opportunity Act Code of Federal Regulations (CFR), 20 CFR Section 683.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 686.1050.) WIOA regulations, 20 CFR 683.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIOA, a grievance/complaint can be filed by One-Stop Center partners, One-Stop Center operators, service and training providers, participants, contractors, and others receiving WIOA funds or participating in WIOA activities who have been adversely affected by the local WIOA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIOA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIOA, Trade Adjustment Assistance ACT (TAA), Welfare Transition Program, Temporary Assistance for Needy Families (TANF) Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIOA, Supplemental Nutrition Assistance Program (SNAP), or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Center Career Staff via the form entitled **Certification of Understanding**, Pasco- Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures found at the end of this grievance procedure. A copy of this form will be discussed with

the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIOA Act and 2 CFR 200.333 - RETENTION REQUIREMENTS FOR RECORDS

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 6589, Spring Hill, FL 34611. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

*\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter).*

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department of Economic Opportunity, ATTN: Director, 107 East Madison Street, Caldwell Building, Tallahassee, Florida 32399-4120. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Innovation and Opportunity Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive

a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIOA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIOA regulations, 20 CFR Section 683.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIOA Section 638.620 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room S-5506, 200 Constitution Avenue, Washington, D.C. 20210 (202) 693-6999 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

#### **REPORTING DISCRIMINATION COMPLAINTS:**

WIOA Section 683.285 (a) requires that recipients of WIOA funds comply with federal nondiscrimination and equal opportunity laws. WIOA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Department of Economic Opportunity, Office for Civil Rights, Suite 150, Caldwell Building, East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street, 10th floor Tampa, FL 33602, Phone: (813) 228-2310 or TTY (813) 228-2003.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Department of Economic Opportunity, at (850) 488-722, ext. 1330, 1340, 1338 or visit the following website: <http://www2.myflorida.com//DEO/pdglcivilrights/forms.pdf>

You may file a discrimination complaint directly with the CareerSource Pasco Hernando EEO Officer, Mr. David Hamilton, at 7361 Forest Oaks Blvd. Spring Hill, FL 34601 Phone: (352) 593-2231.

WTP complaints can be file with U.S. Department of Health and Human Services Office of Civil Rights, Inspector General Sam Nunn, Atlanta Federal Center, 61 Forsyth Street, SW, Suite 3B70, Atlanta, GA 30303 and a copy mailed to DEO, Office for Civil Rights, Suite 150, Caldwell Building, 107 East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street 10th Floor, Tampa, FL 33602 (813) 228-2310 or TIY (813) 228-2003. You may file electronically at the following website address: [civil.rights@DEO.state.fl.us](mailto:civil.rights@DEO.state.fl.us).

A Wagner-Peyser complaint may be filed directly with a local-office EO Officer or with the U.S. Department of Labor, Civil Rights Center Discrimination Complaints 200 Constitution Ave., NM, Room N-4123 Washington, D.C. 20210.

If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 711 for voice assistance in contacting the Department of Economic Opportunity.

**LOCAL CONTACT:** Dave Hamilton, [dhamilton@careersourcepascohernando.com](mailto:dhamilton@careersourcepascohernando.com)

**EXPIRATION DATE:** Indefinite

Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures

As a WIOA/TAA/SNAP/WP/Welfare Transition Program participant, contractor, One-Stop Center partner, One-Stop Center operator, service and/or training provider, employee, employer and/or other entity receiving WIOA/TAA/SNAP/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

---

Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIOA/TAA/SNAP/WP /Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

---

Authorized PHWB Signature

Date

REVISED 02/29/2016

**MEMORANDUM OF UNDERSTANDING**  
**Between**  
**District School Board of Hillsborough County**  
**And**  
**Pasco-Hernando Workforce Board**

The purpose of this Memorandum of Understanding between the **School District of Hillsborough County**/Farmworker Career Development Program and the **Pasco-Hernando Workforce Board** is to assure the delivery of core services which will be provided to enable adult migrant and seasonal farmworkers to acquire basic education skills for literate functioning, and to provide adult migrant and seasonal farmworkers with sufficient basic education to enable them to benefit from job training and retraining programs and to obtain and retain productive employment.

All operating cost of the Farmworker Career Development Program will be federally funded through the Workforce Innovation and Opportunity Act.

The **School District of Hillsborough County** will provide the following core services to all Farmworker Career Development Program participants from **March 1, 2016** through **June 30, 2017**.

- Academic and Career Assessment
- Basic Literacy (ABE, ESOL, Pre-GED)
- Supportive Services (Student allowances, tuition, textbooks, and uniforms)
- Counseling
- Vocational Training
- Placement Services

CareerSource Pasco Hernando One Stop Centers will provide information to farmworkers by

- Promoting Farmworker Services
- Provide Career Assessments
- Placement Referral Services

**School District of Hillsborough County**

**Pasco-Hernando-Workforce Board**

\_\_\_\_\_  
Superintendent

\_\_\_\_\_  
Jerome Salatino  
Executive Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
GULF COAST JEWISH FAMILY AND COMMUNITY SERVICES, INC.**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

The intention of the Pasco Hernando One Stop Delivery System is to provide access to career and training services, as well as programs and activities carried out by program partners. The objective is to enhance the provision of services to individuals with disabilities and other individuals through cross-training of staff, information sharing, technical assistance and other efforts of cooperation, collaboration and coordination with partner agencies.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and Gulf Coast Jewish Family and Community Services, Inc. (GCJFCS) of West Central, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition,

this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Region 16.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** - By or before July 1, 2016 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include PHSC shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC). The One Stop Operator Program Director shall chair The OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2016, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of t Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

5. **GCJFCS RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **GCJFCS** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated **GCJFCS** information to customers interested in Pasco Hernando One Stop Core Services.

2. Provide **GCJFCS** program eligibility determination services to all customers interested in and possibly eligible for **GCJFCS** program services.

3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **GCJFCS** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.

4. Provide **GCJFCS** services to program certified customers.

5. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.

6. Ensure a CareerSource Pasco Hernando email address is the primary email address for all staff located on a full time or itinerant basis in a CareerSource Pasco Hernando and/or One-Stop Delivery System office.

7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.

8. Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

9. Ensure **GCJFCS** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.

10. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **GCJFCS** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **GCJFCS's** operations. Provide this information to the One Stop Operator at least quarterly.

11. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **GCJFCS** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **GCJFCS** staff assigned to positions within the Pasco Hernando One Stop.

2. Fund all **GCJFCS** supplies and resource materials related to the delivery of **GCJFCS** related services.

3. Pay the **GCJFCS** portion of costs for office spaces and common area usage as agreed to by **GCJFCS**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

a. Administer and oversee Workforce Innovation and Opportunity Act (WIOA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.

b. Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIA, WTP, WP and other One Stop programs.

- c. Provide WIOA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.
- d. Coordinate, assist with, and arrange for office spaces and standard equipment to support **GCJFCS** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **GCJFCS** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- e. Provide staff to assist with POC and LCC responsibilities, as needed and possible.
- f. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- g. Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.
- h. Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on March 1, 2016 or the date signed by both parties, and will remain in effect through midnight, June 30, 2018.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p>  <p>By: _____</p> <p>Date: _____</p>	<p>Gulf Coast Jewish Family and Community Services, Inc.</p>  <p>By: _____</p> <p>Date: _____</p>
---	--

**Attachment A**

**Description of Services**

**Gulf Coast Jewish Family and Community Services**

Services provided in the Non-custodial Parent Employment Project (NCEP) program include:

- Job Development
- Supervised job search and placement
- Case monitoring
- Educational assessment and referrals
- Counseling on responsible fatherhood
- Peer support group
- Contingency funds for transportation, work attire, auto maintenance, etc.
- Support service referrals (mediation, substance abuse counseling, etc.)

**GCJFCS pays a proportionate share of costs**

Monthly Rental Rate Schedule

Term		Rate Per		
Start	End	Square	Monthly	Yearly Rate
(MM/DD/YYYY)	(MM/DD/YYYY)	Foot	Rate	
3/1/2016	6/30/2016	\$20.91	\$1,742.50	\$20,910.00
7/1/2016	6/30/2017	\$20.91	\$1,742.50	\$20,910.00
7/1/2017	6/30/2018	\$21.43	\$1,786.00	\$21,432.00
7/1/2018	6/30/2019	\$21.97	\$1,830.65	\$21,967.80
7/1/2019	5/31/2020	\$22.52	\$1,876.42	\$22,517.04

**Attachment B**  
**Attachment B**

**Pasco-Hernando Workforce Board, Inc.**  
**Grievance Procedure**

**PURPOSE:** To comply with the Workforce Innovation and Opportunity Act Code of Federal Regulations (CFR), 20 CFR Section 683.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 686.1050.) WIOA regulations, 20 CFR 683.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIOA, a grievance/complaint can be filed by One-Stop Center partners, One-Stop Center operators, service and training providers, participants, contractors, and others receiving WIOA funds or participating in WIOA activities who have been adversely affected by the local WIOA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIOA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIOA, Trade Adjustment Assistance ACT (TAA), Welfare Transition Program, Temporary Assistance for Needy Families (TANF) Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.



POLICY: The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIOA, Supplemental Nutrition Assistance Program (SNAP), or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Center Career Staff via the form entitled **Certification of Understanding**, Pasco- Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIOA Act and 2 CFR 200.333 - RETENTION REQUIREMENTS FOR RECORDS

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 6589, Spring Hill, FL 34611. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (*in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter*).

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department of Economic Opportunity, ATTN: Director, 107 East Madison Street, Caldwell Building, Tallahassee, Florida 32399-4120. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Innovation and Opportunity Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint).

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIOA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIOA regulations, 20 CFR Section 683.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

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WTP complaints can be file with U.S. Department of Health and Human Services Office of Civil Rights, Inspector General Sam Nunn, Atlanta Federal Center, 61 Forsyth Street, SW, Suite 3B70, Atlanta, GA 30303 and a copy mailed to DEO, Office for Civil Rights, Suite 150, Caldwell Building, 107 East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street 10th Floor, Tampa, FL 33602 (813) 228-2310 or TIY (813) 228-2003. You may file electronically at the following website address: [civil.rights@DEO.state.fl.us](mailto:civil.rights@DEO.state.fl.us).

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If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 711 for voice assistance in contacting the Department of Economic Opportunity.

**LOCAL CONTACT:** Dave Hamilton, [dhamilton@careersourcepascohernando.com](mailto:dhamilton@careersourcepascohernando.com)

**EXPIRATION DATE:** Indefinite

Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures

As a WIOA/TAA/SNAP/WP/Welfare Transition Program participant, contractor, One-Stop Center partner, One-Stop Center operator, service and/or training provider, employee, employer and/or other entity receiving WIOA/TAA/SNAP/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

---

Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIOA/TAA/SNAP/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

---

Authorized PHWB Signature      Date

REVISED 02/29/2016

**ATTACHMENT C**

**COMMON AREA RULES AND RESPONSIBILITIES**  
**PASCO HERNANDO ONE STOP SERVICE CENTERS**

**(THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)**

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando One Stop Operator and shared by all agencies/organizations physically co-located in the One Stop. Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the One Stop Operator. Designated One Stop Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All CareerSource Pasco Hernando staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB. **Monday through Thursday:** Men are required to wear business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **CareerSource Pasco Hernando logo shirts are acceptable business attire.** **Friday/Casual Days:** Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No floral or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. CareerSource Pasco Hernando shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the CareerSource Pasco Hernando offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.
- **BUILDING ACCESS/SECURITY** – The One Stop Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the One Stop Operator.
- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the One Stop Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones; taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.

- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility. The One Stop Operator is responsible for managing those contributions and expenses. The One Stop Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and One Stop Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the One Stop Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – All staff physically located either full time or on an itinerant basis at a CareerSource Pasco Hernando or One Stop Service Delivery System office will utilize a CareerCentral.jobs email address as their primary email address. Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.
- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the One Stop Operator. All One Stop staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of conference rooms and training/testing rooms using the One Stop Operator’s scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a One Stop Operator manager will have final say on conference room and training/test room/area scheduling.
- **COPIERS** – One Stop staff may use any/all copiers located in the One Stop. Bulk copying (over five hundred copies) of forms, for example, shall be accomplished outside the One-Stop Center and shall be at the expense of the One-Stop partner. Copier codes or logs may track agency/organization usage by program and volume. Accurate tracking supports equitable cost sharing. All users must identify themselves to the copier or log in usage. Staff experiencing a problem with a copier should ask for assistance from the designated point-of-contact for the copier in question.
- **CROSS TRAINING** – Cross training sessions will be scheduled by the One Stop Operator on an as needed basis. Sessions will highlight One Stop Center agency/organizations or services provided in the community or at the One Stop Center. All One Stop participants

agree to have its staff attend, participate in, and support One Stop Center cross training activities.

- **DOOR CODES** – One Stop door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The One Stop Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the One Stop Operator immediately.
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando One Stop Center, all staff, regardless of parent agency, must be familiar with and closely follow One Stop emergency/evacuation policies and procedures that are developed and implemented by the One Stop Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB's CareerSource Pasco Hernando Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.
- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. One Stop Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All One Stop agencies/organizations should regularly check their mail slots for fax correspondence.
- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** One Stop staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the One Stop Operator. Those items will be brought to the attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.
- **MAIL** – Mail Center procedures are established and overseen by the One Stop Operator. Upon agreement with the One Stop Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and

equitable basis. The One Stop Operator and One Stop Center agency/organization management coordinate scheduling, work requirements and training procedures.

- **PARKING** – While the One Stop Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the One Stop Operator, with assistance from other partner agencies/organizations as agreed to by participating One Stop Center agency/organization management. All One Stop Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the One Stop Operator. The Operator will ensure that greeters are advised of those events. Good coordination between staff will result in more seamless and professional services to our customers.
- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. CareerSource Pasco Hernando staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according the employing organization’s disciplinary policy and may be barred from further employment or other activities within CareerSource Pasco Hernando and/or One Stop Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.
- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-



workers when talking near work areas, especially when in switchboard and clerical areas.

- **STORAGE** – Storage space is very limited in the One Stop Centers. Staff needing to store something temporarily should coordinate storage with the One Stop Operator. Long-term storage may be unavailable in the One Stop Center. If the One Stop Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). One Stop participants must ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.
- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have first checked with that unit to determine if the required supplies are available. Borrowed items will be returned or replaced as soon as possible.
- **TELEPHONE USAGE** – Full time, CareerSource Pasco Hernando staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the One Stop Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All One Stop staff may use the vending machines. Any staff member who loses money in a vending machine should place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
THE HERNANDO COUNTY SCHOOL BOARD**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is made pursuant to Rehabilitation Act of 1973, 29 U.S.C. §721(a)(II) and the Workforce Innovation and Opportunity Act of 2014, and is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and the Hernando County School Board (HCSB) of 919 North Broad Street, Brooksville, FL. 34601

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** - By or before July 1, 2016 or as soon as is practical, Pasco Hernando One Stop agencies/organizations shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC). The One

Stop Operator Program Director or designee shall chair the OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2016, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The One Stop Partner Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Partner Committee, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

The OSPC will ensure all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

**5. HCSB RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **HCSB** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated Adult Basic Education/GED, Title I Literacy and Career and Technical Education information to customers interested in Pasco Hernando One Stop Core Services.

3. Provide Adult Basic Education/GED, Literacy and Career and Technical Education services to program certified customers. Coordinate with PHWB to provide access to its workforce services and programs through the one-stop delivery 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.
4. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for Adult Basic Education/GED, Title I Literacy and Career and Technical Education services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.
5. Provide **HCSB** services to program eligible customers. Coordinate with PHWB 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 delivery system.
6. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.
7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.
8. Ensure **HCSB** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities designed to increase partner awareness of services available.
9. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **HCSB** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **HCSB's** operations. Provide this information to the One Stop Operator at least quarterly.
10. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by both **PHWB & HCSB** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and

responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **HCSB** staff assigned to positions within the Pasco Hernando One Stop.
2. Fund all **HCSB** supplies and resource materials related to the delivery of **HCSB** related services.
3. Pay the **HCSB** portion of costs for office spaces and common area usage as agreed to by **HCSB**, the PHWB, and the One Stop Operator.

**NOTE: HCSB staff wages represent in-kind contributions toward the total cost of Pasco Hernando One-Stop operations. Those wages will be considered when calculating partner cost sharing commitments.**

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

- a. Conduct oversight with respect to the one-stop delivery system in the region (Pasco and Hernando Counties).
- b. Review this MOU annually and solicit feedback from the Partner regarding improvements, changes, and/or additions.
- c. Coordinate with the Partner to provide access to workforce services and programs through the one-stop delivery 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; UI; Veterans programs; TAA; TANF program; adult education and family literacy; Perkins Act programs; and Vocational Rehabilitation.
- d. Coordinate with the Partner for the funding of the infrastructure costs of the one-stop career centers in accordance with §678.700 through §678.755 of the WIOA and the funding of shared services and operating costs in accordance with §678.760 of the WIOA and any state infrastructure funding mechanism requirements issued by the State of Florida.
- e. Coordinate, assist with, and arrange for office spaces and standard equipment to support **HCSB** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **HCSB** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- f. Provide staff to assist with OSPC and OSGC responsibilities, as needed and possible.

- g. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- h. Identify a qualified agency/organization or consortium to serve as the One Stop Delivery System Operator. Closely coordinate with the Operator to optimize One Stop System operations and customer services 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 delivery system.
- i. Maintain the statewide "CareerSource" branding.
- j. Maintain and operate at least one comprehensive one-stop center with extended hours to exclude holidays and emergency closings.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIOA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on March 1, 2016 or the date signed by both parties, and will remain in effect through midnight, June 30, 2018.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p> <p>By: <u><i>Jerome Adetama</i></u></p> <p>Date: <u>4/22/16</u></p>	<p>The Hernando County School Board</p> <p>By: <u><i>[Signature]</i></u></p> <p>Date: <u>4/19/16</u></p>
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## **Attachment A**

### **Description of Services**

#### **Hernando County School Board**

The Hernando County School Board will provide information on Adult Basic Education/GED, Literacy and Career and Technical Education.

#### **Pasco-Hernando Workforce Board Operational Responsibilities**

- Provide resume writing, interviewing and career preparation services in schools in coordination with the teachers as part of a curriculum
- Coordinate tours and educational guest speakers from post-secondary schools in order to assist students in knowing their options after graduation
- Coordinate activities that provide students with direct exposure to the local workforce i.e., guest speakers in schools, industry tours and career fair events
- Assist seniors with job placement services based on areas of study and the needs of businesses in our community
- Active member of advisory boards for various Academies throughout both districts



**Attachment B**  
**Attachment B**

**Pasco-Hernando Workforce Board, Inc.**  
**Grievance Procedure**

**PURPOSE:** To comply with the Workforce Innovation and Opportunity Act Code of Federal Regulations (CFR), 20 CFR Section 683.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 686.1050.) WIOA regulations, 20 CFR 683.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIOA, a grievance/complaint can be filed by One-Stop Center partners, One-Stop Center operators, service and training providers, participants, contractors, and others receiving WIOA funds or participating in WIOA activities who have been adversely affected by the local WIOA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIOA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIOA, Trade Adjustment Assistance ACT (TAA), Welfare Transition Program, Temporary Assistance for Needy Families (TANF) Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIOA, Supplemental Nutrition Assistance Program (SNAP), or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Center Career Staff via the form entitled **Certification of Understanding**, Pasco- Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures found at the end of this grievance procedure. A copy of this form will be discussed with

the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIOA Act and 2 CFR 200.333 - RETENTION REQUIREMENTS FOR RECORDS

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 6589, Spring Hill, FL 34611. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

*\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter).*

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department of Economic Opportunity, ATTN: Director, 107 East Madison Street, Caldwell Building, Tallahassee, Florida 32399-4120. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Innovation and Opportunity Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive

a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIOA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIOA regulations, 20 CFR Section 683.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIOA Section 638.620 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room S-5506, 200 Constitution Avenue, Washington, D.C. 20210 (202) 693-6999 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

#### **REPORTING DISCRIMINATION COMPLAINTS:**

WIOA Section 683.285 (a) requires that recipients of WIOA funds comply with federal nondiscrimination and equal opportunity laws. WIOA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Department of Economic Opportunity, Office for Civil Rights, Suite 150, Caldwell Building, East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street, 10th floor Tampa, FL 33602, Phone: (813) 228-2310 or TTY (813) 228-2003.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Department of Economic Opportunity, at (850) 488-722, ext. 1330, 1340, 1338 or visit the following website: <http://www2.myflorida.com//DEO/pdglcivilrights/forms.pdf>

You may file a discrimination complaint directly with the CareerSource Pasco Hernando EEO Officer, Mr. David Hamilton, at 7361 Forest Oaks Blvd. Spring Hill, FL 34601 Phone: (352) 593-2231.

WTP complaints can be file with U.S. Department of Health and Human Services Office of Civil Rights, Inspector General Sam Nunn, Atlanta Federal Center, 61 Forsyth Street, SW, Suite 3B70, Atlanta, GA 30303 and a copy mailed to DEO, Office for Civil Rights, Suite 150, Caldwell Building, 107 East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street 10th Floor, Tampa, FL 33602 (813) 228-2310 or TIY (813) 228-2003. You may file electronically at the following website address: [civil.rights@DEO.state.fl.us](mailto:civil.rights@DEO.state.fl.us).

A Wagner-Peyser complaint may be filed directly with a local-office EO Officer or with the U.S. Department of Labor, Civil Rights Center Discrimination Complaints 200 Constitution Ave., NW, Room N-4123 Washington, D.C. 20210.

If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 711 for voice assistance in contacting the Department of Economic Opportunity.

**LOCAL CONTACT:** Dave Hamilton, [dhamilton@careersourcepascohernando.com](mailto:dhamilton@careersourcepascohernando.com)

**EXPIRATION DATE:** Indefinite

Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures

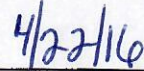
As a WIOA/TAA/SNAP/WP/Welfare Transition Program participant, contractor, One-Stop Center partner, One-Stop Center operator, service and/or training provider, employee, employer and/or other entity receiving WIOA/TAA/SNAP/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., I certify that I have read the above statement and understand my rights and responsibilities as enumerated.

Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIOA/TAA/SNAP/WP /Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

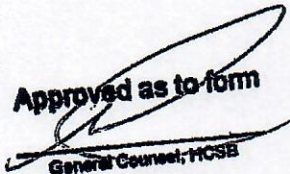


Authorized PHWB Signature



Date

REVISED 02/29/2016

  
Approved as to form  
General Counsel, HCSB

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
DISTRICT BOARD OF TRUSTEES OF PASCO HERNANDO STATE COLLEGE**

---

**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

The intention of the Pasco Hernando One Stop Delivery System is to provide access to career and training services, as well as programs and activities carried out by program partners. The objective is to enhance the provision of services to individuals with disabilities and other individuals through cross-training of staff, information sharing, technical assistance and other efforts of cooperation, collaboration and coordination with partner agencies.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is hereby entered into by and between the Pasco-Hernando Workforce Board, Inc. (PHWB) and the District

Board of Trustees of Pasco-Hernando State College (**PHSC**) of New Port Richey, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Local Workforce Development Area 16.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** By or before July 1, 2016 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include **PHSC** shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC). The One Stop Operator Program Director shall chair The OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2016, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The Local Center Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The

OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.
3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.
4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**5. PHSC RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **PHSC** shall:

**a. OPERATIONAL** –

1. Maintain and provide updated **PHSC** information to customers interested in Pasco Hernando One Stop Core Services.
2. Provide **PHSC** program eligibility determination services to all customers interested in and possibly eligible for **PHSC** program services.
3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **PHSC** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.
4. Provide **PHSC** services to program certified customers.
5. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.
6. Ensure a careersourcepascohernando.com email address is the primary email address for all staff located on a full time or

itinerant basis in a CareerSource Pasco Hernando and/or One-Stop Delivery System office.

**7.** List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.

**8.** Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

**9.** Ensure **PHSC** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.

**10.** Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **PHSC** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **PHSC**'s operations. Provide this information to the One Stop Operator at least quarterly.

**11.** Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **PHSC** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

**1.** Provide wages and fringe benefits for all **PHSC** staff assigned to positions within the Pasco Hernando One Stop.

**2.** Fund all **PHSC** supplies and resource materials related to the delivery of **PHSC** related services.



3. Pay the **PHSC** portion of costs for office spaces and common area usage as agreed to by **PHSC**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

- a. Administer and oversee Workforce Innovation and Opportunity Act (WIOA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.
- b. Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIOA, WTP, WP and other One Stop programs.
- c. Provide WIOA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.
- d. Coordinate and arrange for WIOA staff to visit the PHSC campuses on a monthly basis during PHSC's enrollment periods. Staff will assist by answering WIOA questions, assist with registration in Employ Florida Marketplace, answer general questions regarding services provided and job placement assistance, if needed.
- e. Coordinate, assist with, and arrange for office spaces and standard equipment to support **PHSC** staff participating in Pasco Hernando One Stop operations. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- f. The Mobile One Stop will visit one PHSC campus per month to assist with registration in Employ Florida Marketplace, job placement and other general information as needed.
- g. Provide staff to assist with OSGC and OSPC responsibilities, as needed and possible.
- h. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.

- i. Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.
- j. Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIOA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on March 1, 2016 or the date signed by both parties, and will remain in effect through midnight, June 30, 2017.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p> <p>By:</p> <p>_____</p> <p>Date:</p> <p>_____</p>	<p>District Board of Trustees Pasco Hernando State College</p> <p>By:</p> <p>_____</p> <p>Date:</p> <p>_____</p>
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## **Attachment A**

### **Description of Services**

#### **Pasco Hernando State College**

Pasco Hernando State College will provide information on their employment and training services to include:

- Career Assessment
- Placement Testing
- Internship Opportunities
- Job Placement Information
- General Educational Advisement
- Delivery of Educational Advisement
- Delivery of Educational and Training Services
- Placement and Salary information on PHSC program participants as provided by the Florida Education & Training Placement Program (FETPIP).

#### **In-Kind Donations**

Itinerant office space for WIOA and Business Services staff - **\$3,387.42** year per two offices/cubicles

**In-Kind Donations**

**Pasco-Hernando Workforce Board Mobile One Stop - \$5,888.56 per year**

		Round Trip	Fuel @ 1.70/gal	5 Hours Generator Fuel	% of Oil Change (5%)	Misc cost per trip	Staff Time	Per Trip Cost
Dade City		52	\$ 12.63	\$ 8.50	\$ 3.40	\$ 2.00	\$ 231.00	\$ 488.53
Wire Grass		116	\$ 28.17	\$ 8.50	\$ 3.40	\$ 2.00	\$ 231.00	\$ 504.07
New Port Richey		64	\$ 15.54	\$ 8.50	\$ 3.40	\$ 2.00	\$ 231.00	\$ 491.44
Spring Hill		38	\$ 9.23	\$ 8.50	\$ 3.40	\$ 2.00	\$ 231.00	\$ 485.13
Brooksville		12	\$ 2.91	\$ 8.50	\$ 3.40	\$ 2.00	\$ 231.00	\$ 478.81

**WIOA Staff**

1 staff member x12 monthly visits – average \$160 per visit = **\$1,920** per year

## Attachment B

### **Pasco-Hernando Workforce Board, Inc. Grievance Procedure**

**PURPOSE:** To comply with the Workforce Innovation and Opportunity Act Code of Federal Regulations (CFR), 20 CFR Section 667.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 670.990.) WIOA regulations, 20 CFR 667.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIOA, a grievance/complaint can be filed by One-Stop partners, One-Stop operators, service and training providers, participants, contractors, and others receiving WIOA funds or participating in WIOA activities who have been adversely affected by the local WIOA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIOA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIOA, Welfare Transition Program, TANF Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIOA or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Career Staff via the form entitled **Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing**

**and Appeal Procedures** found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIOA Act and 20 C.F.R., Section 627.460.

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 6589, Spring Hill, FL 34611. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

*\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter).*

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department of Economic

Opportunity (DEO), ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Innovation and Opportunity Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIOA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIOA regulations, 20 CFR Section 667.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIOA Law describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room s5514, 200 Constitution Avenue, Washington, D.C. 20210 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

#### **REPORTING DISCRIMINATION COMPLAINTS:**



WIOA law requires that recipients of WIOA funds comply with federal nondiscrimination and equal opportunity laws. WIOA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Department of Economic Opportunity, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Department of Economic Opportunity, Human Resource Management, 1320 Executive Center Drive, Room 115 Atkins Building, Tallahassee, Florida 32399-2250. (850-488-7228, ext. 1160). If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 1-800-955-8770 for voice assistance in contacting the Department of Economic Opportunity.

**LOCAL CONTACT:**            **Dave Hamilton, [dhamilton@careersourcepascohernando.com](mailto:dhamilton@careersourcepascohernando.com)**

**EXPIRATION DATE:**        Indefinite

**Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant  
Grievance/Complaint Hearing and Appeal Procedures**

As a WIOA/WP/Welfare Transition Program participant, contractor, One-Stop partner, One-Stop operator, service and/or training provider, employee, employer and/or other entity receiving WIOA/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

---

Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIOA/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

---

PHWB Service Provider Signature      Date

REVISED 02/16

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
LUTHERAN SERVICES FLORIDA, INC.**

---

**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

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**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is hereby entered into by and between THE PASCO-HERNANDO WORKFORCE BOARD, INC. (PHWB) and Lutheran Services Florida, Inc. (LSF) of St. Petersburg, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Region 16.

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1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.

3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.

4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

5. **LSF RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **LSF** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated **LSF** information to customers interested in Pasco Hernando One Stop Core Services.

2. Provide **LSF** program eligibility determination services to all customers interested in and possibly eligible for **LSF** program services.

3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **LSF** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.

4. Provide **LSF** services to program certified customers.

5. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.

6. Ensure a CareerSource Pasco Hernando email address is the primary email address for all staff located on a full time or itinerant basis in a CareerSource Pasco Hernando and/or One-Stop Delivery System office.

7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.

8. Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

9. Ensure **LSF** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.

10. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **LSF** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **LSF's** operations. Provide this information to the One Stop Operator at least quarterly.

11. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **LSF** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **LSF** staff assigned to positions within the Pasco Hernando One Stop.

2. Fund all **LSF** supplies and resource materials related to the delivery of **LSF** related services.

3. Pay the **LSF** portion of costs for office spaces and common area usage as agreed to by **LSF**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

a. Administer and oversee Workforce Innovation and Opportunity Act (WIOA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.

b. Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIOA, WTP, WP and other One Stop programs.

- c. Provide WIOA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.
- d. Coordinate, assist with, and arrange for office spaces and standard equipment to support **LSF** staff participating in Pasco Hernando One Stop operations. When possible and necessary, attempt to assist **LSF** with funding their One Stop space and equipment requirements. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.
- e. Provide staff to assist with POC and LCC responsibilities, as needed and possible.
- f. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.
- g. Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.
- h. Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIOA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as

witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the President and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on March 1, 2016 or the date signed by both parties, and will remain in effect through midnight, June 30, 2018.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p>  <p>By:</p> <p>_____</p>  <p>Date:</p> <p>_____</p>	<p>Lutheran Services Florida, Inc.</p>  <p>By:</p> <p>_____</p>  <p>Date:</p> <p>_____</p>
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**Attachment A**

**Description of Services**

**Lutheran Services, Florida, Inc.**

The goal of this program is to provide employment services which promote self-sufficiency and effective resettlement of refugees and entrants within Pasco County. Through early employment, these individuals will achieve economic self-sufficiency sooner, lessen their dependency on public assistance, and become contributing members to the workforce in Florida and to the United States.

These services include, but are not limited to:

- Intake Procedures/Referrals
- Client Skill Evaluation and Assessment
- Orientation and Specialized Adjustment counseling
- Employability Skills Training (EST)
- Design and Development of an Individual Employability Plan
- Implementation and Development of the Family Self Sufficiency Plan (FSSP)
- Specialized Job Search for TANF and RAP Recipients
- Job Development/Job Bank
- Job Placement
- 30/60/90/120/150/180 Follow Up Services
- Referral and follow-up of Client to Other Service Providers
- Specialized Case Management

The population targeted to receive these services is eligible refugees and entrants who have been in the United States for 60 months or less.

**Lutheran Services pays a proportionate share of costs.**

Monthly Rental Rate Schedule

Term		Rate Per	Monthly	Yearly Rate
Start	End	Square	Rate	
(MM/DD/YYYY)	(MM/DD/YYYY)	Foot		
3/1/2016	6/30/2016	\$20.91	\$282.29	\$3,387.42
7/1/2016	6/30/2017	\$21.64	\$292.14	\$3,505.68
7/1/2017	6/30/2018	\$22.40	\$302.37	\$3,628.38
7/1/2018	6/30/2019	\$23.18	\$312.93	\$3,755.37
7/1/2019	5/31/2020	\$23.99	\$323.90	\$3886.81

## **Attachment B**

### **Pasco-Hernando Workforce Board, Inc. Grievance Procedure**

**PURPOSE:** To comply with the Workforce Innovation and Opportunity Act Code of Federal Regulations (CFR), 20 CFR Section 683.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 686.1050.) WIOA regulations, 20 CFR 683.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIOA, a grievance/complaint can be filed by One-Stop Center partners, One-Stop Center operators, service and training providers, participants, contractors, and others receiving WIOA funds or participating in WIOA activities who have been adversely affected by the local WIOA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIOA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIOA, Trade Adjustment Assistance ACT (TAA), Welfare Transition Program, Temporary Assistance for Needy Families (TANF) Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIOA, Supplemental Nutrition Assistance Program (SNAP), or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Center Career Staff via the form entitled **Certification of Understanding**, Pasco- Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIOA Act and 2 CFR 200.333 - RETENTION REQUIREMENTS FOR RECORDS

NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL  
PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 6589, Spring Hill, FL 34611. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIOA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (*in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter*).

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Department of Economic Opportunity, ATTN: Director, 107 East Madison Street, Caldwell Building, Tallahassee, Florida 32399-4120. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Innovation and Opportunity Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIOA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIOA regulations, 20 CFR Section 683.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIOA Section 638.620 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room S-5506, 200 Constitution Avenue, Washington, D.C. 20210 (202) 693-6999 or the complaint or report can be mailed to the USDOL

South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

**REPORTING DISCRIMINATION COMPLAINTS:**

WIOA Section 683.285 (a) requires that recipients of WIOA funds comply with federal nondiscrimination and equal opportunity laws. WIOA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Department of Economic Opportunity, Office for Civil Rights, Suite 150, Caldwell Building, East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street, 10th floor Tampa, FL 33602, Phone: (813) 228-2310 or TTY (813) 228-2003.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Department of Economic Opportunity, at (850) 488-722, ext. 1330, 1340, 1338 or visit the following website: <http://www2.myflorida.com//DEO/pdglcivilrights/forms.pdf>

You may file a discrimination complaint directly with the CareerSource Pasco Hernando EEO Officer, Mr. David Hamilton, at 7361 Forest Oaks Blvd. Spring Hill, FL 34601 Phone: (352) 593-2231.

WTP complaints can be file with U.S. Department of Health and Human Services Office of Civil Rights, Inspector General Sam Nunn, Atlanta Federal Center, 61 Forsyth Street, SW, Suite 3B70, Atlanta, GA 30303 and a copy mailed to DEO, Office for Civil Rights, Suite 150, Caldwell Building, 107 East Madison Street, Tallahassee, FL 32399-4129; and with the EEOC Tampa Area Office 501 East Polk Street 10th Floor, Tampa, FL 33602 (813) 228-2310 or TIY (813) 228-2003. You may file electronically at the following website address: [civil.rights@DEO.state.fl.us](mailto:civil.rights@DEO.state.fl.us).

A Wagner-Peyser complaint may be filed directly with a local-office EO Officer or with the U.S. Department of Labor, Civil Rights Center Discrimination Complaints 200 Constitution Ave., NM, Room N-4123 Washington, D.C. 20210.

If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 711 for voice assistance in contacting the Department of Economic Opportunity.

**LOCAL CONTACT:** Dave Hamilton, [dhamilton@careersourcepascohernando.com](mailto:dhamilton@careersourcepascohernando.com)

**EXPIRATION DATE:** Indefinite

Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing and Appeal Procedures

As a WIOA/TAA/SNAP/WP/Welfare Transition Program participant, contractor, One-Stop Center partner, One-Stop Center operator, service and/or training provider, employee, employer and/or other entity receiving WIOA/TAA/SNAP/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., I **certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

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Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIOA/TAA/SNAP/WP /Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

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Authorized PHWB Signature      Date

REVISED 02/29/2016

## ATTACHMENT C

### COMMON AREA RULES AND RESPONSIBILITIES PASCO HERNANDO ONE STOP SERVICE CENTERS

#### (THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando One Stop Operator and shared by all agencies/organizations physically co-located in the One Stop. Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the One Stop Operator. Designated One Stop Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All CareerSource Pasco Hernando staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB.  
**Monday through Thursday:** Men are required to wear ties and business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **CareerSource Pasco Hernando logo shirts are acceptable business attire.**  
**Friday/Casual Days:** Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No flora or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. CareerSource Pasco Hernando shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the CareerSource Pasco Hernando offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.
- **BUILDING ACCESS/SECURITY** – The One Stop Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the One Stop Operator.



- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the One Stop Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones; taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.
- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility. The One Stop Operator is responsible for managing those contributions and expenses. The One Stop Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and One Stop Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the One Stop Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – All staff physically located either full time or on an itinerant basis at a CareerSource Pasco Hernando or One Stop Service Delivery System office will utilize a CareerSource Pasco Hernando email address as their primary email address. Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.
- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the One Stop Operator. All One Stop staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of conference rooms and training/testing rooms using the One Stop Operator’s scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a One Stop Operator manager will have final say on conference room and training/test room/area scheduling.
- **COPIERS** – One Stop staff may use any/all copiers located in the One Stop. Bulk copying (over five hundred copies) of forms, for example, shall be accomplished outside the One-Stop Center and shall be at the expense of the One-Stop partner. Copier codes or logs may track agency/organization usage by program and volume. Accurate tracking

supports equitable cost sharing. All users must identify themselves to the copier or log in usage. Staff experiencing a problem with a copier should ask for assistance from the designated point-of-contact for the copier in question.

- **CROSS TRAINING** – Cross training sessions will be scheduled by the One Stop Operator on an as needed basis. Sessions will highlight One Stop Center agency/organizations or services provided in the community or at the One Stop Center. All One Stop participants agree to have its staff attend, participate in, and support One Stop Center cross training activities.
- **DOOR CODES** – One Stop door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The One Stop Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the One Stop Operator immediately.
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando One Stop Center, all staff, regardless of parent agency, must be familiar with and closely follow One Stop emergency/evacuation policies and procedures that are developed and implemented by the One Stop Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB's CareerSource Pasco Hernando Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.
- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. One Stop Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All One Stop agencies/organizations should regularly check their mail slots for fax correspondence.
- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** One Stop staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the One Stop Operator. Those items will be brought to the

attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.

- **MAIL** – Mail Center procedures are established and overseen by the One Stop Operator. Upon agreement with the One Stop Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and equitable basis. The One Stop Operator and One Stop Center agency/organization management coordinate scheduling, work requirements and training procedures.
- **PARKING** – While the One Stop Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the One Stop Operator, with assistance from other partner agencies/organizations as agreed to by participating One Stop Center agency/organization management. All One Stop Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the One Stop Operator. The Operator will ensure that greeters are advised of those events. Good coordination between staff will result in more seamless and professional services to our customers.
- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. CareerSource Pasco Hernando staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according to the employing organization's disciplinary policy and may be barred from further employment or other activities within CareerSource Pasco Hernando and/or One Stop Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area

and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.

- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-workers when talking near work areas, especially when in switchboard and clerical areas.
- **STORAGE** – Storage space is very limited in the One Stop Centers. Staff needing to store something temporarily should coordinate storage with the One Stop Operator. Long-term storage may be unavailable in the One Stop Center. If the One Stop Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). One Stop participants must ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.
- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have first checked with that unit to determine if the required supplies are available. Borrowed items will be returned or replaced as soon as possible.
- **TELEPHONE USAGE** – Full time, CareerSource Pasco Hernando staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the One Stop Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All One Stop staff may use the vending machines. Any staff member who loses money in a vending machine should place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

**PASCO HERNANDO ONE STOP DELIVERY SYSTEM  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PASCO-HERNANDO WORKFORCE BOARD, INC.  
AND  
DISTRICT BOARD OF TRUSTEES OF PASCO HERNANDO STATE COLLEGE**

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**1. INTRODUCTION:** Various agencies provide specific and diverse employment and training services from varying locations in Pasco and Hernando Counties, Florida. To better serve customers and help individuals and families benefit from such services, local area agencies and organizations deem it appropriate to agree and cooperate with each other for the establishment and operation of the Pasco Hernando One Stop Delivery System.

It is believed the Pasco Hernando One Stop Delivery System will provide for the integrated delivery of employment and training services to our customers in Pasco and Hernando Counties, and will assist community members with labor market information, extensive job linkages, technology broadening services and resources, easier access to training, and quality assurances for the universal customer.

The intention of the Pasco Hernando One Stop Delivery System is to provide access to career and training services, as well as programs and activities carried out by program partners. The objective is to enhance the provision of services to individuals with disabilities and other individuals through cross-training of staff, information sharing, technical assistance and other efforts of cooperation, collaboration and coordination with partner agencies.

It is our hope the community will view the One Stop Delivery Centers as a single organization. While One Stop Center staff is from different agencies and organizations, we will all work together to serve the universal customer. It is important staff consistently demonstrate friendly and courteous attitudes and work together as a team. The customer is our number one priority. Meeting or exceeding customer needs and our performance objectives is our livelihood, purpose and reason for being a part of the One Stop Delivery System.

**2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING:** This Memorandum of Understanding (MOU) is hereby entered into by and

between the Pasco-Hernando Workforce Board, Inc. (PHWB) and the District Board of Trustees of Pasco-Hernando State College (**PHSC**) of New Port Richey, Florida.

**3. PURPOSE OF THIS MOU:** The purpose of this MOU is to set forth the general conditions under and by which agencies and organizations will participate and contribute to the establishment and operation of the Pasco Hernando One Stop Delivery System. In addition, this agreement will establish joint processes and procedures that will integrate the current service delivery system, resulting in a seamless and a comprehensive array of education, human service, job training, and other workforce development services to Local Workforce Development Area 16.

**4. GOVERNANCE STRUCTURE FOR THE ONE STOP SYSTEM:**

**a. THE ONE STOP GOVERNANCE COMMITTEE (OSGC)** By or before July 1, 2016 or as soon as is practical, Pasco Hernando One Stop agencies/organizations to include **PHSC** shall designate in writing a representative to serve as a member of The One Stop Governance Committee (OSGC). The One Stop Operator Program Director shall chair The OSGC and shall, through the PHWB's Sr. VP of Operations and other means as appropriate, keep the PHWB CEO fully advised of all relevant issues.

**b. THE ONE STOP PARTNER COMMITTEE** – By July 1, 2012, or as soon as is practical, each One Stop partner agency/organization shall designate in writing a representative to serve as a member of The Local Center Committee (OSPC) for each One Stop in which the agency/organization physically locates permanent or itinerant staff. The local committees will support the staff, customers and operations of their respective One Stop Centers.

OSPC Committee chairs will forward any issues/problems not resolved by the OSPC to the Chair of the OSGC. The OSGC Chair will review these items and may take action or make recommendations for resolution to the OSPC and/or to the individuals involved. If the issues/problems are not resolved, The OSGC chair will notify the PHWB's Sr. VP of Operations prior to placing these items on The OSGC meeting agenda. One-Stop Center staff concerned about issues/problems should contact their agency/organizational representative to the OSGC or the OSPC. Issues unresolved by The OSGC will be referred to the PHWB's Sr. VP of Operations, who may attempt a resolution. Issues/problems not resolved at this level may be subsequently referred to the CEO.

**c. THE ONE STOP GOVERNANCE COMMITTEE/ONE STOP PARTNER COMMITTEE RESPONSIBILITIES:**

In tier fashion: The OSPC reports to The OSGC, the OSGC reports through the PHWB Sr. VP of Operations and the CEO to the PHWB. The OSGC and OSPC duties and responsibilities include, but are not limited to:

1. Identifying issues, problems, or concerns related to One Stop System staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.
2. Resolving those issues, problems, or concerns at the lowest possible tier level.
3. Accepting and reviewing One Stop Center performance reports from participating agencies, organizations and the One Stop Operator, and coordinating with those same entities to sustain/improve operations, services, performance and staff/customer satisfaction.
4. Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Pasco Hernando One Stop Delivery System operations.

**5. PHSC RESPONSIBILITIES:** As an agency/organization in the Pasco Hernando One Stop System, and party to this MOU, **PHSC** shall:

**a. OPERATIONAL –**

1. Maintain and provide updated **PHSC** information to customers interested in Pasco Hernando One Stop Core Services.
2. Provide **PHSC** program eligibility determination services to all customers interested in and possibly eligible for **PHSC** program services.
3. Accept and process customers referred by other Pasco Hernando One Stop System agencies/organizations to determine their eligibility for **PHSC** services. Referrals and customer-related information may be coordinated and/or forwarded directly or via electronic linkages.
4. Provide **PHSC** services to program certified customers.
5. Participate in the development of a common application or pre-application format and/or procedure and a referral process to direct applicants to other One Stop System agencies/organizations.

6. Ensure a careersourcepascohernando.com email address is the primary email address for all staff located on a full time or itinerant basis in a CareerSource Pasco Hernando and/or One-Stop Delivery System office.
7. List job openings through CareerSource Pasco Hernando. Refer customers demonstrating interests in and possibly eligible for agency/organization program services, as appropriate. Ensure all outreach efforts that include a reference to CareerSource Pasco Hernando or the PHWB receive prior approval from appropriate marketing staff.
8. Coordinate customer needs with Pasco Hernando One Stop System agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.
9. Ensure **PHSC** staff attend, participate in, and contribute to Pasco Hernando One Stop System cross training activities, as required.
10. Participate in the development and implementation of other One Stop Center procedures, policies, reports customer surveys and operational agreements. Ensure employment placement information generated by **PHSC** is entered into state and local data collection systems. Actively participate in the development and maintenance of organizational reports that reflect the nature of **PHSC**'s operations. Provide this information to the One Stop Operator at least quarterly.
11. Support and cooperate with the Pasco Hernando One Stop Operator and other One Stop System agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to One-Stop System operations.

Attachment A contains a description of services to be provided by **PHSC** in the Pasco Hernando One Stop Service Delivery System. Attachment C contains common area rules and responsibilities for partners whose staff are physically located either full time or on an itinerant basis in service delivery centers operated by the PHWB.

**b. FISCAL**

1. Provide wages and fringe benefits for all **PHSC** staff assigned to positions within the Pasco Hernando One Stop.



2. Fund all **PHSC** supplies and resource materials related to the delivery of **PHSC** related services.

3. Pay the **PHSC** portion of costs for office spaces and common area usage as agreed to by **PHSC**, the PHWB, and the One Stop Operator.

**6. PHWB RESPONSIBILITIES:** As a Pasco Hernando One Stop System agency/organization and a party to this MOU, the PHWB shall:

a. Administer and oversee Workforce Investment Act (WIA), Welfare Transition Program (WTP), Wagner Peyser (WP) and other One Stop Center program funds and activities within Pasco and Hernando Counties, Florida, as directed by federal, state and local authorities.

b. Provide, coordinate, and, when necessary, interpret federal, state and local laws, regulations, policies and procedures applicable to WIA, WTP, WP and other One Stop programs.

c. Provide WIA, WTP, WP and other One Stop funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to One Stop System activities.

d. Coordinate, assist with, and arrange for office spaces and standard equipment to support **PHSC** staff participating in Pasco Hernando One Stop operations. When equipment becomes available, the PHWB will notify Pasco Hernando One Stop System agencies/organizations and will honor requests on a first to ask/most in need/first to receive basis.

e. Provide staff to assist with OSGC and OSPC responsibilities, as needed and possible.

f. Serve as a primary point-of-contact and, when necessary, serve as a mediator for issues and concerns that may undermine Pasco Hernando One Stop Delivery System operations, customer, service providers, and/or performance.

g. Serve as the focal point for all Pasco Hernando One Stop Delivery System performance measures and performance outcomes.

h. Identify a qualified agency/organization or consortium to serve as the Pasco Hernando One Stop Delivery System Operator. Closely coordinate with the Operator to optimize Pasco Hernando One Stop System operations and customer services.

**7. CONFIDENTIALITY POLICY:** All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Pasco Hernando One Stop Delivery System agencies and organizations is permitted; however, information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information if that is required, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form, if that is required and a detailed record of all information exchanges shall be maintained in the client/customer file.

**8. PHWB GRIEVANCE PROCEDURES:** Attachment B provides an updated PHWB Grievance Procedures applicable to all WTP, WP and WIA participants, subcontractors, employers and interested persons or their representatives. Parties to this agreement must ensure all staff assigned to the Pasco Hernando One Stop Centers read and sign a copy of Attachment B. An authorized, parent agency/organization staff member must also sign the form as witness. Forms with staff member's original signatures are delivered to the PHWB Equal Opportunity Officer for file.

**9. AMENDMENTS/CANCELLATION:** Amendments to this MOU will be approved by the CEO and the partner organization(s).

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services at One Stop Centers. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Pasco Hernando One Stop Delivery System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence.

**10. MOU EFFECTIVE PERIOD:** The MOU becomes effective on July 1, 2015 or the date signed by both parties, and will remain in effect through midnight, June 30, 2016.

**11. AUTHORIZATION FOR SIGNATURE:**

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

<p>Pasco-Hernando Workforce Board, Inc.</p> <p>By: _____</p> <p>Date: _____</p>	<p>District Board of Trustees Pasco Hernando State College</p> <p>By: _____</p> <p>Date: _____</p>
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## **Attachment A**

### **Description of Services**

#### **Pasco Hernando State College**

Pasco Hernando State College will provide information on their employment and training services to include:

- Career Assessment
- Placement Testing
- Internship Opportunities
- Job Placement Information
- General Educational Advisement
- Delivery of Educational Advisement
- Delivery of Educational and Training Services
- Placement and Salary information on PHSC program participants as provided by the Florida Education & Training Placement Program (FETPIP).

(E) CONSUMER CHOICE REQUIREMENTS.—Consistent with section 122 and paragraphs (2) and (3) of section 134(c), the local board shall work with the State to ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive

## **Attachment B**

### **Pasco-Hernando Workforce Board, Inc. Grievance Procedure**

**PURPOSE:** To comply with the Workforce Investment Act Code of Federal Regulations (CFR), 20 CFR Section 667.600, which requires that the Pasco-Hernando Workforce Board, Inc. (PHWB) establish and maintain hearing and appeal procedures for handling program related grievances/complaints, except for grievances related to Job Corps. (Job Corps complaint/grievance requirements can be found at 20 CFR Section 670.990.) WIA regulations, 20 CFR 667.600 defines the requirements for both the local and State grievance/appeal procedures.

Additionally, certain actions taken by the Governor, State Board or United States Department of Labor (USDOL) against the Board may be appealed.

**SCOPE:** Under WIA, a grievance/complaint can be filed by One-Stop partners, One-Stop operators, service and training providers, participants, contractors, and others receiving WIA funds or participating in WIA activities who have been adversely affected by the local WIA programs or decisions. The majority of complaints/grievances will be handled at the local level using the procedures herein.

This policy applies whenever the PHWB's sub-recipients, subcontractors, WIA or Welfare Transition Program participants, other interested person, or their representative files a non-criminal, nondiscrimination, or displacement grievance; or requests a review against or with the recipient (PHWB) alleging a violation of the WIA, Welfare-to-Work regulations, Welfare Transition Program, TANF Law, Division policies, grants, or other agreements.

The policy also includes procedures for the resolution of grievances arising from the recipient's (PHWB's) actions with respect to investigations or monitoring reports. If violations are substantiated against the local Board, the Regional and State Workforce Development Board Grievance/Complaint Hearing and Appeal Procedures may also apply PDI WDCP 00-004.

**POLICY:** The PHWB, sub-recipients, employers, contractors, grantees, and other affected parties that receive funds under the WIA, Welfare-to-Work, or Welfare Transition Programs, or as part of a program or contractual agreement, must maintain grievance hearing and appeal procedures.

This policy shall be made available to all interested parties, and participants shall be notified of their rights prior to services being rendered by the Board's One-Stop Career Staff via the form entitled **Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant Grievance/Complaint Hearing**

**and Appeal Procedures** found at the end of this grievance procedure. A copy of this form will be discussed with the participant, staff and participant will sign the form, and the form with original signature will be retained in the participant's file.

Until further notice, records will be retained in accordance with the requirements of the WIA Act and 20 C.F.R., Section 627.460.

#### NON-CRIMINAL, NON-DISCRIMINATION GRIEVANCE/COMPLAINT HEARING/APPEAL PROCESS:

The PHWB, hereafter referred to as the Board, sets the following procedures for processing non-criminal and displacement grievances. The Board first advocates problems be resolved between the conflicting parties, i.e. participants work with their case managers for resolution.

When resolutions cannot be reached to the claimant's satisfaction, within 120 calendar days following the alleged violation or adverse action, a request for a hearing may be made by writing a letter about the grievance/complaint to Hearings Officer, Pasco-Hernando Workforce Board, Inc. P.O. Box 15790, Brooksville, FL 34604. The letter must have 'Request For Hearing' at the top of the page, cannot exceed 5 pages (not including exhibits and attachments), must include the claimant's mailing address and be sent by certified mail, return receipt. The Board's Hearing Officer will conduct a thorough review of all the facts and attempt to settle the grievance with the claimant. If a settlement cannot be reached, then the Hearing Officer will send a hearing notice to the claimant, by \*certified, return receipt mail at least 10 calendar days prior to the hearing.

The hearing notice should advise the claimant of the following:

- The date, time, and place of the hearing;
- The pertinent sections of the WIA and any federal regulations involved;
- Affected parties may present witnesses or documentary evidence at the hearing;
- Affected parties may be represented at the hearing by an attorney or other representative; and

The parties will receive the decision within 30 calendar days after the hearing is completed (all of which will be completed within a required 60 day timeframe).

*\*Failure to accept the certified mailing may constitute a waiver of the right of notice and the Hearing Officer shall then serve the copy by regular mail, (in this case, the time for taking further action shall begin to run 5 calendar days from the postmark date of the letter).*

If the claimant receives an adverse decision, s/he may file an appeal within 120 calendar days of the alleged violation or adverse action to: Agency for Workforce

Innovation, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250. The appeal should be in the same format as previously described for local filing and if applicable, include any written decision made by the local Hearing Officer. The State Administrative Entity will attempt to resolve the grievance informally, however, if it is determined that the claimant needs a State level hearing, then s/he and the local Hearing Officer will be sent a notice of the hearing by certified mail, return receipt, at least 10 calendar days prior to the hearing. The notice will include the date, time, and place of the hearing; the pertinent sections of the Workforce Investment Act and any federal regulations involved; notification that parties may present witnesses or documentary evidence at the hearing and both may be represented at the hearing by an attorney or other representative; and that both parties will receive a copy of the hearing officer's decision within 30 calendar days after the hearing is completed. (State level hearings are scheduled and completed within the required 60 calendar days of the official filing of the grievance/complaint.

\*If the claimant has a disability needing special accommodations, s/he needs to call the State Administrative Entity WIA program administrator at (850) 487-2380 at least 5 working days prior to the hearing and tell them what special accommodations are needed in order for the claimant to participate in the hearing/appeal.

Under WIA regulations, 20 CFR Section 667.600, if the State has not reached a decision on the claimant's appeal within the required 60 calendar days, then s/he may file an appeal, certified mail, return receipt, no later than 120 calendar days from the date that the grievance was filed at the state level to: Secretary of the U.S. Department of Labor, Attention: Assistant Secretary Employment and Training Administration, S2307, Washington, D.C. 20210. A copy of the appeal must be simultaneously provided to the State Administrative Entity. *The claimant may not appeal sanctions applied by the local Workforce Board for using a controlled substance or termination of program eligibility.*

Note: Nothing included in this policy precludes the claimant from pursuing a remedy authorized under another Federal, State or local law.

#### **REPORTING CRIMINAL FRAUD AND ABUSE:**

WIA Section 667.630 describes the process for reporting complaints and/or reports of criminal fraud and abuse. Complaints/reports must be reported immediately to the USDOL Office of Inspector General, Office of Investigations, Room s5514, 200 Constitution Avenue, Washington, D.C. 20210 or the complaint or report can be mailed to the USDOL South East Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW, Suite 6T1, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration. Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

**REPORTING DISCRIMINATION COMPLAINTS:**

WIA Section 667.275 (a) requires that recipients of WIA funds comply with federal nondiscrimination and equal opportunity laws. WIA discrimination complaints may be filed directly with the USDOL Director of Civil Rights Center, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210 or to the Agency for Workforce Innovation, ATTN: Mr. Thomas McGurk, Director, 1320 Executive Center Drive, Suite 300 Atkins Building, Tallahassee, Florida 32399-2250.

Forms and instructions for filing a discrimination complaint may be obtained by contacting the Agency for Workforce Innovation, Human Resource Management, 1320 Executive Center Drive, Room 115 Atkins Building, Tallahassee, Florida 32399-2250. (850-488-7228, ext. 1160). If the person filing the complaint is sight or speech impaired, they should call the Florida Relay System at 1-800-955-8770 for voice assistance in contacting the Agency for Workforce Innovation.

**LOCAL CONTACT:**        **Dave Hamilton, dhamilton@careersourcepascohernando.com**

**EXPIRATION DATE:**        Indefinite



**Certification of Understanding, Pasco-Hernando Workforce Board, Inc. Participant  
Grievance/Complaint Hearing and Appeal Procedures**

As a WIA/WP/Welfare Transition Program participant, contractor, One-Stop partner, One-Stop operator, service and/or training provider, employee, employer and/or other entity receiving WIA/WP/Welfare Transition Program funds or participating, enrolled or contracted with the Pasco-Hernando Workforce Board, Inc., **I certify that I have read the above statement and understand my rights and responsibilities as enumerated.**

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Participant/Service Provider Employee/ Employer/or other Signature      Date

As a representative of the Pasco-Hernando Workforce Board, Inc., and/or WIA/WP/Welfare Transition Program staff, I verify that the above-signed individual has read the Grievance Hearing/Appeal Procedures and has indicated an understanding of it.

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PHWB Service Provider Signature      Date

REVISED 4/10

## ATTACHMENT C

### COMMON AREA RULES AND RESPONSIBILITIES PASCO HERNANDO ONE STOP SERVICE CENTERS

(THESE RULES APPLY TO PARTNERS WHOSE STAFF ARE PHYSICALLY LOCATED EITHER FULL TIME OR ON AN ITINERANT BASIS IN SERVICE DELIVERY CENTERS OPERATED BY THE PHWB.)

Common area requirements and responsibilities are overseen, coordinated and managed by the Pasco Hernando One Stop Operator and shared by all agencies/organizations physically co-located in the One Stop. Common area requirements and responsibilities include:

- **AC/HEAT** – Controlled by the landlord (building owner) and/or the One Stop Operator. Designated One Stop Operator staff may make temporary adjustments upon request.
- **APPEARANCE/DRESS** – All CareerSource Pasco Hernando staff and partners will dress in professional attire suitable for providing services within offices administered by the PHWB. **Monday through Thursday:** Men are required to wear business attire including appropriate slacks and suitable shoes. No tennis shoes or sandals are allowed. Women are required to wear appropriate dresses, slacks and business attire. Tennis shoes and/or flip flops will not be allowed. **CareerSource Pasco Hernando logo shirts are acceptable business attire.** **Friday/Casual Days:** Casual business attire. Men’s shirts must include a collar or be a polo style shirt. No flora or loud shirts (Hawaiian shirts) will be allowed. No jeans, tennis shoes or Capri’s. No “theme” shirts. CareerSource Pasco Hernando shirts are appropriate for casual Friday and for special events. **Work Day or Special Event Day:** Work attire may be worn on those days that special projects are being conducted, such as clean-up day or any special event scheduled by the administrative offices and/or the Center Manager. Jeans and/or tennis shoes will be permitted under these circumstances. However all clothing must be presentable as you will be in the CareerSource Pasco Hernando offices. **No staff will be allowed to wear any clothing item that is offensive and/or unprofessional in nature.** Staff should contact the Center Manager prior to wearing an item if they are unclear whether a clothing item may be construed as inappropriate.
- **BATHROOMS** – Specific restrooms may be designated for staff and customers. To promote building security and safety, all customers should be directed to use customer restrooms. Special circumstances

may lead staff to make occasional exceptions. In those cases, staff should escort the customer between the work area and restroom.

- **BUILDING ACCESS/SECURITY** – The One Stop Operator, working in conjunction with the participating agencies/organizations will establish building access and alarm system procedures. Key distribution/control is at the discretion of the One Stop Operator.
- **CLERICAL SUPPORT** – Each participating agency/organization will provide its own clerical support. Upon agreement with the One Stop Operator and the participating agencies/organizations, clerical duties for the core/reception areas may be assigned on a shared and equitable basis. In those cases, clerical duties will include answering telephones; taking/routing messages; forms and correspondence; collecting, sorting, routing and delivering mail, etc.
- **COFFEE/KITCHEN** - All Individuals utilizing kitchen facilities including coffee machines, microwave ovens, sinks, etc. are asked to assist in keeping the area clean. Contributions for coffee, condiments, dishwashing detergent, towels, etc will be expected of all individuals utilizing the facility. The One Stop Operator is responsible for managing those contributions and expenses. The One Stop Operator may establish an equitable clean-up schedule, if necessary, and may require individual users of the kitchen facility to participate in cleanup.
- **COMMUNITY RELATIONS/COURTESY** –It is important that staff consistently demonstrate a friendly and courteous attitude. Staff members are expected to work together as a team toward customer satisfaction and One Stop Service Delivery System performance objectives. Staff should be courteous to each other, to customers of the One Stop Centers, and apply the Golden Rule at all times.
- **COMPUTER/INTERNET** – All staff physically located either full time or on an itinerant basis at a CareerSource Pasco Hernando or One Stop Service Delivery System office will utilize a careersourcepascohernando.com email address as their primary email address. Computers are to be used for business purposes only. One Stop Resource Room computers are for customer use. Computer games and inappropriate use of INTERNET services are unacceptable practices. Customers have priority on Resource Room computers. The One Stop Operator may report unauthorized computer use to the appropriate agency/organization manager. Subsequent incidents may be referred to PHWB Administration for resolution.

- **CONFERENCE ROOMS** – Scheduling the use of conference rooms and other training/testing areas is the responsibility of the One Stop Operator. All One Stop staff and their parent agencies/organizations may use those facilities. Staff supervisors may schedule use of conference rooms and training/testing rooms using the One Stop Operator’s scheduling system. Supervisors will attempt to resolve competing schedule conflicts at the lowest level. When necessary, a One Stop Operator manager will have final say on conference room and training/test room/area scheduling.
  
- **COPIERS** – One Stop staff may use any/all copiers located in the One Stop. Bulk copying (over five hundred copies) of forms, for example, shall be accomplished outside the One-Stop Center and shall be at the expense of the One-Stop partner. Copier codes or logs may track agency/organization usage by program and volume. Accurate tracking supports equitable cost sharing. All users must identify themselves to the copier or log in usage. Staff experiencing a problem with a copier should ask for assistance from the designated point-of-contact for the copier in question.
  
- **CROSS TRAINING** – Cross training sessions will be scheduled by the One Stop Operator on an as needed basis. Sessions will highlight One Stop Center agency/organizations or services provided in the community or at the One Stop Center. All One Stop participants agree to have its staff attend, participate in, and support One Stop Center cross training activities.
  
- **DOOR CODES** – One Stop door codes (if available) promote personal safety and building security. Staff will not give out door codes to unauthorized people. The One Stop Operator may change door codes whenever a possible compromise is suspected/determined to have occurred. Before a staff member keys in the door code, he/she must ask all non-staff persons to move back from the door/or block their view of the key panel. Staff should report any possible door code compromise to the One Stop Operator immediately.
  
- **EMERGENCY/DISASTER PREPAREDNESS** – For the safety of all persons working in and/or visiting the Pasco Hernando One Stop Center, all staff, regardless of parent agency, must be familiar with and closely follow One Stop emergency/evacuation policies and procedures that are developed and implemented by the One Stop Operator. It is the responsibility of the site manager and/or his/her designee to ensure all staff and partners are advised of a pending closing. These procedures are outlined in the PHWB’s CareerSource Pasco Hernando

Building/Emergency Evacuation Plan. Emergency/Disaster Preparedness will be a Cross Training subject.

- **FASCIMILE MACHINE USAGE** – Fax machines are for business use only. Document confidentiality is a critical concern. Staff expecting to receive information by fax must ensure all staff attending the fax machine(s) are aware of the sensitivity level of any information and are properly instructed on handling/routing procedures. When especially sensitive information is expected via fax, unit staff may elect to attend the fax machine until such information is received. One Stop Center staff may authorize customers to use fax machines. If so, staff must ensure that those customers understand fax operating procedures and further ensure that sensitive/confidential material is not compromised to customers. Staff attending fax machines must ensure that all incoming items are properly handled and routed. When necessary, fax material will be placed in an envelope, properly routed through the mail distribution center or, when required, personally delivered to the recipient. All One Stop agencies/organizations should regularly check their mail slots for fax correspondence.
- **JANITORIAL SERVICE/FACILITY MAINTENANCE:** One Stop staff noticing areas that require additional attention should provide appropriate details in writing, or verbally in an emergency situation, to the One Stop Operator. Those items will be brought to the attention of the janitorial crew/landlord or repair vendor as appropriate. For minor discrepancies, staff may leave written notes for the janitorial crew.
- **MAIL** – Mail Center procedures are established and overseen by the One Stop Operator. Upon agreement with the One Stop Operator and the participating agency/organizations, mail distribution duties may be assigned on a shared and equitable basis. The One Stop Operator and One Stop Center agency/organization management coordinate scheduling, work requirements and training procedures.
- **PARKING** – While the One Stop Centers do not have assigned parking spaces, staff are asked to save front spaces for customers. Staff should not use handicapped spaces unless they have an appropriate sticker or decal.
- **RECEPTION/INTAKE STAFF** – Reception/Intake area greeters may be provided by the One Stop Operator, with assistance from other partner agencies/organizations as agreed to by participating One Stop Center agency/organization management. All One Stop Center staff scheduling appointments should instruct customers to ask for the staff member by name or program activity. The greeter may then direct or escort the

customer to the proper room/location. Any staff member who observes customers who are unattended, appear confused or in need of help should immediately offer assistance. Staff involved in special activities or meetings should inform the One Stop Operator. The Operator will ensure that greeters are advised of those events. Good coordination between staff will result in more seamless and professional services to our customers.

- **SEXUAL HARASSMENT** – Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature from any person directed towards or in the presence of an employee or other person is strictly prohibited. CareerSource Pasco Hernando staff and/or partners found to have sexually harassed another person will be subject to disciplinary action according to the employing organization's disciplinary policy and may be barred from further employment or other activities within CareerSource Pasco Hernando and/or One Stop Service System Delivery offices.
- **SIGN-OUT BOARD** – The One-Stop Operator may utilize a sign-in/out board. To ensure that phone calls are properly coordinated, staff whose calls are answered by the main switchboard should sign out and in each time they leave and return to the building. Staff may be required to indicate the anticipated time (and date) of return. Upon their return, staff should check with the switchboard operator to see if they have any messages.
- **SMOKING** – Smoking outside of any doorway is prohibited except near doors adjacent to a designated smoking area. Before entering the building staff should place extinguished cigarettes in appropriate containers. Smoking outside an authorized area and especially in customer sight can create a negative perception – e.g., staff are loitering or wasting “tax payer” dollars.
- **SOCIALIZING** – Friendship and sharing is encouraged however anything that would appear to the customer as a waste of time must be avoided. Loitering (standing around) should not occur. All staff must be aware of customers and sensitive to the needs of co-workers when talking near work areas, especially when in switchboard and clerical areas.
- **STORAGE** – Storage space is very limited in the One Stop Centers. Staff needing to store something temporarily should coordinate storage with the One Stop Operator. Long-term storage may be unavailable in the One Stop Center. If the One Stop Operator is not able to accommodate a storage need, long-term storage will be the sole responsibility of the agency/organization that owns the item(s). One Stop participants must

ensure that useless, unwanted and broken items are not abandoned and are quickly removed from the work area. Property owners are responsible for the removal and proper disposal of such items.

- **SUPPLIES** – Each agency/organization is responsible for its staff supplies. Staff may borrow supplies from another unit, once they have first checked with that unit to determine if the required supplies are available. Borrowed items will be returned or replaced as soon as possible.
- **TELEPHONE USAGE** – Full time, CareerSource Pasco Hernando staff must ensure that one person in their area is available to accept incoming calls for their staff during normal working hours. When that is not possible, staff should coordinate telephone requirements with the One Stop Operator. Staff should use SunCom (if available) for long distance calls. Local personal calls are allowed as long as they are kept to a minimum and of short duration. Customers may use telephones for business calls, including SunCom, but must be assisted by staff members.
- **VENDING MACHINES** – Vending machines are sponsored by the PHWB. All One Stop staff may use the vending machines. Any staff member who loses money in a vending machine should place a post-it note on the machine, indicating his/her name, location, and the amount of money lost. The vending company representative will return your money.

**MEMORANDUM OF UNDERSTANDING  
CAREERSOURCE PASCO HERNANDO  
ONE STOP CAREER CENTER SYSTEM**

**I. PARTIES**

This Memorandum Of Understanding (“MOU”) is entered into by The School Board of Hillsborough County, Florida – Florida Farmworker Career Development Program (FCDP) funded under the Workforce Innovation and Opportunity Act (WIOA), Title I, Section 167, hereafter referred to as the (Mandatory Partner) and CareerSource Pasco Hernando (CSPH).

**II. PURPOSE**

The Workforce Innovation and Opportunity Act (WIOA) of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Every year the key programs that form the pillars of WIOA help tens of millions of job seekers and workers to connect to good jobs and acquire the skills and credentials needed to obtain them. The enactment of WIOA provides opportunity for the reforms to ensure the American Job center system is job-driven – responding to the needs of employers and preparing workers for jobs that are available now and in the future.

The purpose of this MOU is to describe the cooperative workforce training, employment, and economic development efforts of CareerSource Pasco Hernando and the Partner and the actions to be taken by each to assure the coordination of their efforts is an effective collaboration.

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando Counties. In addition, this agreement will establish joint processes and procedures that will enable the Partner to integrate the current service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to residents of Pasco and Hernando Counties.

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. COLLABORATION AND SERVICES**

The FCDP Hillsborough County Project shall retain fiscal responsibility and accountability to the administration of the funds allocated to it under WIOA Title I, Section 167 and any other applicable federal and state laws for the workforce program services directly delivered by the Program.

**A. CareerSource Pasco Hernando’s responsibilities to provide:**

- Job referral and placement through Employ-Florida marketplace (EFM).
- Assist farmworkers enrolled in the FCDP to include all provisions allowable under WIOA.
- Collaborate closely with the FCDP to promote and support the obtainment of education and training in order to find a high wage career.



- Assist FCDP with outreach efforts by distributing material to enrolled candidates and posting flyers in offices.
- Utilize the developed FCDP referral form via fax or email.
- Ensure timely data sharing with FCDP regarding performance outcome data.
- Participate in monthly updates and semi-annual meetings with FCDP to review, discuss, and evaluate partnership coordination.
- Invite FCDP program staff into CSPH workshops to promote collaboration, programs, and services.

**B. Specific Locations:**

- **Dade City:** 15000 Citrus Country Dr. #303, Dade City, FL. 33523; (813) 377-1300
- **New Port Richey:** 4440 Grand Blvd., New Port Richey, FL. 34652; (727) 484-3400
- **Spring Hill:** 7361 Forest Oaks Blvd., Spring Hill, FL. 34606; (352) 200-3020
- **Mobile One Stop:** 24043 State Park, Wesley Chapel, FL. 33543; (352) 279-4400

**C. FCDP's responsibilities are to provide:**

- Promote Employ Florida Marketplace (EFM) and ensure that all FCDP participants are fully registered.
- Assist CSPH with outreach efforts by distributing CSPH collateral material to FCDP enrolled participants and posting CSPH flyers in the FCDP office.
- Participate in monthly updates and semi-annual meetings with CSPH to review, discuss, and evaluate partnership coordination.
- Ensure timely data sharing regarding performance outcome data for co-enrolled participants.
- Case management at a CSPH as needed.
- Workplace safety and pesticide safety instruction.
- Needs based allowance.

**IV. EVALUATION PROCESS**

FCDP will work with CSPH to develop a meaningful evaluation process in the first 3 months of this agreement which will include the establishment of a data collection process in the areas of referrals, shared enrollments, trainings provided, and employments obtained. Data collected in the first 6 (six) months of this agreement will be used to develop a performance baseline for future measures of the success of this collaboration. This joint data collection and review process will continue on a semi-annual basis.

**V. TERM**

This MOU is effective July 1, 2016 through June 30, 2017 with automatic renewal beginning on July 1, 2017, unless cancelled by either party. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

**VI. AMENDMENTS**

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.

**VII. MERGER**

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

**VIII. THIRD PARTY BENEFICIARY**

This MOU is for the benefit of CareerSource Pasco Hernando and FCDP, and no third party is an intended beneficiary under this MOU.

**IX. GOVERNANCE**

The Board, or its designated staff, and the local Chief Elected Officials (CEOs), I.E. THE Board of County Commissioners, Pasco/Hernando County, or federal entities have the right to monitor Workforce Center activities to ensure performance goals are being met; that appropriate procedures, controls, and records are maintained; and that any Memorandum(s) of Understanding (MOU) and Agreement(s) terms and conditions are being fulfilled. Any review should be utilized to identify problems and make suggestions for improving the Workforce Center and/or workforce system.

**X. SIGNATURES**

  
\_\_\_\_\_  
Jerome Salatino, President/CEO – Career Source Pasco Hernando

4/14/2016  
Date

\_\_\_\_\_  
Jeff Eakins, Superintendent – Hillsborough County Public Schools

\_\_\_\_\_  
Date

## **Attachment D- Self attestations**



**Division of Workforce Services**

**Bureau of One-Stop and Program Support  
Program Year 2015-16**

**Certification for Program Year 2015-16  
All requirements are per DEO Credentialing Guidance Paper FG 02-032 and Federal law.**

Name and Number of LWDB: Pasco Hernando Workforce Board - CareerSource Pasco Hernando – Region 16

Name and Location of Career Center: CareerSource Pasco Hernando - Dade City Office

Name of individual completing this form: Laura Green, Lead Customer Service Specialist/Resource Room

Date: 10/21/2015

I am providing this form in connection with the DEO Local Workforce Development Board credentialing certification for PY 2015-16. I confirm, to the best of my knowledge and belief, the following representations:

Career Center Credentialing		Y/N	Comments
<b>Minimum Resource Room Requirements</b>			
1	Are the following labor market publications and resources accessible to users? (y, n)		
2	Occupational Career Posters	Y	South Wall in Res. Room – Display Board
3	Wage Conversion Posters (Note: Posters show hourly wages converted into weekly/monthly/annual earnings.)	Y	North, South, and West Walls in Res. Room- Plastic Display on Yvonne Barker's desk
4	Career Information Delivery System (customized career decision making tools like CHOICES)	Y	Resource Room Desktop Computers for Customers
5	Career Infonet ( <a href="http://www.careerinfonet.org/">http://www.careerinfonet.org/</a> )	Y	Resource Room Desktop Computers for Customers
6	O*NET ONLINE ( <a href="http://www.onetonline.org/">http://www.onetonline.org/</a> )	Y	Resource Room Desktop Computers for Customers
7	Florida Research and Economic Information Database Application (FREIDA) <a href="http://freida.labormarketinfo.com/">http://freida.labormarketinfo.com/</a>	Y	Resource Room Desktop Computers for Customers
8	Do computers have Internet Access?	Y	Resource Room Desktop Computers for Customers
9	Do the computers have a link to the Employ Florida Marketplace?	Y	Resource Room Desktop Computers for Customers
10	Is EFM the MIS primarily used in the resource room for labor exchange services?	Y	
11	If no to #10, what is the labor exchange program being used?	n/a	
12	Do Basic Software Programs include Technical Skills Self-Assessment, Resume Building & Interviewing Skills?	Y	EFM Resume Builder/CSPH website online courses
13	Are staff available to provide assistance on the use of software programs using labor market information and other web-based resources?	Y	2 Full-Time, 2 Part-Time
<b>Posters required by Federal and State Law and Guidance</b>			
14	Does the location display the following posters as required by law, in a place that is visible to customers? (y, n)		

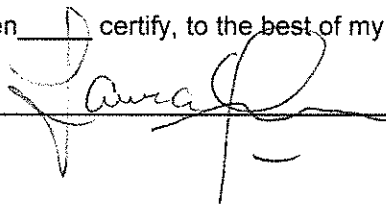
15	"Your Rights Under the Fair Labor Standards Act"	Y	West Wall in Res. Room
16	"Family and Medical Leave Act of 1993"	Y	North Wall in Res. Room and small break office
17	"If You Have A Complaint About"	Y	West and South Walls in Res. Room and small break office door
18	"Notice to Workers with Disabilities"	Y	South Wall in Res. Room and small break office
19	"Migrant & Seasonal Agriculture Worker Protection Act"	Y	South Wall in Res. Room by Video Sign Relay
20	"Job Safety and Health Protection"	Y	West Wall in Res. Room
21	"Equal Employment Opportunity Is The Law"	Y	West Wall in Res. Room
22	"Florida Law Prohibits Discrimination"	Y	West Wall in Res. Room
23	"Reemployment Assistance"	Y	West Wall in Res. Room and in Spanish in the small break office
24	"Child Labor Laws"	Y	South Wall in Res. Room
25	"Interpretive Services"	Y	West Wall in Res. Room
26	"Worker's Compensation Works for You"	Y	South Wall in Res. Room
27	"Employee Polygraph Protection Act (EPPA)"	Y	West Wall in Res. Room
28	"Uniformed Services Employment and Reemployment Rights Act (USERRA)"	Y	West Wall in Res. Room
29	"Equal Opportunity is the Law"	Y	West Wall in Res. Room
30	"Florida Minimum Wage"	Y	West Wall in Res. Room
<b>Minimum Operating Hours</b>			
31	Does the Career Center have standard operating hours for this site? (y/n) Please list days/hours in 'Comments' section.	Y	Monday – Friday from 8:00am to 5:00pm
32	Are the operating hours posted prominently? (y/n)	Y	
<b>Minimum Skills Standards/Certification for Front-Line Staff</b>			
33	Does the LWDB ensure that all front line staff successfully complete the Florida Workforce Professional Tier 1 certification within 6 months of the employee start date?	Y	
34	List the number of employees required to complete the Tier I certification during the previous program year.	n/a	
35	List the number of employees that successfully completed the Tier 1 certification during the previous program year.	n/a	
36	Attach the list of employees (defined as front line staff) required to complete the Tier I certification during the previous program year.	n/a	
37	Do front line staff have the following minimum skills required of a workforce professional? (y/n)	Y	
38	Customer service training	Y	
39	Communications skills training	Y	
40	Basic Computer software skills	Y	
41	Specific programmatic training	Y	WP, EFM, ACCESS
<b>Continuing Education Credits for Front Line Staff</b>			
42	Do all front line staff that completed their Florida Workforce Professional Tier I by June 30, 2013 have 15 hours of continuing education credit within one year of the Tier I certification date?	Y	

43	Attach the list of employees (defined as front line staff) required to complete the 15 hours of continuing education in one year.	Y	Laura Green, Yvonne Barker, Walt Hogan, Frankie Jones
<b>Minimum activities to be provided by the Career Center</b>			
44	Are the following minimum activities provided <b>on-site</b> , by <b>referral</b> , or by <b>internet</b> connection? (y, n)		Indicate the manner in which these activities are provided.
45	<u>WIA Adult/Dislocated worker program</u>	Y	On Site
46	<u>Veterans Workforce Investment programs</u>	Y	On Site
47	<u>Migrant and Seasonal Farm-Worker services</u>	Y	On Site
48	<u>FDOE Farmworker Career Development Program</u>	Y	Referral to Farmworkers Jobs and Education – Farm Workers Self Help Program
49	<u>Indian and Native American programs</u>		By referral
50	<u>Job Corps</u>	Y	By Referral – North Wall Information Poster
51	<u>Youth Services</u>	Y	On Site
52	<u>Wagner-Peyser Programs</u>	Y	On Site
53	<u>Adult Education</u>	Y	By Referral to Pasco County School District, Moore Mickens Education Center – On Site TABE, CarerrScope, Prove It, and RTW
54	<u>Industrial Education</u>	Y	On Site through WIOA
55	<u>Vocational Rehabilitation</u>	Y	On Site
56	<u>Older Worker Programs</u>	Y	Experience Works
57	<u>Trade Adjustment Assistance</u>	Y	On Site
58	<u>Veterans Employment and Training Services</u>	Y	On Site
59	<u>Community Service Block Grant Activities</u>	?	
60	<u>Employment and Training activities carried out by the Department of Housing and Urban Development</u>	?	
61	<u>Unemployment Insurance Programs</u>	Y	On Site – REA, PREP
62	<u>Temporary Assistance for the Needy Families/ Welfare Transition</u>	Y	On Site - WTP
63	<u>Supplemental Nutrition Assistance Program</u>	Y	On Site - SNAP
64	<u>Supportive Services such as child care and transportation</u>	Y	On Site - WTP
65	<u>Disability Specialist</u>	?	

**Self Attestation:**

I Laura Green certify, to the best of my knowledge, that the above information provided as part of DEO's Credentialing process is true and correct.

Signature \_\_\_\_\_



Date 10/21/2015



Division of Workforce Services

Bureau of One-Stop and Program Support  
Program Year 2015-16

**Certification for Program Year 2015-16**  
All requirements are per DEO Credentialing Guidance Paper FG 02-032 and Federal law.

Name and Number of LWDB: Pasco Hernando Workforce Board – Region 16

Name and Location of Career Center: CareerSource Pasco Hernando – Region 16 (4440 Grand Blvd., NPR, FL 34652)

Name of individual completing this form: Mini Timony

Date: 10/20/2015

I am providing this form in connection with the DEO Local Workforce Development Board credentialing certification for PY 2015-16. I confirm, to the best of my knowledge and belief, the following representations:

**Career Center Credentialing**

Y/N

Comments

**Minimum Resource Room Requirements**

1 Are the following labor market publications and resources accessible to users? (y, n)

Y

Occupational Career Posters

Y

Displayed at Resource Room entrance, right wall.

Wage Conversion Posters (Note: Posters show hourly wages converted into weekly/monthly/annual earnings.)

Y

Displayed on desk/Resource Room entrance and by customer work stations.

Career Information Delivery System (customized career decision making tools like CHOICES)

Y

Computers

Career Infonet (<http://www.careerinfonet.org/>)

Y

Computers

O\*NET ONLINE (<http://www.onetonline.org/>)

Y

Computers

Florida Research and Economic Information Database Application (FREIDA)  
<http://freida.labormarketinfo.com/>

Y

Computers

Do computers have Internet Access?

Y

Computers

9 Do the computers have a link to the Employ Florida Marketplace?

Y

Computers

10 Is EFM the MIS primarily used in the resource room for labor exchange services?

Y

Computers

11 If no to #10, what is the labor exchange program being used?

Do Basic Software Programs include Technical Skills Self-Assessment, Resume Building & Interviewing Skills?

Y

Are staff available to provide assistance on the use of software programs using labor market information and other web-based resources?

Y

**Posters required by Federal and State Law and Guidance**

14 Does the location display the following posters as required by law, in a place that is visible to customers? (y, n)

Y

Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.

"Your Rights Under the Fair Labor Standards Act"

Y

Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.

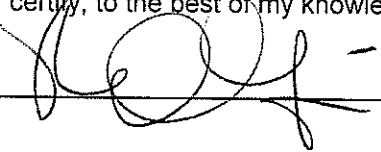
16	"Family and Medical Leave Act of 1993"	Y	Displayed on Bulletin Board, Resource Room, right wall.
17	"If You Have A Complaint About"	Y	Displayed on Bulletin Board, Resource Room, right wall.
18	"Notice to Workers with Disabilities"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
19	"Migrant & Seasonal Agriculture Worker Protection Act"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
20	"Job Safety and Health Protection"	y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
21	"Equal Employment Opportunity Is The Law"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
22	"Florida Law Prohibits Discrimination"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
23	"Reemployment Assistance"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
24	"Child Labor Laws"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance. Desk by customer stations.
25	"Interpretive Services"	Y	
26	"Worker's Compensation Works for You"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
27	"Employee Polygraph Protection Act (EPPA)"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
28	"Uniformed Services Employment and Reemployment Rights Act (USERRA)"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
29	"Equal Opportunity is the Law"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
30	"Florida Minimum Wage"	Y	Displayed on Bulletin Board, Resource Room, right wall and North Lobby Entrance.
<b>Minimum Operating Hours</b>			
31	Does the Career Center have standard operating hours for this site? (y/n) Please list days/hours in 'Comments' section.	Y	
32	Are the operating hours posted prominently? (y/n)	Y	Monday-Friday/8:00am-5:00pm
<b>Minimum Skills Standards/Certification for Front-Line Staff</b>			



33	Does the LWDB ensure that all front line staff successfully complete the Florida Workforce Professional Tier 1 certification within 6 months of the employee start date?	Y	
34	List the number of employees required to complete the Tier I certification during the previous program year.	1	
35	List the number of employees that successfully completed the Tier 1 certification during the previous program year.	1	
36	Attach the list of employees (defined as front line staff) required to complete the Tier I certification during the previous program year.	1	Peter D'Agata
37	Do front line staff have the following minimum skills required of a workforce professional? (y/n)	Y	
38	Customer service training	Y	
39	Communications skills training	Y	
40	Basic Computer software skills	Y	
41	Specific programmatic training	Y	
<b>Continuing Education Credits for Front Line Staff</b>			
42	Do all front line staff that completed their Florida Workforce Professional Tier I by June 30, 2013 have 15 hours of continuing education credit within one year of the Tier I certification date?	Y	
43	Attach the list of employees (defined as front line staff) required to complete the 15 hours of continuing education in one year.		Mini Timony, Samantha Martinez, Natalya Tkachenko...
<b>Minimum activities to be provided by the Career Center</b>			
44	Are the following minimum activities provided <b>on-site</b> , by <b>referral</b> , or by <b>internet</b> connection? (y, n)	Y	Indicate the manner in which these activities are provided.
	<u>WIA Adult/Dislocated worker program</u>	Y	On-Site
	<u>Veterans Workforce Investment programs</u>	Y	On-Site
	<u>Migrant and Seasonal Farm-Worker services</u>	Y	On-Site & Referral
	<u>FDOE Farmworker Career Development Program</u>	Y	On-Site & Referral
	<u>Indian and Native American programs</u>	Y	On-Site & Referral
	<u>Job Corps</u>	Y	REFERRAL
	<u>Youth Services</u>	Y	On-Site
	<u>Wagner-Peyser Programs</u>	Y	On-Site
	<u>Adult Education</u>	Y	On-Site & Referral
	<u>Industrial Education</u>	Y	On-Site
	<u>Vocational Rehabilitation</u>	Y	On-Site
	<u>Older Worker Programs</u>	Y	On-Site
	<u>Trade Adjustment Assistance</u>	Y	On-Site
	<u>Veterans Employment and Training Services</u>	Y	On-Site
	<u>Community Service Block Grant Activities</u>	Y	On-Site
	<u>Employment and Training activities carried out by the Department of Housing and Urban Development</u>	Y	On-Site

Unemployment Insurance Programs	Y	On-Site
Temporary Assistance for the Needy Families/ Welfare Transition	Y	On-Site
Supplemental Nutrition Assistance Program	Y	On-Site
Supportive Services such as child care and transportation	Y	On-Site
Disability Specialist	Y	On-Site
<b>Self Attestation:</b>		

I, Mini Timony certify, to the best of my knowledge, that the above information provided as part of DEO's Credentialing process is true and correct.

Signature 

Date 10/20/2015



**Division of Workforce Services**

**Bureau of One-Stop and Program Support  
Program Year 2015-16**

**Certification for Program Year 2015-16  
All requirements are per DEO Credentialing Guidance Paper FG 02-032 and Federal law.**

Name and Number of LWDB: Pasco Hernando Workforce Board -16

Name and Location of Career Center: Career Source Pasco Hernando-Region 16 (7361 Forest Oaks Blvd. Spring Hill FL 34606)

Name of individual completing this form: Patricia Rushing

Date: 10/23/2015

I am providing this form in connection with the DEO Local Workforce Development Board credentialing certification for PY 2015-16. I confirm, to the best of my knowledge and belief, the following representations:

<b>Career Center Credentialing</b>		<b>Y/N</b>	<b>Comments</b>
<b>Minimum Resource Room Requirements</b>			
<b>1</b>	Are the following labor market publications and resources accessible to users? (y, n)	Y	
	Occupational Career Posters	Y	East back wall
	Wage Conversion Posters (Note: Posters show hourly wages converted into weekly/monthly/annual earnings.)	Y	East back wall
	Career Information Delivery System (customized career decision making tools like CHOICES)	Y	
	Career Infonet ( <a href="http://www.careerinfonet.org/">http://www.careerinfonet.org/</a> )	Y	
	O*NET ONLINE ( <a href="http://www.onetonline.org/">http://www.onetonline.org/</a> )	Y	
	Florida Research and Economic Information Database Application (FREIDA) <a href="http://freida.labormarketinfo.com/">http://freida.labormarketinfo.com/</a>	Y	
	Do computers have Internet Access?	Y	
<b>9</b>	Do the computers have a link to the Employ Florida Marketplace?	Y	
<b>10</b>	Is EFM the MIS primarily used in the resource room for labor exchange services?	Y	
<b>11</b>	If no to #10, what is the labor exchange program being used?		
	Do Basic Software Programs include Technical Skills Self-Assessment, Resume Building & Interviewing Skills?	Y	
	Are staff available to provide assistance on the use of software programs using labor market information and other web-based resources?	Y	
<b>Posters required by Federal and State Law and Guidance</b>			
<b>14</b>	Does the location display the following posters as required by law, in a place that is visible to customers? (y, n)	Y	West front bulletin
	"Your Rights Under the Fair Labor Standards Act"	Y	West front bulletin
	"Family and Medical Leave Act of 1993"	Y	West hall bulletin
	"If You Have A Complaint About"	Y	West hall bulletin
	"Notice to Workers with Disabilities"	Y	West hall bulletin
	"Migrant & Seasonal Agriculture Worker Protection Act"	Y	West hall bulletin
	"Job Safety and Health Protection"	Y	West front bulletin

	"Equal Employment Opportunity Is The Law"	Y	West front bulletin
	"Florida Law Prohibits Discrimination"	Y	West front bulletin
	"Reemployment Assistance"	Y	West front bulletin
	"Child Labor Laws"	Y	West Side Bulletin
	"Interpretive Services"	Y	Community Service Wall
	"Worker's Compensation Works for You"	Y	Breakroom beside lockers
	"Employee Polygraph Protection Act (EPPA)"	Y	West front bulletin side
	"Uniformed Services Employment and Reemployment Rights Act (USERRA)"	Y	West front bulletin
	"Equal Opportunity is the Law"	Y	West front bulletin side
	"Florida Minimum Wage"	Y	Both Bulletins
<b>Minimum Operating Hours</b>			
31	Does the Career Center have standard operating hours for this site? (y/n) Please list days/hours in 'Comments' section.	Y	
32	Are the operating hours posted prominently? (y/n)	Y	
<b>Minimum Skills Standards/Certification for Front-Line Staff</b>			
33	Does the LWDB ensure that all front line staff successfully complete the Florida Workforce Professional Tier 1 certification within 6 months of the employee start date?	Y	
34	List the number of employees required to complete the Tier I certification during the previous program year.		
35	List the number of employees that successfully completed the Tier 1 certification during the previous program year.		
36	Attach the list of employees (defined as front line staff) required to complete the Tier I certification during the previous program year.		
37	Do front line staff have the following minimum skills required of a workforce professional? (y/n)	Y	
38	Customer service training	Y	
39	Communications skills training	Y	
40	Basic Computer software skills	Y	
41	Specific programmatic training	Y	
<b>Continuing Education Credits for Front Line Staff</b>			
42	Do all front line staff that completed their Florida Workforce Professional Tier I by June 30, 2013 have 15 hours of continuing education credit within one year of the Tier I certification date?	Y	
43	Attach the list of employees (defined as front line staff) required to complete the 15 hours of continuing education in one year.		Patricia Rushing, Glenn Swanson, Judith Casanova
<b>Minimum activities to be provided by the Career Center</b>			
44	Are the following minimum activities provided on-site, by referral, or by internet connection? (y, n)	Y	Indicate the manner in which these activities are provided.
	WIA Adult/Dislocated worker program	Y	On-Site
	Veterans Workforce Investment programs	Y	On-Site
	Migrant and Seasonal Farm-Worker services	Y	On-Site & Referral
	FDOE Farmworker Career Development Program	Y	On-Site & Referral

Indian and Native American programs	Y	On-Site & Referral
Job Corps	Y	Referral
Youth Services	Y	On-Site
Wagner-Peyser Programs	Y	On-Site
Adult Education	Y	Referral
Industrial Education	Y	On-Site
Vocational Rehabilitation	Y	On-Site
Older Worker Programs	Y	On-Site
Trade Adjustment Assistance	Y	On-Site
Veterans Employment and Training Services	Y	On-Site
Community Service Block Grant Activities	Y	On-Site
Employment and Training activities carried out by the Department of Housing and Urban Development	Y	On-Site
Unemployment Insurance Programs	Y	On-Site
Temporary Assistance for the Needy Families/ Welfare Transition	Y	On-Site
Supplemental Nutrition Assistance Program	Y	On-Site
Supportive Services such as child care and transportation	Y	On-Site
Disability Specialist	Y	On -Site

**Self Attestation:**

I Patricia Rushing certify, to the best of my knowledge, that the above information provided as part of DEO's Credentialing process is true and correct.

Signature Patricia Rushing

Date 10/23/2015